



City of
Ipswich

AGENDA

COMMUNITY, CULTURE, ARTS AND SPORT COMMITTEE

Thursday, 9 February 2023

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

Council Chambers, Level 8
1 Nicholas Street, Ipswich

MEMBERS OF THE COMMUNITY, CULTURE, ARTS AND SPORT COMMITTEE

Councillor Andrew Fechner (**Chairperson**)
Councillor Kate Kunzelmann (**Deputy Chairperson**)

Mayor Teresa Harding
Deputy Mayor Jacob Madsen
Councillor Nicole Jonic
Councillor Sheila Ireland
Councillor Marnie Doyle

COMMUNITY, CULTURE, ARTS AND SPORT COMMITTEE AGENDA

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** Item includes confidential papers

COMMUNITY, CULTURE, ARTS AND SPORT COMMITTEE NO. 1

9 FEBRUARY 2023

AGENDA

WELCOME TO COUNTRY OR ACKNOWLEDGEMENT OF COUNTRY

DECLARATIONS OF INTEREST IN MATTERS ON THE AGENDA

BUSINESS OUTSTANDING

CONFIRMATION OF MINUTES

1. **CONFIRMATION OF MINUTES OF THE COMMUNITY, CULTURE, ARTS AND SPORT COMMITTEE NO. 2022(11) OF 29 NOVEMBER 2022**

RECOMMENDATION

That the Minutes of the Meeting held on 29 November 2022 be confirmed.

OFFICERS' REPORTS

2. **ACTIVE IPSWICH STRATEGY 2031 ANNUAL REPORT CARD**

This is a joint report by the Sport and Recreation Officer (Physical Activity) and the Team Lead (Open Space and Facilities) concerning the first-year review of the Active Ipswich Strategy 2031 implementation.

RECOMMENDATION

That the report concerning the first-year review of the Active Ipswich Strategy 2031 implementation be received and the contents noted.

3. **IPSWICH LIBRARIES ANNUAL REPORT CARD**

This is a report concerning Ipswich Libraries services, improvements and customer demand in 2022.

RECOMMENDATION

That the report concerning Ipswich Libraries Annual Report Card be received and the contents noted.

4. COMMUNITY FUNDING AND SUPPORT ALLOCATIONS STATUS REPORT - 1 OCTOBER TO 31 DECEMBER 2022

This is a report concerning the allocation of Council's Community Funding and Support Programs from 1 October to 31 December 2022.

In the three (3) months from 1 October to 31 December 2022, Council approved 63 applications across 50 unique organisations, allocating a total of \$216,580.09 to a variety of community events and projects.

All successful applicants and projects are detailed in Attachment 1 and also reported online on both the Transparency and Integrity Hub and on the Community Funding and Support webpage in accordance with Council's principles of transparency and the Community Funding and Support Policy.

RECOMMENDATION

That the report concerning the allocation of Council's Community Funding and Support Programs from 1 October to 31 December 2022 be received and the contents noted.

5. CUSTOMER EXPERIENCE PROGRAM QUARTERLY REPORT - DECEMBER 2022

This is a quarterly report concerning the Customer Experience (CX) Program of Work providing an update on the Immediate Action Plan (IAP) and the CX Strategy Implementation Plan.

RECOMMENDATION

That the 31 December 2022 quarterly report concerning Council's Customer Experience program of work be received and the contents noted.

NOTICES OF MOTION

MATTERS ARISING

COMMUNITY, CULTURE, ARTS AND SPORT COMMITTEE NO. 2022(11)

29 NOVEMBER 2022

MINUTES

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

COUNCILLOR'S APOLOGIES: Nil

OFFICERS' ATTENDANCE: Chief Executive Officer (Sonia Cooper), General Manager Community, Cultural and Economic Development (Ben Pole), General Manager Corporate Services (Matt Smith), General Manager Planning and Regulatory Services (Peter Tabulo), Customer Strategy and Experience Manager (Anne Cahill), Manager Economic and Community Development (Cat Matson), Manager Marketing and Promotions (Carly Gregory), Executive Services Manager (Wade Wilson), Community Development Manager (Melissa Dower), Coordinator – Major Projects and Advocacy (Dan Heenan), Senior Media Officer (Darrell Giles), Chief of Staff – Office of the Mayor (Melissa Fitzgerald) and Theatre Technician (Trent Gray)

WELCOME TO COUNTRY OR ACKNOWLEDGEMENT OF COUNTRY

Councillor Andrew Fechner (Chairperson) invited Councillor Kate Kunzelmann to deliver the Acknowledgement of Country.

DECLARATIONS OF INTEREST IN MATTERS ON THE AGENDA

Nil

BUSINESS OUTSTANDING

Nil

CONFIRMATION OF MINUTES

1. CONFIRMATION OF MINUTES OF THE COMMUNITY, CULTURE, ARTS AND SPORT COMMITTEE NO. 2022(10) OF 10 NOVEMBER 2022

RECOMMENDATION

Moved by Councillor Andrew Fechner:
Seconded by Councillor Kate Kunzelmann:

That the Minutes of the Community, Culture, Arts and Sport Committee held on 10 November 2022 be confirmed.

AFFIRMATIVE

Councillors:

Fechner

Kunzelmann

Harding

Madsen

Jonic

NEGATIVE

Councillors:

Nil

The motion was put and carried.

OFFICERS' REPORTS

2. STRONGER COMMUNITIES PROGRAM 2021-2022

This is a report concerning the Stronger Communities Program, a governance and capability building program designed for Ipswich community groups.

The Stronger Communities Program has supported over 100 community groups with the governance skills and resources required to continue to delivering community outcomes across our city.

RECOMMENDATION

Moved by Councillor Andrew Fechner:
Seconded by Councillor Kate Kunzelmann:

That the Stronger Communities Program report be received and its contents noted.

AFFIRMATIVE

Councillors:

Fechner

Kunzelmann

NEGATIVE

Councillors:

Nil

Harding
Madsen
Jonic

The motion was put and carried.

3. CUSTOMER EXPERIENCE PROGRAM OF WORK - 30 SEPTEMBER 2022

This is a quarterly report concerning the Customer Experience (CX) Program of Work providing an update on the Immediate Action Plan (IAP) and the CX Strategy Implementation Plan.

RECOMMENDATION

Moved by Councillor Andrew Fechner:
Seconded by Councillor Kate Kunzelmann:

That the 30 September 2022 quarterly report concerning Council's Customer Experience Program of Work be received and the contents noted.

AFFIRMATIVE
Councillors:
Fechner
Kunzelmann
Harding
Madsen
Jonic

NEGATIVE
Councillors:
Nil

The motion was put and carried.

Attachments

1. Customer Experience Strategy document
 2. Customer Experience Immediate Action Plan
-

4. CHANGE TO COMMITTEE MEMBERSHIP

The Chairperson, Councillor Andrew Fechner received a request from Councillors Sheila Ireland and Marnie Doyle requesting consideration for appointment as members of the Community, Culture, Arts and Sport Committee.

RECOMMENDATION

Moved by Councillor Andrew Fechner:
Seconded by Mayor Teresa Harding:

That Councillors Sheila Ireland and Marnie Doyle be appointed as members of the Community, Culture, Arts and Sport Committee.

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 11.11 am.

The meeting closed at 11.30 am.

Doc ID No: A8488204

ITEM: 2

SUBJECT: ACTIVE IPSWICH STRATEGY 2031 ANNUAL REPORT CARD

AUTHOR: SPORT AND RECREATION OFFICER (PHYSICAL ACTIVITY)

DATE: 28 NOVEMBER 2022

EXECUTIVE SUMMARY

This is a joint report by the Sport and Recreation Officer (Physical Activity) and the Team Lead (Open Space and Facilities) concerning the first-year review of the Active Ipswich Strategy 2031 implementation.

RECOMMENDATION/S

That the report concerning the first-year review of the Active Ipswich Strategy 2031 implementation be received and the contents noted.

RELATED PARTIES

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

IFUTURE THEME

Vibrant and Growing

PURPOSE OF REPORT/BACKGROUND

The Active Ipswich Strategy 2031 (AIS2031) was adopted by Council in October 2021. Since then, implementation of the AIS2031 has commenced with a number of actions and outcomes delivered within this reporting period, completed actions include:

- Delivery of the Recreational Cycling and Walking Action Plan
- Urban Greening Action Plan
- Aquatic Facilities Action Plan
- Sustainability Strategy (Sustainable Water Consumption Action Plan)

Additional Significant Projects Achieved

Establish 'Healthy Active City Alliance' (completed/ on-going project)

In March 2022, the decision was made that rather than establish a new 'Healthy Active City Alliance', there was opportunity to join an existing network called the West Moreton Obesity Advisory Group. This group is chaired by West Moreton Health, and membership includes University Southern Queensland, Somerset Regional Council, Scenic Rim Council, University of Queensland and various members of West Moreton Health. Ipswich City Council have also been appointed to the Secretariat role of this committee. This committee is focussed on delivery of health promoting initiatives in response to three (3) pillars:

- Policy and Advocacy
- Research and Data
- Community and Partners

Initiatives are all currently in their infancy, however notable updates will be provided to Council where appropriate.

Projects to be delivered in 2023-2024

A number of actions have been aligned to commence in the 2023-2024 financial year, including:

1. **Monitoring and Reporting**- investigate and identify appropriate, meaningful and sustainable methods and sources of data retrieval for monitoring participation levels throughout the city.
2. **Develop a New Open Space Strategic Plan** – to compliment and guide the delivery of Council's new Local Government Infrastructure Plan (LGIP), develop an overarching and integrated Open Space Strategic Plan which guides council's prioritised planning and delivery of the completed open space network over the next 10 years.
3. **Playgrounds and Play-spaces for Ipswich** – In parallel with the LGIP project, review council's commitment and service standards regarding the provision of playgrounds and play-spaces to ensure council is facilitating a contemporary, flexible and functional play experience whilst meeting LGIP requirements, council's corporate asset management and maintenance requests.

