



COMMUNITY SERVICES COMMITTEE MEETING

AGENDA

18 MAY 2016

Your attendance is required at a meeting of the Community Services Committee to be held in the Council Chambers, 232 Bolsover Street, Rockhampton on 18 May 2016 commencing at 9.00am for transaction of the enclosed business.

A handwritten signature in black ink, appearing to be "C. R.", written over a horizontal line.

CHIEF EXECUTIVE OFFICER
12 May 2016

Next Meeting Date: 22.06.16

Please note:

In accordance with the *Local Government Regulation 2012*, please be advised that all discussion held during the meeting is recorded for the purpose of verifying the minutes. This will include any discussion involving a Councillor, staff member or a member of the public.

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1 OPENING

2 PRESENT

Members Present:

Councillor R A Swadling (Chairperson)
The Mayor, Councillor M F Strelow
Councillor N K Fisher
Councillor A P Williams
Councillor C R Rutherford

In Attendance:

Mr M Rowe – General Manager Community Services (Executive Officer)
Mr E Pardon – Chief Executive Officer

3 APOLOGIES AND LEAVE OF ABSENCE

4 CONFIRMATION OF MINUTES

Minutes of the Communities Committee held 2 February 2016

5 DECLARATIONS OF INTEREST IN MATTERS ON THE AGENDA

6 BUSINESS OUTSTANDING

Nil

7 PUBLIC FORUMS/DEPUTATIONS

Nil

8 OFFICERS' REPORTS

8.1 COMMUNITIES AND FACILITIES MONTHLY OPERATIONAL REPORT

File No: 1464

Attachments: 1. Monthly Operational Report January to April 2016

Authorising Officer: Michael Rowe - General Manager Community Services

Author: Cheryl Haughton - Manager Communities and Facilities

SUMMARY

This report provides information on the activities of the Communities and Facilities section for the period January to April 2016.

OFFICER'S RECOMMENDATION

THAT the Monthly Operational Report on the activities of the Communities and Facilities section for the period January to April 2016 be received.

COMMENTARY

The Communities and Facilities section has responsibility for the following community service areas:

1. Community Programs
2. Libraries
3. Home Assist Secure
4. Child Care
5. Facilities

The attached report contains information on the activities of these program areas for the period of January to April 2016.

COMMUNITIES AND FACILITIES MONTHLY OPERATIONAL REPORT

Monthly Operational Report January to April 2016

Meeting Date: 18 May 2016

Attachment No: 1

MONTHLY OPERATIONS REPORT COMMUNITIES AND FACILITIES SECTION

Period Ended 30 April 2016

VARIATIONS, ISSUES AND INNOVATIONS

Innovations

As a part of National Youth Week celebrations the Regional Library ran the inaugural 'CapriCon' Steampunk and Pop Culture Convention on 16 April 2016. The event was the first of its kind held in Rockhampton and the CQ region.

It attracted over 900 guests, including some who travelled from Emerald and Mackay specifically to attend. This Community interest was complemented by significant media attention with local print, radio and television stations all featuring the event. It was also listed as one of the *Top ten things to do in CQ* activities, and many media outlets ran additional coverage through interviews with local steampunk and pop culture identities about their activities and expectations for the event.

'CapriCon' included a number of activities, all of which were able to be provided free to the attendees through the Vision 2017 grant funding. These included tea and parasol dueling, tabletop gaming, an information session on the historical and literary origins of the steampunk genre, an in-depth guide to the anime genre, and the basics of getting started in cosplay.

Local small businesses were engaged to provide things such as face painting, balloon creations and a professional photography booth. As commercial vendors are an integral part of any such large convention, Millennium Collectibles attended and brought a significant display of merchandise for sale.

The organisation of the event was undertaken by the short-term appointment of a Programming Officer employed with grant funding. His connections with the local steampunk and pop culture communities, and experience with similar events proved invaluable in the 'CapriCon' project.

The overall response to 'CapriCon' was so hugely positive, with many calling for it to become an annual event, and staff are already in the initial stages of planning for an expanded event next year.

Improvements / Deterioration in Levels of Services or Cost Drivers

The City Child Care Centre recently underwent its assessment and rating under the National Quality Framework in accordance with the Education and Care Services National Law. The National Quality Framework aims to raise quality and drive continuous improvement and consistency in services across Australia, with all services rated against the 7 quality areas detailed in the National Quality Standard (NQS):

1. Educational program and practice
2. Children's health and safety
3. Physical environment
4. Staffing arrangements
5. Relationships with children
6. Collaborative partnerships with families and communities
7. Leadership and service management

The process involves a rigorous assessment of the quality of the service against the Standard and related regulatory requirements, and is undertaken by officers of the Department of Education and Training. The final ratings take into account all of the information and evidence available at the time of the assessment and rating visit.

The Centre has received the overall rating level of Meeting the National Quality Standard which is a high standard of achievement, and one we have been striving for since our initial assessment undertaken at the time of the implementation of the Standard. On that occasion we received a rating of Working Towards, which was considered to be quite satisfactory at that stage.

In the Quality Area 4: Staffing arrangements the Centre received a rating of Exceeding the National Quality Standard in recognition of the consistent staffing arrangements, qualifications, and collaboration observed.

