



COMMUNITY CENTRE OPERATING MODEL POLICY

DOCUMENT NO:
A5127824

1.1 Objectives:

The objective of this policy is to define the operating model of community centres owned by Ipswich City Council.

1.2 Regulatory Authority:

Local Government Act 2009 (Qld)
Local Government Regulation 2012 (Qld)
Ipswich City Council - Advance Ipswich
Ipswich City Council - Corporate Plan 2017-2022

1.3 Policy Statement:

The purpose of this policy is to outline how Ipswich City Council invests in community outcomes through utilising a standard operating model for Council-owned community centres.

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

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

1.4 Operating Model for Council-owned Community Centres

The Operating Model for Council-owned Community Centres will be a partnership with a third party community organisation whose purpose aligns with the strategic intent of Council to manage the daily operations of the relevant Council's Community Centre (the Centre).

The partnering organisation will be selected through an expression of interest process on the basis of its relevance to local community needs and its ability to address key selection

criteria.

The partner will:

- base its local operations at the Centre and run additional programming, in exchange for a low-cost lease and direct access to the community
- have its own funding source to deliver its targeted outcomes
- address the majority, if not all, of the Centre's key priorities under its own operating model
- have current insurances and registrations for the programs it delivers (including a Public Liability Insurance Policy)
- bring a level of expertise and experiential learnings that would optimise the social outcomes of the Centre

Council will:

- meet costs associated with the purchase and maintenance of the building, furniture, equipment, hold relevant insurances for the building and cover utility costs associated with the Centre

Council may:

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

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

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

1.5 Roles and responsibilities:

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

1.6 Policy Author:

The Community Engagement Manager is responsible for the maintenance of the policy.

Date of Review: 11 October 2018

Date of Council Resolution: 27 February 2018

Committee Reference and Date: Policy and Administration Advisory Committee No. 2018(01) of 13 February 2018

No. of Resolution: 2

Date to be reviewed: 11 October 2020