The Playgrounds and Play-spaces for Ipswich and Fitness Equipment Action Plans were originally programmed to be delivered between 2029-2031. Post completion of the AIS2031, a medium - high level of risk has been identified for Council with respect to having an adequate level of "planning" to inform high value investment in new, upgrade, or refurbishment of existing infrastructure and contributed assets associated with Playgrounds and fitness equipment within Council's public parks and natural areas networks. The decision was also made to combine both the Playgrounds and Play-spaces Action Plan and the Fitness Equipment Action Plan into the one plan.

4. **Mountain Biking Action Plan** – this plan seeks to analyse the current mountain biking landscape, consider future demand through identifying gaps and opportunities in trail facilities and outline strategies to increase participation in outdoor recreation.
5. **Sustainable Clubs and Sporting Industry Action Plan** – Building club capacity, volunteers, event attraction and SSO/NSO partnerships.

Delivery on Targets

At the current point of time, no new population data sets measuring obesity and physical activity levels have been released. Therefore, no increase or decrease to the AIS2031 targets can be recorded. It is anticipated that further datasets to inform these targets will be released in 2023-2024.

LEGAL/POLICY BASIS

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

RISK MANAGEMENT IMPLICATIONS

The AIS2031 was developed to align and leverage primarily established budgets and staff of council in order to more strategically and collaboratively prioritise resources towards agreed AIS2031 actions and objectives. This approach accepts the inherent risk of relying largely on partnerships, cooperation and change management to deliver the Strategy. This risk is substantially mitigated by the shared responsibility of the AIS2031 across council departments and the purposeful alignment of the AIS2031 with corroborated objectives.

HUMAN RIGHTS IMPLICATIONS

HUMAN RIGHTS IMPACTS
RECEIVE AND NOTE REPORT
The Recommendation states that the report be received and the contents noted. The decision to receive and note the report does not limit human rights. Therefore, the decision is compatible with human rights.

FINANCIAL/RESOURCE IMPLICATIONS

The AIS2031 was developed to align and leverage primarily established budgets and staff of council in order to more strategically and collaboratively prioritise resources towards agreed AIS2031 actions and objectives.

Considerations for specific additional funding or resources are included as part of the annual budget process.


COMMUNITY AND OTHER CONSULTATION

This report has been developed in consultation with project managers in Infrastructure and Environment Department and Community, Cultural and Economic Development.

CONCLUSION

Since its adoption in 2021, the Active Ipswich Strategy 2031 has completed five and commenced another five of 27 actions.

ATTACHMENTS AND CONFIDENTIAL BACKGROUND PAPERS

1.	AIS 2031 Report Card ↓ 
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Marnie Orr

SPORT AND RECREATION OFFICER (PHYSICAL ACTIVITY)

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

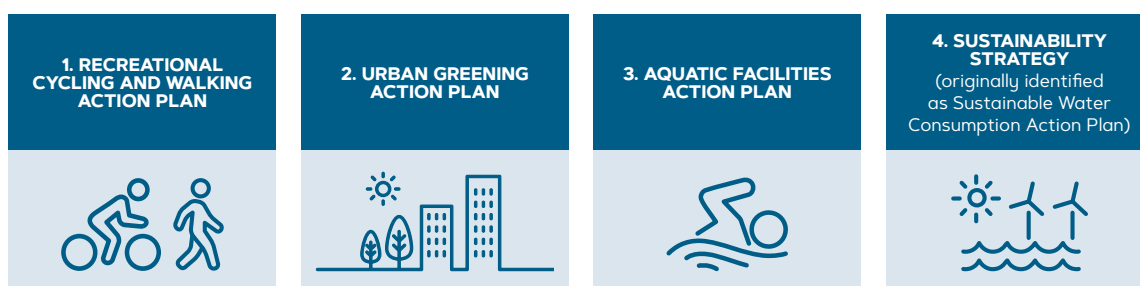
“Together, we proudly enhance the quality of life for our community”

AIS 2031 Annual Report Card

The Active Ipswich Strategy 2031 (AIS2031) was formally adopted by council in October 2021. The report card identifies key deliverables, actions and outcomes of the delivery of AIS2031.

Number of AIS2031 Action Plans delivered:

4/23 Action Plans have been delivered in the first year of AIS2031 implementation.






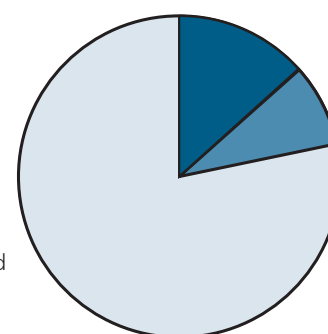
Number of AIS2031 Action Plans commenced:

2/23 Action Plans have commenced in addition to those plans already completed. Please note under the scoping phase of the Playgrounds and Playspaces Action Plan the decision was made to include fitness equipment as a playspace. Therefore, the Fitness Equipment Action Plan will now be delivered within the Playgrounds and Playspaces Action Plan.



AIS2031 Year 1 Delivery

-  Number of plans completed
-  Number of plans commenced
-  Number of plans not yet commenced



Significant projects achieved:



Item 2 / Attachment 1.

Action Plans to be delivered	Proposed delivery year	Status
Open Space Policy	2023/24	
Open Space Planning Procedure	2023/24	
Open Space Strategic Plan	2022/23	■
Sport and Recreation Facilities	2023/24	
Sustainable Water Consumption*	2023/24	■
Urban Greening Action Plan	2021/22	■
Urban Design Framework for Ipswich	2023/24	
Recreational Cycling and Walking Action Plan	2021/22	■
Aquatic Facilities Action Plan	2021/22	■
Mountain Biking Action Plan	2022/23	
Strategic Master Planning	2023/24	
Sustainable Clubs and Sporting Industry	2022/23	
Physical Activity Trends Study (minor review)	2024/25	
Natural Area Network Carrying Capacity review	2025/26	
Conservation Estate Activation Plan	2025/26	

Action Plans to be delivered	Proposed delivery year	Status
Playgrounds and Playspaces Action Plan/Fitness Equipment Action Plan	2029/30	■
Outdoor Recreation Action Plan	2025/26	
Indoor Sport Action Plan	2025/26	
Dog Off Leash Area Action Plan	2029/30	
Canoeing Action Plan	2029/30	
Rock Climbing Action Plan	2029/30	
Skate and BMX Action Plan	2029/30	
Physical Activity Trends Study (major review)	2030/31	
Additional Projects to be Delivered Tasks		
Establish a regional 'Healthy Active City Alliance' (West Moreton Obesity Advisory Group)	2021/22	■
Establish a cross functional Active Ipswich Strategy Working Group	2021/22	■
Establish a new Program Coordinator and Business Capacity Building	2022/23	■
Monitoring and Reporting	2022/23	■

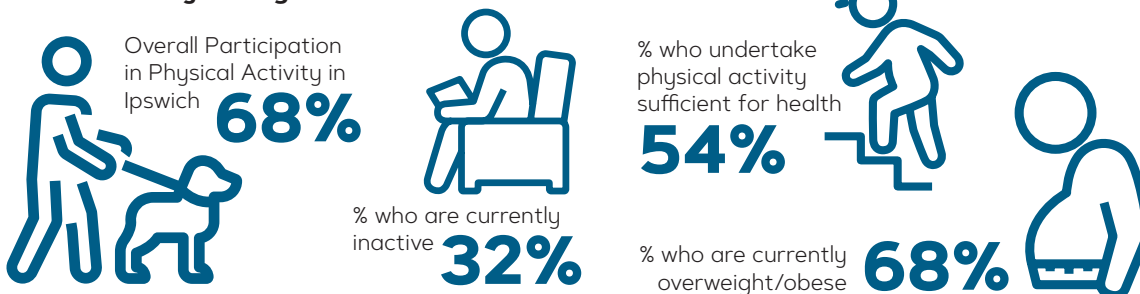
■ Completed ■ Commenced

*the Sustainability Strategy was adopted by Council in December 2021. This strategy addresses sustainable water consumption in Ipswich and outlines various actions to deliver improved outcomes.

Project to be delivered in 2023/2024:

<p>1. MONITORING AND REPORTING</p> 	<p>2. DEVELOP A NEW OPEN SPACE STRATEGIC PLAN</p> 	<p>3. PLAYGROUNDS AND PLAYSACES FOR IPSWICH</p> 	<p>4. MOUNTAIN BIKING ACTION PLAN</p> 	<p>5. SUSTAINABLE CLUBS AND SPORTING INDUSTRY ACTION PLAN</p> 
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AIS2031 delivery on targets



Doc ID No: A8603478

ITEM: 3
SUBJECT: IPSWICH LIBRARIES ANNUAL REPORT CARD
AUTHOR: MANAGER, LIBRARIES AND CUSTOMER SERVICES
DATE: 20 JANUARY 2023

EXECUTIVE SUMMARY

This is a report concerning Ipswich Libraries services, improvements and customer demand in 2022.

RECOMMENDATION/S

That the report concerning Ipswich Libraries Annual Report Card be received and the contents noted.

RELATED PARTIES

There were no conflicts of interest.

IFUTURE THEME

Safe, Inclusive and Creative

PURPOSE OF REPORT/BACKGROUND

Ipswich Libraries continues to focus on literacy as a foundation skill and provides key services to the community through face to face interaction, self-service and the online branch.

The purpose of this report is to provide an overview of the visitor numbers and trends, as well as insights into key drivers of customer demand.

Ipswich Libraries online options are popular and usage is increasing however our library branches and the pod continue to be key destinations for many people in our community.

LEGAL IMPLICATIONS

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

POLICY IMPLICATIONS

Not applicable

RISK MANAGEMENT IMPLICATIONS

There are no risks identified

FINANCIAL/RESOURCE IMPLICATIONS

This report is for information only. Any financial or resource implications are reflected in the 2022-2023 budget.

COMMUNITY AND OTHER CONSULTATION

The following stakeholders have been consulted in relation to this report:

- Gail Seeney – Library Branch Services Manager
- Cheryl Pye – Business Support and Library Content Manager
- Ben Pole – General Manager CCED



CONCLUSION

This is the Library Branch Services Annual Report Card for 2022. Libraries perform an important function for the community and customer demand has increased across all physical locations in 2022.

HUMAN RIGHTS IMPLICATIONS

HUMAN RIGHTS IMPACTS
RECEIVE AND NOTE REPORT
The Recommendation states that the report concerning Ipswich Libraries Annual Report Card be received and the contents noted. The decision to receive and note the report does not limit human rights. Therefore, the decision is compatible with human rights.

ATTACHMENTS AND CONFIDENTIAL BACKGROUND PAPERS

1.	Library Branch Services Annual Report Card 2022  
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Samantha Chandler
MANAGER, LIBRARIES AND CUSTOMER SERVICES

I concur with the recommendations contained in this report.

Ben Pole
GENERAL MANAGER, COMMUNITY, CULTURAL AND ECONOMIC DEVELOPMENT

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



Introduction

The purpose of this report is to provide an overview of Ipswich Libraries and the services provided during 2022.

Library Branches

Ipswich Libraries provides modern, innovative and interactive facilities that continue to offer a high level of services to the community and attract strong visitor numbers.

The Library Branch Services (LBS) team provide the personal connection between the library and the community. LBS team members provide point of need services at all library locations. Each location services a different part of the Ipswich community and LBS staff connect daily with customers in ways that reflect an understanding of their community members and needs.



Ipswich Central Library

- Enhancement of study spaces to meet demand with introduction of individual study carrels and reading area spaces
- Increase in after school attendance – numbers have doubled
- Increased visits linked to activation of Nicholas Street precinct
- Steady use of *After Hours* access to meeting rooms during trial period
- Library Service wide outreach at Ipswich show – engaged with over 1000 people
- Visitors in 2022: 158,091 – **increase of 12.5%**

Ipswich Children's Library

- Increase in statistics with the library being a popular destination for families
- Over 40,000 visitors during the 2022 school holidays – an average of over 530 per day
- Recipient of the Local Government Managers Australia Queensland Excellence Awards for Excellence - Innovation Award 2022
- Recipient of the Local Government Professionals National Federation Awards – Community Services Delivery Award 2022. This award recognises projects that have adopted a different approach to improved service delivery.
- Visitors in 2022: 123,575 – **increase of 44.5%**



Redbank Plains Library

- Refurbishment of the library is underway to reinstate the original footprint, refresh and enhance the library spaces and collections, and reintroduce public programs
- Increased seating and study options, a children's area to enable program delivery, new furniture and a larger collection including Marketplace will be on offer from the end of January 2023
- Visitors in 2022: 27,754 – **increase of 13%**



Redbank Plaza Library

- Negotiations are underway with Redbank Plaza Shopping Centre management to increase floor space and create a direct entry point from within the shopping centre
- Refurbishments planned will include an increased footprint, a space for program delivery, an enhanced collection through Marketplace and refreshed seating options
- Reintroduction of limited children's program delivery, this included the First 5 Forever *Messy Play* program which received the highest level of attendance across the library locations with 198 adults and 222 children (total 420) attending over 4 sessions
- Visitors in 2022: 32,350 – **increase of 6%**



Rosewood Library

- In January 2022, Library hours changed to a 9:00am opening on Fridays (previously 12:00pm) in response to the community Opening Hours survey conducted in 2021
- Increased visits due to activation of public programs including 1698 participants at Children's programs, 214 participants at Adult programs and 524 participants at Outreach and group visits.
- Gardening Circle trial in late 2022 to continue in 2023
- Interest in Local History supported through use of meeting spaces by two local history groups. Training session delivered in use of Trove and a session on Preserving your family papers as part of the Galvanized festival 2022.
- Outreach at Rosewood Show in June 2022 – Engaged with around 300 people
- Visitors in 2022: 43,437 – **increase of 21.5%**



Springfield Central Library

- Negotiation and collaboration with Orion Springfield Centre Management to finalise vital basement rectification work which was completed in November
- Significant demand for study space, particularly in pre-exam periods
- Busiest library branch in terms of visitors, loans and new memberships
- Visitors in 2022: 208,989 – **increase of 17%**



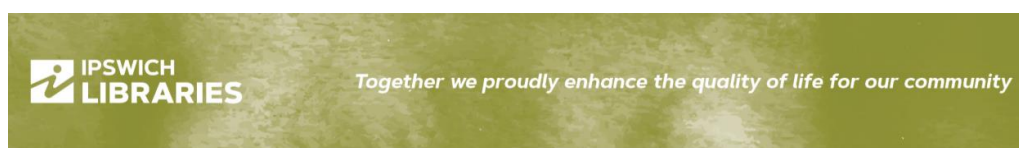
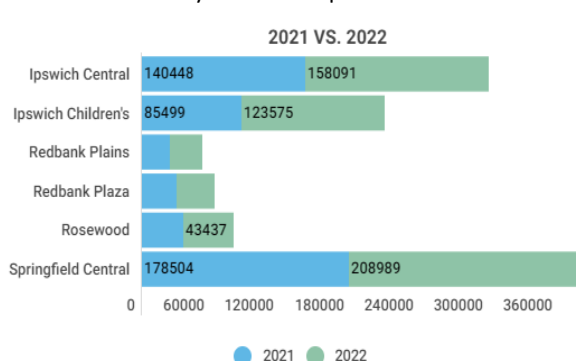
By the Numbers

Ipswich Libraries consistently demonstrate the Libraries and Customer Services vision through their point of need service delivery and exemplary customer service. In 2022, Ipswich Libraries’ team created connections and improved lives through a diverse range of interactions including but not limited to:

Visitors and Active Members



Library Visitor Comparison:

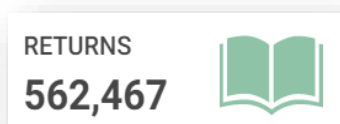
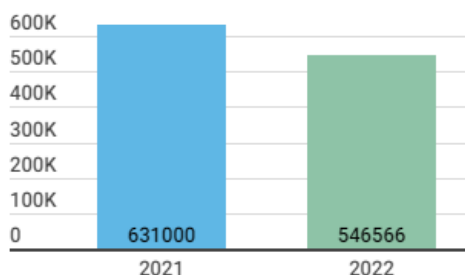


Loans and Returns



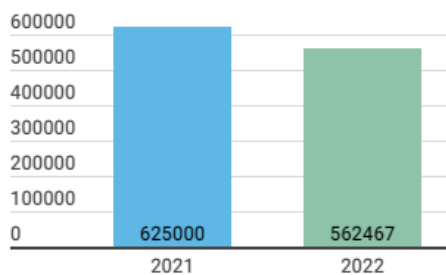
Library Loans Comparison:

2021 VS. 2022

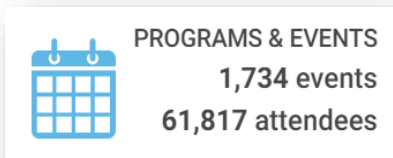
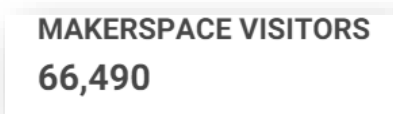


Library Returns Comparison:

2021 VS. 2022



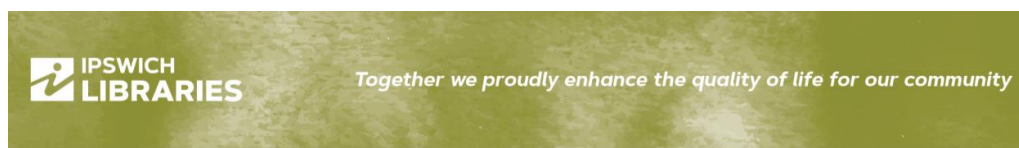
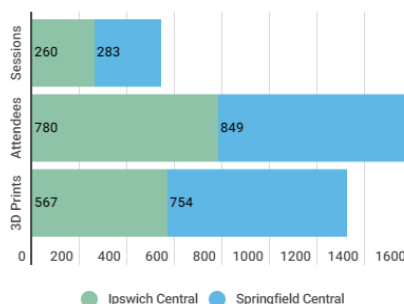
Makerspace and Public Programming



Book A Champion Comparison:

2021 VS. 2022

SESSIONS, ATTENDEES & 3D PRINTS



Virtual Branch and Catalogue

LIBRARY WEB PAGE VISITS

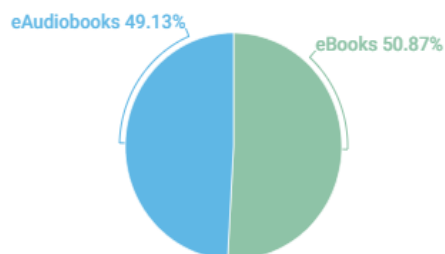
162,122

CATALOGUE SEARCHES

259,742

Digital Loans

Popularity of eResource loans
divided evenly with 50.87% eBooks
and 49.13% eAudiobooks



Library Services



MEETING ROOMS

8,766 bookings
1,263 hours

REFERENCE INQUIRIES

34,630



PUBLIC PC'S

35,334 sessions
39,640 hours



2021-2022 Library Survey

The Ipswich Libraries Survey Report 2021-2022 shows overwhelming support for Ipswich City Council's library services including the new Ipswich Central Library and stand-alone Children's Library.

The 1,512 respondents to the survey indicated a very high level of customer satisfaction with library facilities, staff and services. The rating of 98.4% satisfaction was a 9% increase from the previous year. There was also a 15% increase in perceived importance of the library services on offer.

Other survey results included:

- 8.7% respondents had never visited a library before or had not visited a library for more than 2 years
- an increase in use of the Library Pod at Karalee of 27%
- customer satisfaction with the Smartlocker service increased by 27% to a rating of 99.2%.

Grants achieved

Strategic Priorities Grant 2022

Ipswich Libraries was awarded a \$9,700 Strategic Priorities Grant from the State Library of Queensland for a Picture Ipswich installation that will have a retro-style corner (circa 1960s), additional seating and self-directed activities to support participation and stimulate ideas. <https://www.ipswichfirst.com.au/history-to-be-bought-to-life-for-interactive-ipswich-libraries-display/>

Investing in QLD Women Grant 2022 \$5000

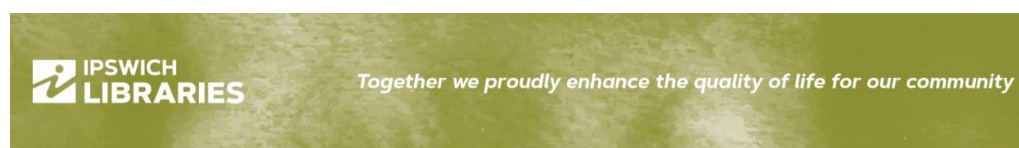
Ipswich Libraries hosted a SheCodes event at Springfield Central Library on the 30th July 2022 run by industry professionals with the aim of building the knowledge, skills and confidence of women in coding and technology.

Building Digital Skills Grant Round 29 - \$2400

The Be Connected, Building Digital Skills Grant funded prepaid SIM Cards which were paired with loaned digital devices for clients that expressed an interest in expanding their capability with digital devices. Clients were supported through monthly group catchups and regular in-house Be Connected sessions. Monthly group sessions were held at Ipswich Central, Springfield Central, and Rosewood branches.

First 5 Forever Grant 2021-2022 \$171,012.90

First 5 Forever funding received relates to the outreach activities under the Service Level Agreement for First 5 Forever Family Literacy Initiative 2019-2021.



Public Library Grant 2021-2022 \$948,180

The Public Library Grant is provided by the Queensland State Government and is used to support the ongoing development of Council's collections, or to support priority projects that cater for the diverse needs of the community.

Forward focus for 2023

In addition to the growing business as usual operational workloads, Ipswich Libraries team will be focussing on the following in 2023:

- Operational Plan development
- Facilities Plan development (long term)
- Redbank Plains reopening 1 February 2023
- Redbank Plaza Library extension and refurbishment
- Increase in delivery of Public Programs
- Succession planning
- Marketplace service model review
- Accessibility review
- Increased collaboration between the Branch Services and Public Program teams for program delivery
- Professional development for staff, e.g. de-escalation training, grant writing
- Ensuring safety and wellbeing of Ipswich Libraries Staff
- Upskilling staff to deliver advanced Reference queries and develop literacy in the community
- Staff development conversations to identify, and support where possible, individual staff goals

Doc ID No: A8585048

ITEM: 4

SUBJECT: COMMUNITY FUNDING AND SUPPORT ALLOCATIONS STATUS REPORT - 1
OCTOBER TO 31 DECEMBER 2022

AUTHOR: COORDINATOR, COMMUNITY FUNDING

DATE: 12 JANUARY 2023

EXECUTIVE SUMMARY

This is a report concerning the allocation of Council's Community Funding and Support Programs from 1 October to 31 December 2022.

In the three months from 1 October to 31 December 2022, Council approved 63 applications across 50 unique organisations, allocating a total of \$216,580.09 to a variety of community events and projects.

All successful applicants and projects are detailed in Attachment 1 and also reported online on both the Transparency and Integrity Hub and on the Community Funding and Support webpage in accordance with Council's principles of transparency and the Community Funding and Support Policy.

RECOMMENDATION/S

That the report concerning the allocation of Council's Community Funding and Support Programs from 1 October to 31 December 2022 be received and the contents noted.

RELATED PARTIES

- Cr Kate Kunzelmann declared a Conflict of Interest in relation to an application made for Councillor Discretionary Funds by the Ipswich Woodcrafts Club in that her partner is a member. Cr Kunzelmann did not allocate funds towards this application.
- Cr Kate Kunzelmann declared a Conflict of Interest in relation to an application made for Councillor Discretionary Funds by the University of the Third Age Ipswich & West Moreton in that her partner is a member and Cr Kunzelmann was previously a member. Cr Kunzelmann did not allocate funds towards this application.
- Travis Johnson (Coordinator, Community Funding) declared a Conflict of Interest with Karalee Community Association as his daughter is a member of the swimming club. Travis did not process their application.

- Louise Rovera (Sport and Recreation Officer) declared a Conflict of Interest with Cricket Ipswich as her children are involved in academy/representative programs. Louise did not assess their applications.
- Natalie Kelly (Community Development Project Officer) declared a Conflict of Interest with University of the Third Age Ipswich and West Moreton as she is friends with the applicant contact. Natalie did not assess their application.

IFUTURE THEME

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

PURPOSE OF REPORT/BACKGROUND

Ipswich City Council is committed to supporting community initiatives and partnerships that encourage participation in community life, foster social cohesion, celebrate culture and diversity, and contribute to a vibrant, healthy and sustainable city.

The Community Funding and Support Program affirms Council’s commitment by providing funding avenues and support to organisations and individuals and ensures an equitable, open, transparent, and accountable decision-making process.

The information provided in this report and its attachment details funding allocated through each of the available programs from 1 October to 31 December 2022.

Community Events Funding Funding up to \$5,000	Total funds allocated: \$46,495.52
Submitted applications: 20	Successful applications: 14
Community Events Funding will support several community events across Ipswich that will celebrate days of significance, diversity, personal development and sport. Of note were the variety of Christmas events across the city that were funded in this quarter.	

Community Projects Funding Funding up to \$15,000	Total funds allocated: \$85,204.01
Submitted applications: 21	Successful applications: 10
Community Projects Funding will predominately support community and sporting groups across Ipswich to upgrade equipment and facilities; with gymnastics, cricket, swimming and soccer being well represented in the successful applications.	

Councillor Discretionary Funds Funding up to \$1,000 per Councillor	Total funds allocated: \$41,094.16
Submitted applications: 32	Successful applications: 22
Councillor Discretionary Funds will support a diverse range of community groups, including, sporting, volunteer-based, faith-based and community services. The funding will predominately support equipment purchases that will enable the applicants to further develop their capabilities. As well as the hosting of events that will bring people together around a common interest or celebration.	

In-Kind Assistance	
In-Kind Assistance up to \$10,000.00	Total funds allocated: \$37,654.90
Submitted applications: 23	Successful applications: 14
In-Kind Assistance funding will benefit organisations who facilitate events across Ipswich by enabling them to access portable toilets, rubbish bins and other equipment required to safely and comfortably host events for residents and visitors to Ipswich.	

Quick Response Funding	
Funding up to \$1,000	Total funds allocated: \$1,131.50
Submitted applications: 2	Successful applications: 2
Quick Response Funding for the two projects will contribute towards the building of community by providing both positive social and environmental outcomes across the City of Ipswich.	

Viva Cribb Bursary	
Funding up to \$5,000	Total funds allocated: \$5,000
Submitted applications: 2	Successful applications: 1
The Viva Cribb Bursary will support the successful applicant to write a book to capture the organisations journey over the past 30 years as they have worked to provide meaningful opportunities for older residents to remain active and engaged in the Ipswich community.	

LEGAL IMPLICATIONS

This report and its recommendations are consistent with the following legislative provisions:
Local Government Act 2009
Local Government Regulation 2012

POLICY IMPLICATIONS

The matter of the report and its recommendations are consistent with the following policies:
Conflicts of Interest for Employees Policy
Community Funding and Support Policy
Councillor Discretionary Funds Policy

RISK MANAGEMENT IMPLICATIONS

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

FINANCIAL/RESOURCE IMPLICATIONS

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

The Community Development Section manages the receipt, assessment and allocation of applications received through the Community Funding and Support Programs in accordance

with the Community Funding and Support Policy, Councillor Discretionary Funds Policy, and associated guidelines.

Funding for the provision of community funding is contained within the Community Development Section 2022-2023 financial year budget.

COMMUNITY AND OTHER CONSULTATION

No further community or other consultation was required in association with this report.

CONCLUSION

Council's Community Funding and Support Team has processed and supported 63 Community Funding and Support Program applications between 1 October to 31 December 2022.


Of those applications, there has been \$216,580.09 in funding and support provided to 50 unique Ipswich community groups and sporting organisations.

Applications for funding are assessed in accordance with the eligibility criteria and assessment process outlined in the Community Funding and Support Policy, Councillor Discretionary Funds Policy and associated guidelines.

HUMAN RIGHTS IMPLICATIONS

HUMAN RIGHTS IMPACTS
RECEIVE AND NOTE REPORT
The Recommendation states that the report be received, and the contents noted. The decision to receive and note the report does not limit human rights. Therefore, the decision is compatible with human rights.

ATTACHMENTS AND CONFIDENTIAL BACKGROUND PAPERS

1.	Community Funding and Support Allocations Status Report - 1 October to 31 December 2022 ↓ 
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Travis Johnson
COORDINATOR, COMMUNITY FUNDING

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”



Community Funding and Support Allocations 1 October to 31 December 2022			
Applicant	Project Title	Project Description	Amount Allocated (excl. GST)
Community Events Funding			
Arts Connect Ipswich Inc	Queerswich 2023	Queerswich is a free family fun day for the LGBTQIA+ and wider community in Ipswich. Queerswich will feature live entertainment from local drag queens, comedians, musicians and DJs.	\$5,000.00
Cricket Ipswich	Les Kinane / Melissa Bulow Shield	The Kinane / Bulow Shield is an Under 13 Development Cricket Tournament that involved 16 teams from all over South East Queensland.	\$5,000.00
Focal Community Services	Focal Community Christmas Party	Focal Community Christmas Party is an event that celebrates Christmas but welcomes members of the community to develop a better understanding, awareness of the success stories of people who live life with a disability.	\$820.00
Gailes Residents Committee	Christmas on Karina	Christmas on Karina is a celebration with the local Community, staff, Volunteers, local Council members and Supportive Organisations.	\$3,670.18
Goodna Street Life Inc	GSL Carols by Candlelight	Goodna Street Life's Carols by Candlelight and Childrens Christmas Party brings the community together and provides a safe space for children of all ages to engage with the joy of Christmas.	\$5,000.00
Ipswich Malayali Association Inc (IMA)	IMA New Year Family Gathering December 2022	IMA New Year Family Gathering December 2022 event plays a key role in the cultural upliftment and integration of the Malayali community for members to celebrate and display their cultural talents.	\$2,200.00
Ipswich Vigoro Association	Queensland State Club Championships 2023	The Queensland Vigoro State Titles anticipates six junior and at least 10 senior teams joining in during the week long event which will be held at the Ipswich facilities in East Ipswich.	\$2,034.56
Kruger Parade Baptist Church	Kruger Easter Festival 2023	Kruger Easter Festival provides a family friendly event for all ages where people can enjoy themselves and get to know people in their own community. Festival is a completely free event which includes rides, games, food, entertainment and an Easter Egg Hunt.	\$5,000.00
Lanka Lions Australia Inc	Required Sri Lankan New Year Cultural Festival 2023	Cultural activities specific to Sri Lankan New year.	\$2,500.00
Lupang Hinirang Pty Ltd	The Grand Autumn Festival 2023 in Springfield	A multicultural show featuring traditional multicultural dances and songs, live music, and contemporary vocal/dance performances.	\$4,150.00
Rosewood and District Support Centre Inc	Rosewood Christmas Festival	Rosewood Christmas Festival is an event that brings the community together to celebrate the festive session. The event held at the Rosewood Show Grounds using the Cultural Centre and the Exhibition Pavilion.	\$3,000.00
The Potters House Springfield	POLY FLAVA 2023	POLY FLAVA 2023 is a celebration of Polynesian Cultures, the event celebrates Polynesian cultures and educates the local community on Polynesian communities and culture.	\$3,158.78



Community Funding and Support Allocations 1 October to 31 December 2022			
Applicant	Project Title	Project Description	Amount Allocated (excl. GST)
Toastmasters International District 69	Toastmasters Western Division Conference	The Western Division Toastmasters Conference is held annually. It is a competition and community event where primarily the best speakers in our Clubs are showcased and compete to represent our Division at the next level of competition.	\$1,140.00
Varnam Cultural Society (QLD) Inc.	The Greater Springfield Community Festival	The festival provides opportunity to promote the values of multiculturalism in general to the broader QLD community and has over the years provided a venue for over 1200 artists and performers to showcase their talent and over 9000 people attending the event in 2022.	\$3,822.00
TOTAL \$			46,495.52
Community Projects Funding			
Beacon Community - A Baptist Church	Shady Days	Purchase of replacement shade sails to cover the play equipment.	\$4,518.00
Blackstone United FC Inc	Blackstone Canteen Replacement	Replace the club canteen which was washed away and destroyed during the January 2022 floods.	\$15,000.00
Central Districts Cricket Club	Practice Wickets Upgrade	Upgrade of the Limestone Park practice wicket facilities to reduce player safety hazards.	\$14,124.36
Cricket Ipswich	Automated Roller	This automated roller which works on a "set and forget" basis will free up the time for grounds person to focus on essential tasks.	\$15,000.00
Grandchester Model Live Steam Association Inc	Signal Gantry Restoration	The Grandchester Model Live Steam Association (GMLSA) will in 2023 be celebrating 25 years of operation at its site in Ipswich Street, Grandchester. To mark this occasion they will be restoring Signal Gantry signal which will enhance both the amenity of the site and provide a physical reminder to guests of the vital part the railways played in the history of the development of Ipswich and Queensland.	\$2,307.59
Ipswich Community Swim Club Inc	Ipswich Community Swim Club Marquee	Purchase of a Marquee.	\$1,338.96
Ipswich Knights Soccer Club Inc	Upgrade Night Lighting on Number 2 Field	Upgrade Night Lighting on Number 2 Field.	\$15,000.00
Karalee Community Association Inc	Karalee Swim Club - New Clubhouse Refrigerator	Purchase of a new Refrigerator.	\$2,129.60
Queensland Police Citizens Youth Welfare Association (QPCYWA)	PCYC Ipswich Asbestos Removal	PCYC Ipswich has an urgent need to remove asbestos throughout the main hall building. This project will support the removal of asbestos wall linings in the upstairs office and stage areas, and the removal of the suspended asbestos ceilings in the club's main hall.	\$15,000.00
University of the Third Age Ipswich & West Moreton Inc	U3A Information and Marketing Project	Promotional banner and material to raise awareness of U3A.	\$785.50
TOTAL \$			85,204.01
Councillor Discretionary Funds			
Boorrumpah Goupong Aboriginal Corporation	Boorrumpah Goupong Christmas	Christmas event for awareness for men's mental health.	\$399.48
Brassall Congregational Church Incorporated	Purchase of AED (defibrillator)	Purchase of AED (defibrillator)	\$1,000.00
Circus Ipswich Inc.	The Birthday Party	The Birthday Party is a full length circus show to showcase the abilities of the Street Circus Troupe.	\$1,000.00



Community Funding and Support Allocations 1 October to 31 December 2022			
Applicant	Project Title	Project Description	Amount Allocated (excl. GST)
Domestic Violence Action Centre	16 Days of Activism -DVAC team art piece	The display piece that responds to the 16 Days of Activism and will be produced through collaboration to promote and support the global campaign dedicated to ending violence against women and girls.	\$199.95
Friends Of Lakes Cultural Association	FOLCA Xmas 2022	Conduct Cultural activities as part of traditional Xmas Concert with colorful traditional arts performance.	\$2,600.00
Guides Queensland - Amberley District Girl Guides	Install Smoke Alarms	Installation of Smoke Alarms.	\$395.00
Hannah's House Specialist Homelessness Service	Garden Project	The garden project is aimed at providing a peaceful and easily maintained space for residents of Hannah's House crisis accommodation.	\$917.00
Ipswich Vigoro Association	Marketing and Promotion application	Marketing and Promotion to strategically lead the association into the next 5 years.	\$3,500.00
Ipswich Woodcrafts Club Inc.	Security Upgrade	Improved security to protect the club's valuable equipment.	\$4,306.44
Pine Mountain and Districts Progress Association, Inc.	Carols in the Park, Pine Mountain 2022	The Carols in the Park evening brings together the local community to share the start of the festive season. It welcomes all members of the community in an inclusive atmosphere.	\$1,681.69
Possum Club Community Playgroup	Toddler Waterplay and Painting	Purchase a toddler-height trough for safe collaborative sand and water-play and a toddler easel for painting with a drying rack to store the artworks.	\$1,919.99
Raceview Congregational Fellowship Inc	Ripley Valley Community Garden	The establishment of a community garden to engage with the Ripley Valley community. This community garden will be important to build social connections.	\$2,200.00
Ripley Valley Basketball Inc	Equipment	Basketball equipment.	\$1,700.00
Ripley Valley State Secondary College Parents & Citizens Association	ANZAC place landscaping	Landscaping works to improve ANZAC place to allow more people to attend and view the ANZAC dawn service for 2023 and beyond.	\$3,000.00
Ripley Valley State Secondary College Parents & Citizens Association	Hello Summer Sun Shade	The purchase outdoor table, chairs, umbrellas and umbrella weights to assist with providing shade at our events during the summer months.	\$2,419.50
Rosewood Bowls Club	Glasswasher Replacement	Replacement of Glass Washer.	\$1,400.00
Shiloh Christian Family Centre	Shiloh Christmas Carols	Christmas Carols.	\$4,000.00
Stride Mental Health - headspace Ipswich	Rainbow Chaos - LGBTIQ+ social	Rainbow Chaos is a new LGBTIQ+ monthly social group in Ipswich for 15-25 year olds that began in mid 2022.	\$1,000.00
Ulysses Club Inc. - Lockyer Branch	Ipswich Toy Run 2022	The Ipswich Toy Run raises funds and awareness of the Salvation Army Xmas Appeal and UCARF (Ulysses Club Arthritis Research Fund). A BBQ was held at the Brassall Shopping Centre.	\$1,155.11
University of the Third Age Ipswich & West Moreton Inc	Photocopier Replacement	Replacement of a non-operational photocopier at the U3A premises at William Street, Woodend. The photocopier is essential for the smooth running of U3A classes currently held at the Woodend Campus.	\$2,000.00
West Moreton Community Kindergarten Inc.	Excursion to Ipswich Little Theatre	The West Moreton Community Kindergarten excursion to Ipswich Little Theatre.	\$1,000.00



Community Funding and Support Allocations 1 October to 31 December 2022			
Applicant	Project Title	Project Description	Amount Allocated (excl. GST)
YMCA Springfield Lakes Community Centre	YMCA 10 year Anniversary Fundraiser	YMCA Springfield Lakes is celebrated a 10 year anniversary with a Cocktail Fundraising Events to raise funds for youth programming.	\$3,300.00
TOTAL \$			41,094.16
In-Kind Assistance			
Brassall Christmas in the Park Inc.	Brassall Christmas in the Park	Portable Toilets	\$4,360.12
Fine Iron Rod and Custom Car Club	Fine Iron Classic Car and Hot Rod Show	Portable Toilets, Bins, and Barrier Mesh	\$2,723.83
Gailes Residents Committee	Christmas on Karina	Portable Toilets, Bins	\$411.50
LiveCity Church	REDBANK PLAINS COMMUNITY CHRISTMAS CAROLS	Portable Toilets, Bins, and Barrier Mesh and Plastic Bollards	\$4,468.48
Pine Mountain and Districts Progress Association, Inc.	Carols in the Park	Portable Toilets, Bins	\$866.70
Queensland Tamil Mandram	Pongal Festival	Portable Toilets, Bins	\$3,586.80
Raceview Congregational Fellowship Inc	Christmas carols under the Big Tree	Portable Toilets, Bins	\$1,636.53
Rosewood and District Support Centre Inc	Rosewood Christmas Festival	Portable Toilets, Bins and Witches Hats	\$1,487.20
Springfield Carols Incorporated	Springfield Carols	Portable Toilets, Bins, Barrier Mesh and Witches Hats	\$5,684.34
The Potters House Springfield	POLY FLAVA 2023	Portable Toilets, Bins	\$2,317.65
Tivoli Social Enterprises	Christmas Under The Stars	Portable Toilets, Bins	\$3,458.80
Tivoli Social Enterprises	Celebrate '23 at Tivoli	Portable Toilets, Bins	\$3,538.80
Whitehill Church of Christ	Whitehill Carols	Portable Toilets, Bins, and Barrier Mesh	\$1,949.78
YMCA Springfield Lakes Community Centre	YMCA Trick or Treating Zombie Walk	Portable Toilets, Bins, Star Pickets, Barriers Mesh and Witches Hats	\$1,164.37
TOTAL \$			37,654.90
Quick Response Funding			
Domestic Violence Action Centre	End of Year celebration	This event provided survivors (women and children) of domestic, family & sexual violence with an opportunity to come together for a 2 hour party at Inflatable World in a safe and supported environment.	\$781.50
Springfield Lakes Nature Care Inc - Landcare group	Great Southern Bioblitz	The Great Southern Bioblitz (GSB) occurs from midnight Friday 28 October to Monday 31st October in the southern hemisphere. This project provided a platform for groups and citizens to engage in a simple Citizen Science activity.	\$350.00
TOTAL \$			1,131.50
Viva Cribb Bursary			
University of the Third Age Ipswich & West Moreton Inc	U3A 30th Anniversary Book " Dreams and Visions"	A book that reflect the organisation's 30 years of operation within the Ipswich community	\$ 5,000.00
TOTAL \$			5,000.00

Doc ID No: A8602713

ITEM: 5

SUBJECT: CUSTOMER EXPERIENCE PROGRAM QUARTERLY REPORT - DECEMBER 2022

AUTHOR: CUSTOMER STRATEGY AND EXPERIENCE MANAGER

DATE: 20 JANUARY 2023

EXECUTIVE SUMMARY

This is a quarterly report concerning the Customer Experience (CX) Program of Work providing an update on the Immediate Action Plan (IAP) and the CX Strategy Implementation Plan.

RECOMMENDATION/S

That the 31 December 2022 quarterly report concerning Council's Customer Experience program of work be received and the contents noted.

RELATED PARTIES

There is no discernible related party conflicts of interest associated with this report or its recommendation.

IFUTURE THEME

A Trusted and Leading Organisation

PURPOSE OF REPORT/BACKGROUND

Attachment 1 of this report is the CX Program Quarterly Report – December 2022.

The report provides an update on the progress and status of the CX IAP and the CX Strategy Implementation Plan.

LEGAL IMPLICATIONS

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

POLICY IMPLICATIONS

There are no policies that are materially relevant to addressing this matter.

RISK MANAGEMENT IMPLICATIONS

Customer Experience Priorities that rely on an approved budget and were due to commence in July 2022 have been delayed. This time risk is being managed through collaboration and focussed engagement with Finance, Procurement, and ICT functions of Council.

The recruitment process for budgeted positions to support delivery of this program have also been delayed as the recruitment process could not commence until 1 July 2022. This time risk has also been managed through collaboration across the Libraries and Customer Services Branch to support progress as much as possible from within existing resources. The recruitment for these positions are in the final stages and roles are expected to commence in February 2023.

FINANCIAL/RESOURCE IMPLICATIONS

This report is for information only and related to the 2022-2023 financial year. The budget for planned initiatives in 2022-2023 is allocated. There is no current budget implications relating to this report.

COMMUNITY AND OTHER CONSULTATION

The following stakeholders have been consulted for this report:

- Ben Pole – General Manger CCED
- Samantha Chandler – Manager Libraries and Customer Services
- Anne Cahill – Customer Strategy and Experience Manager
- Patrick Hyde – Customer Experience Coordinator
- Customer Experience Team

CONCLUSION


This is the fourth quarterly report showing the implementation of this iFuture Catalyst Project. The most significant change in this quarter is further progress of the IAP Actions and the beginning of implementation of the CX Strategy Priorities.

The customer will have started to see changes in action, for example 111 Service Requests now offer the customer the opportunity to provide feedback after the Service Request is finalised.

HUMAN RIGHTS IMPLICATIONS

HUMAN RIGHTS IMPACTS
RECEIVE AND NOTE REPORT
The Recommendation states that the report be received and the contents noted. The decision to receive and note the report does not limit human rights. Therefore, the decision is compatible with human rights.

ATTACHMENTS AND CONFIDENTIAL BACKGROUND PAPERS

- | | |
|----|---|
| 1. | CX Program Quarterly Report - December 2022 Committee ↓  |
|----|---|

Anne Cahill

CUSTOMER STRATEGY AND EXPERIENCE MANAGER

I concur with the recommendations contained in this report.

Samantha Chandler

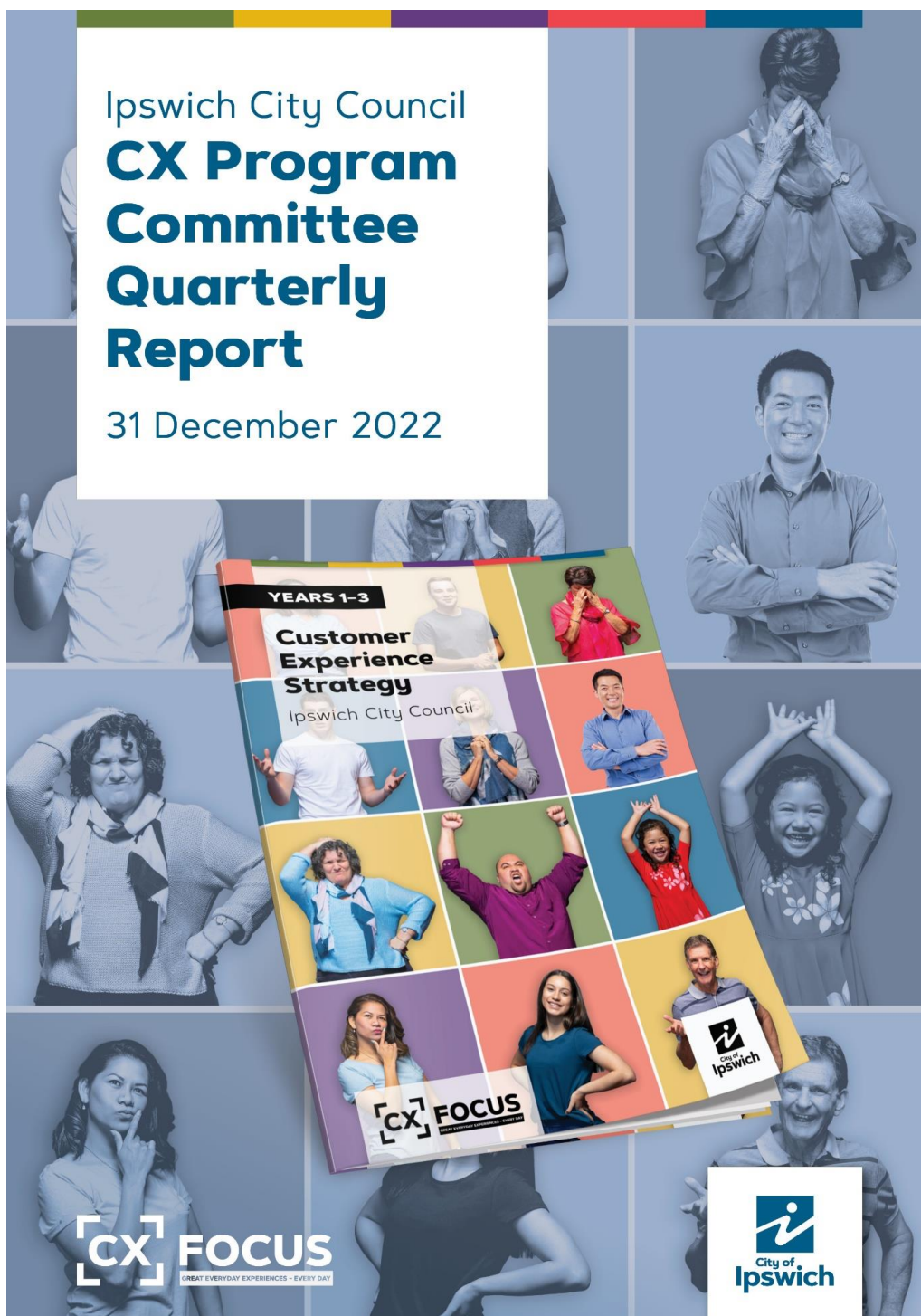
MANAGER, LIBRARIES AND CUSTOMER SERVICES

I concur with the recommendations contained in this report.

Ben Pole

GENERAL MANAGER, COMMUNITY, CULTURAL AND ECONOMIC DEVELOPMENT

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



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Customer Experience Program – December Report

Introduction

This is the Customer Experience (CX) Program quarterly report. This report provides an update to the progress of the CX Program of Work across Council including the CX Immediate Action Plan (IAP) (Attachment 1) and the CX Strategy (Attachment 2) Implementation. Up until this quarter, the CX Program of work has primarily focused on delivery of the IAP Actions. As of the 1 July 2022 focus has shifted to the CX Strategy Priorities.

Towards the end of this quarter the CX team began to work more closely with the Enterprise Program Management Office (ePMO) team and the CX program of work (current IAP Actions and CX Strategy Priorities) has now been scheduled and baselines set, with completion due in June 2025. Where a CX Strategy Priority (CXP) has already commenced it is reflected in the plan with a start at date of 1 December 2022. All other 'priorities' have a start date of 3 January 2023.

It is important to note that the outcome of CXP#4: 'Community Engagement' and CXP#9: 'Customer Journey Solution Design' will identify new priorities that are unknown at this stage. These will be added to the program of work once they are determined.

Immediate Action Plan (IAP)

Closure, Transfer, and Merging of Actions

For the purposes of this report, deliverables that are:

- *Closed*: have met all delivery milestones.
- *Transferred*: have had their delivery moved to another action or priority with the Strategy.
- *Merged*: represent deliverables with complementary features (e.g. outcomes, processes, systems, working groups) that were combined with the aim of improving efficiency and outcomes.

Where an action has been transferred or closed it will show as 100% complete. Where actions have been merged, they are now grouped and reported on as a single progress figure.

Transferred Actions

As at 31 December 2022 the following actions were closed and the future work transferred to a CX Strategy Priority:

- Action 2: 'Customer Insights' from 31 December has been transferred to merged CX Priority 2 & 3: 'Share Customer Insights'.
- Action 5: 'iVolve Support' from 31 December has been transferred to merged CX Priority 5 & 7: 'Support iVolve Initiatives'.

As at 31 December 2022 the following action has been transferred to a project outside of the Customer Experience Program:

- Action 4: 'Data Clean' has been transferred to an ICT project. The CX Program will continue to support the outcome of this body of work as a major stakeholder.

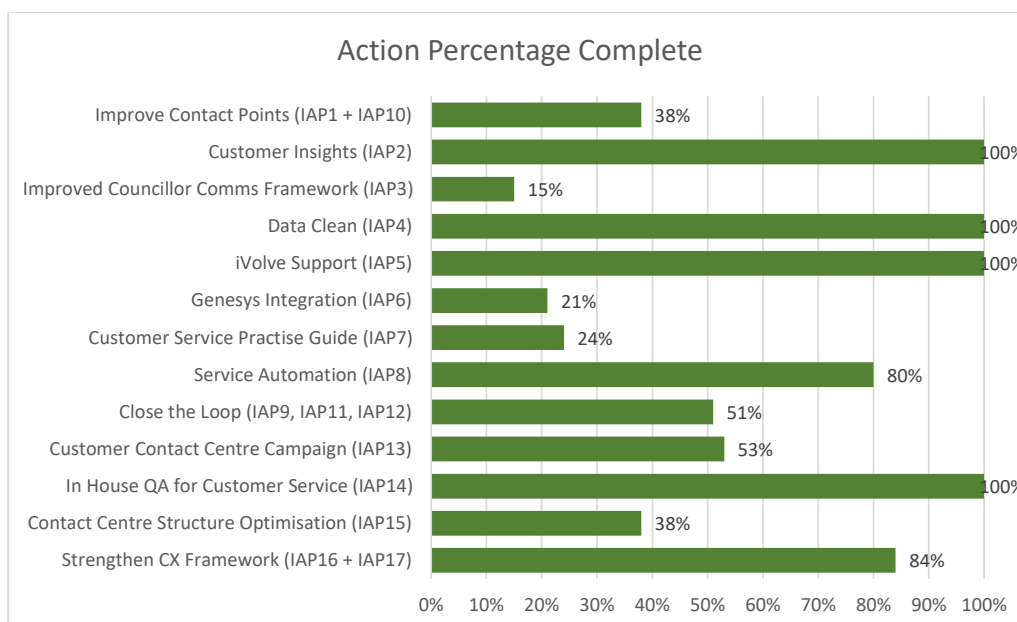
Merged Actions

As at 31 December 2022 the following actions have been merged:

- **Close the Loop** merges Action 9: ‘Increase Visibility of SRs’, Action 11: ‘CES Closure for Customers’ and Action 12: ‘Improve SR Comms with Customers’ as each focused on inter-related improvements withing the Customer Engagement system (CES)
- **Improve Contact Points** merges Action 1: ‘Customer Interaction Tool’ and Action 10: ‘Fix Report an Issue’, as the solution is to be provided via a replacing widget for Report an Issue
- **Strengthen CX Framework** merges Action 16: ‘CS Policy’ and Action 17: ‘Customer Service Charter’, as both contribute to a developing framework of policy, procedure, and supporting materials to enhance CX practice.

IAP Actions Percentage Complete

Below is the IAP Actions percentage complete as of 31 December 2022.



Improve Contact Points (Actions 1 and 10)

Action 1 and Action 10 relate to the implementation of a Customer Interaction Tool. The October 2022 completion date for procurement has not been met. We are now expecting procurement to be finalised in January 2023 and the delivery of the Action to be completed by 31 March 2023.

Customer Insights (Action 2)

Customer feedback is now available on 150 service request types. Feedback is collated weekly and a report is supplied to the relevant Branches and Sections.

As at 31 December 2022 this action has been partially closed and the future work transferred to a CX Strategy Priority 2: 'Customer Insights Access'.

Future work will include additional feedback being available on the Wire for anyone across the organisation to view at any time. The CX team will also begin to work with internal stakeholders to understand what the data means and what insights are available to improve coaching and inform enhancements in service design for customers.

As at 31 December 2022 the future work for this action has been transferred to CX Strategy Priority 2: 'Customer Insights'.

iVolve Support (Action 5)

11 Customer Services and Customer Experience team members contributed to the iVolve workshops across the following topics:

- Animal management
- Document management
- Infringements and enforcements
- Development application management
- Licensing and permit
- Cemetery management
- Customer request management

In addition to these workshops the Customer Experience team and members of the Customer Services team provided a significant number of recommendations for how the single view of the customer and customer experience should be considered in the iVolve body of work.

As at 31 December 2022 this action has been partially closed and the future work transferred to merged CX Strategy Priority 5 & 7: 'Support iVolve Initiatives'.

Future work in this area will be under the direction of the iVolve project.

Close the Loop (Actions 9, 11 and 12)

The main areas of progress all relate to CES improvements for customers and include:

1. From October a customer feedback link was attached to those requests that automatically send a closure to customers (approximately 150 of the 611 service request types available to customers). The survey questions are based on the CX improvement measures identified in the CX Strategy, customer satisfaction (CSAT) and customer effort score.
2. In November agreement was reached across CCED, PRS and IED teams on consistent content and processes for all customers. This change will impact a significant number of CES Service Request (519 of the 611 service request types).
3. During December the CX and ICT teams are working with a Vendor to update this detail on all 519 CES service requests.

Customer Contact Centre Campaign (Action 13)

A Customer Contact Centre Campaign commenced in December 2022 with the goal to increase organisational understanding of the Customer Contact Centre function and build awareness around how to effectively collaborate with that team. The campaign will run over four months with the first focus offering insight into the day-to-day operation of the Contact Centre. All staff members have been offered the opportunity to ‘buddy in’ and listen to calls in real time with our Agents. To date, 12 staff across council have taken up this opportunity, and from December 2022 the ‘buddy in’ experience was offered as a BAU activity through a formal booking calendar.

Strengthen CX Framework (Actions 16 and 17)

A draft Customer Service Policy is ready for stakeholder engagement with the Mayor and Councillors and across the organisation.

Organisational Development facilitated a workshop in November 2022 with 17 people from across Council to determine what they thought was important to our internal and external customers. The outcome of this workshop helped inform a draft Customer Charter. In January and February 2023, the CX team will seek feedback from the organisation on the draft Charter.

IAP Actions Status

Below is the IAP Actions Status as of 31 December 2022.

IAP Action Status				
Key Project Milestones	Start	Baseline Completion Date	Updated Completion Date	Status
Improve Contact Points (IAP1 + IAP10)	01/01/2022	30/06/2022	31/03/2023	Off track
Customer Insights (IAP2)	01/01/2022	30/06/2022	Transferred to CXP#2	On track OR Complete OR Transferred
Improved Councillor Comms Framework (IAP3)	01/01/2022	30/12/2022	31/03/2023	On track with minor issues
Data Clean (IAP4)	01/01/2022	29/04/2022	Moved to ICT Project	On track OR Complete OR Transferred
iVolve Support (IAP5)	01/01/2022	30/06/2022	Transferred to CXP#7	On track OR Complete OR Transferred
Genesys Integration (IAP6)	01/01/2022	30/09/2022	28/04/2023	Off track
Customer Service Practise Guide (IAP7)	01/01/2022	29/04/2022	28/04/2023	Off track
Service Automation (IAP8)	01/01/2022	30/09/2022	23/02/2023	On track with minor issues
Close the Loop (IAP9, IAP11, IAP12)	01/01/2022	30/09/2022	24/02/2023	On track with minor issues
Customer Contact Centre Campaign (IAP13)	01/01/2022	31/03/2023	31/03/2023	On track with minor issues
In House QA for Customer Service (IAP14)	01/01/2022	30/06/2022		CLOSED
Contact Centre Structure Optimisation (IAP15)	01/01/2022	30/06/2022	06/03/2023	On track with minor issues
Strengthen CX Framework (IAP16 + IAP17)	01/01/2022	30/12/2022	24/02/2023	On track with minor issues

Legend	
	On track OR Complete OR Transferred
	On track with minor issues
	Off track

Compared to the 30 September 2022 report, the main areas of movement are:

- **Improve Contact Points (IAP1 + IAP10) = 'Off track'**. This status of this action has not moved. The 'request for quote' (RFQ) was expected to be completed by the end of June 2022. This is still not finalised, once the outcome is determined the team will understand timeframes for implementation. The finish date has been extended to 31/03/2023.
- **Genesys Integration (IAP6) = 'Off track'**. Planning has commenced with ICT, but this action has been delayed. The finish date has been extended to 28/04/2022.
- **Customer Service Practise Guide (IAP7) = 'Off track'**. This Action has not progressed. The work is being delayed by resourcing limitations. It is expected in February 2023 this will be corrected when a new CX Officer role will commence.
- **Close the Loop (IAP9, IAP11, IAP12) = 'On Track with Minor Issues'**. The CES changes have now commenced with approximately 17% of customer services requests now allowing the on-service request, notification of closure, and the ability for customers to provide feedback. Stakeholder engagement is also complete across the organisation on agreed communication with customers. By March 2023 customers are expected to receive improved communication on all service requests. The finish date has been extended to 24/02/2023.

Customer Experience (CX) Strategy Implementation

Closure, Transfer, and Merging of Actions

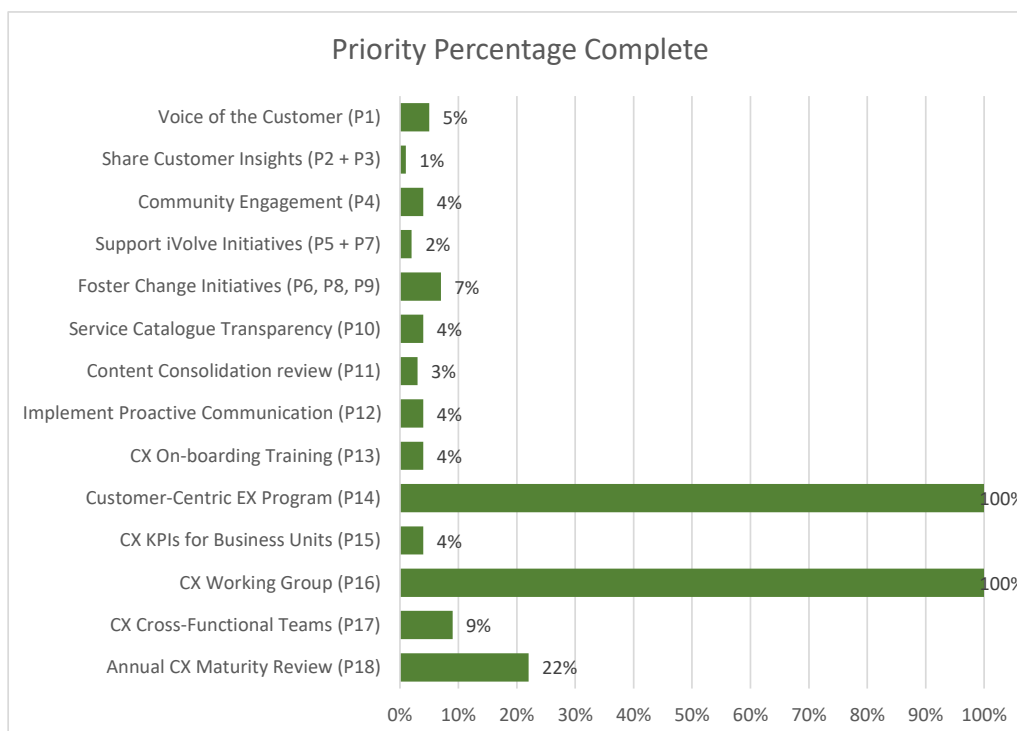
As at 31 December 2022 the following priorities have been merged and will be delivered as one body of work:

- **“Share Customer Insights”** merges Priority 2: ‘Customer Insights Access’ and Priority 3: ‘Act on Insights’.
- **“Support iVolve Initiatives”** merges Priority 5: ‘Review Customer Info Systems’ and Priority 7: ‘Advocate for Customer in iVolve’, working together towards representing the customer and supporting the iVolve project as requested by the iVolve team.
- **“Foster Change Initiatives”** merges Priority 6: ‘Develop Customer Info Systems’, Priority 8: ‘Customer Journey Mapping’ and Priority 9: ‘Customer Journey Solutions Design’, with each focused on introducing the customer experience discipline to teams across council.

Priority 16: ‘CX Working Group’ is now complete. The CX Program of work is supported by both the ELT and a newly established cross-organisation working group, now that the CX Strategy Priorities are being delivered. The first meeting of this governance group will be held in early 2023.

CX Strategy Priorities Percentage Complete

Below is the CX Strategy Priorities percentage complete as of 31 December 2022.



CX Strategy Priorities Status

Below is the CX Strategy Priorities status as at 31 December 2022. Included are the new baseline dates discussed in the introduction.

CX Priorities Status and Progress				
Key Project Milestones	Start	Baseline Completion Date	Updated Completion Date	Status
Voice of the Customer (P1)	01/12/2022	31/08/2022	31/03/2023	
Share Customer Insights (P2 + P3)	03/01/2023	22/12/2023	22/12/2023	
Community Engagement (P4)	01/12/2022	22/12/2023	22/12/2023	
Support iVolve Initiatives (P5 + P7)	01/12/2022	22/12/2023	22/12/2023	
Foster Change Initiatives (P6, P8, P9)	01/12/2022	29/09/2023	29/09/2023	
Service Catalogue Transparency (P10)	03/01/2023	28/07/2023	28/07/2023	
Content Consolidation review (P11)	01/12/2022	23/02/2024	23/02/2024	
Implement Proactive Communication (P12)	03/01/2023	29/12/2023	29/12/2023	
CX On-boarding Training (P13)	03/01/2023	30/06/2023	30/06/2023	
Customer-Centric EX Program (P14)	01/12/2022	Being completed by P&C		
CX KPIs for Business Units (P15)	03/01/2023	22/12/2023	23/12/2023	
CX Working Group (P16)	01/06/2022			COMPLETE
CX Cross-Functional Teams (P17)	01/12/2022	22/12/2023	22/12/2023	
Annual CX Maturity Review (P18)	01/12/2022	27/06/2025	27/06/2025	

Legend	
	On track OR Complete OR Transferred
	On track with minor issues
	Off track

CX Program of Work – General Update

Recruitment

Recruitment has been finalised for the following positions:

- Business Applications Transformation Specialist – 2-year contract, Level 6 (Digital Experience Team – commenced in December 2022)
- Senior Project Officer – 1 year contract, Level 6 (Customer Experience Team – will commence in February 2023)

These positions will support the implementation of the Customer Experience Program of work.

Recruitment for the position of Customer Experience and Business Transformation Specialist was not successful. The CX team will work closely with People & Culture to go out to market again in February 2023.

Recruitment has been finalised for the following positions:

- 2 X Senior Customer Service Officer – 2-year contract, Level 3 Customer Services Team – commenced in December 2022)

These positions will support change and implementation of CX priorities in the Customer Services Team.

Conclusion



This quarterly report shows that the progress of the CX IAP Actions are moving towards completion. All CX IAP actions are expected to be delivered by 28 April 2023.

The next three months are an important time for this program of work with a focus on beginning to work across the organisation to deliver the CX Strategy Priorities.

Some customers experienced improved services towards the end of 2022, this will increase in the next quarter in the Contact Centre, CES Service Request delivery and other channels of service.

Over the next six months the effort will be building capability and delivering the CX Strategy Priorities which are then expected to influence customer outcomes and experiences.

Attachments

Attachment 1: Customer Experience Strategy	 CustomerExperience_StrategyDoc_FINAL
Attachment 2: Customer Experience Immediate Action Plan	 CX_Immediate-Action-Plan_A4_.pdf