Overall the summary comments of the report noted that:

Your service is acknowledged for its achievements in meeting the National Quality Standard and striving for quality outcomes for children. In particular:

- The emerging educational program
- Collaborative relationships with the service's families
- Commitment to sustainability
- The development of learning environments
- Relationships with the community
- Effective leadership and management

Service Approval Number: SE-4000487
Assessment and Ratings ID: 16/47682



QUEENSLAND
GOVERNMENT

CITY CHILD CARE CENTRE

has achieved the following ratings:

Quality Area 1	Educational program and practice RATING: Meeting National Quality Standard
Quality Area 2	Children's health and safety RATING: Meeting National Quality Standard
Quality Area 3	Physical environment RATING: Meeting National Quality Standard
Quality Area 4	Staffing arrangements RATING: Exceeding National Quality Standard
Quality Area 5	Relationships with children RATING: Meeting National Quality Standard
Quality Area 6	Collaborative partnerships with families and communities RATING: Meeting National Quality Standard
Quality Area 7	Leadership and service management RATING: Meeting National Quality Standard

The overall rating for a service is determined by the combination of the Quality Area ratings achieved.

If a service is rated below the National Quality Standard in any Quality Area, the overall rating will reflect the lowest Quality Area rating. To achieve an overall rating of Exceeding National Quality Standard, a service needs to achieve Exceeding National Quality Standard in four or more Quality Areas of which two must be from Quality Area 1, Quality Area 5, Quality Area 6 or Quality Area 7.

This service is rated overall at

RATING LEVEL: MEETING NATIONAL QUALITY STANDARD

Department of Education and Training
Date of issue: 13 April 2016

This service has been assessed against the *National Quality Standard for Early Childhood Education and Care and School Age Care* And these ratings have been awarded in accordance with the *Education and Care Services National Law Act 2010* and the *Education and Care Services National Regulations 2011*

Departmental Reference Number: 60/9/3649

LINKAGES TO OPERATIONAL PLAN

1. COMPLIANCE WITH CUSTOMER SERVICE REQUESTS

The response times for completing the predominant customer requests in the reporting period for April 2016 are as below:

	Balance B/F	Completed in Current Mth	Current Month NEW Requests		TOTAL INCOMPLETE REQUESTS BALANCE	Work Orders Issued	Under Long Term Investigation	Avg W/O Issue Time (days) 12 months	Completion Standard (days)	Avg Completion Time (days) Current Mth	Avg Completion Time (days) 6 Months	Avg Completion Time (days) 12 Months	Avg Duration (days) 12 Months (complete and
			Received	Completed									
Cemeteries (Asset)	2	1	2	0	3	2	0	0.21	30	● 0.00	● 1.14	● 2.18	8.50
Childcare (Asset)	3	1	6	1	7	5	0	17.43	30	● 0.00	● 9.38	● 12.57	12.78
Community Halls (Asset)	7	3	5	2	7	3	0	9.79	30	● 0.00	● 3.19	● 10.79	13.66
Admin and Depots (Asset)	17	4	16	4	25	11	0	22.12	30	● 0.75	● 2.63	● 11.03	13.67
Disaster Management (SES Buildings) (Asset)	0	0	2	0	2	2	0	1.61	30	● 0.00	● 2.00	● 5.60	4.71
Dog Pounds (Asset)	4	0	2	0	6	2	0	8.79	30	● 0.00	● 4.89	● 7.74	13.88
Gardens (Asset)	0	0	1	1	0	0	0	40.44	30	● 0.00	● 0.60	● 8.92	8.92
Libraries (Asset)	31	10	12	6	27	5	0	13.26	30	● 0.17	● 4.21	● 7.27	12.71
Leased Premises - Maintenance (Asset)	0	0	0	0	0	0	0	0.00	30	● 0.00	● 0.00	● 0.00	0.00
Sport and Recreation (Asset)	18	4	5	1	18	4	0	15.97	30	● 0.00	● 6.00	● 14.02	27.65
TV Black Spot - Reception (Asset)	0	0	0	0	0	0	0	0.00		● 0.00	● 0.00	● 0.00	0.00
Venue & Events (Asset)	43	12	34	10	55	22	0	11.94	30	● 0.50	● 4.35	● 10.25	13.87

Comments and Additional Information

Requests received during the months of January through to April were all completed in accordance with the standard timeline.

2. COMPLIANCE WITH STATUTORY AND REGULATORY REQUIREMENTS INCLUDING SAFETY, RISK AND OTHER LEGISLATIVE MATTERS

Safety Statistics

The safety statistics for the reporting period are:

	JAN – APR 2016			
	Jan	Feb	Mar	Apr
Number of Lost Time Injuries	0	1	0	0
Number of Days Lost Due to Injury	0	2	0	0
Total Number of Incidents Reported	1	2	2	0
Number of Incomplete Hazard Inspections	0	0	2	1

Risk Management Summary

Items from Section Risk Register requiring treatment plans (excludes risks accepted/ALARP)

Potential Risk	Current Risk Rating	Future Control & Risk Treatment Plans	Due Date	% Completed	Comments
Child Care Centre does not meet the National Quality Standard and is unable to operate resulting in loss of service to community, loss of income and reputation for Council.	Moderate 6	Ensure policies, procedures and programs are compliant with NQS for 2014 assessment	30/06/16	100%	Assessment completed with Centre receiving a Meeting National Quality Standard rating
Council fails to maintain, train and supervise adequate numbers of volunteers to assist with operations across its sites resulting in inability to deliver some services, or injury to volunteers or public.	High 4	1. Training procedures for volunteers being updated 2. Responsibility for volunteers at some sites being transitioned to community organizations.	31/01/16	90%	Policy and procedure developed for final approval.
Inability to comply with regulatory obligations and conservation of heritage assets, asbestos inspections and treatment, resulting in	High 4	1. Complete the process of incorporating maintenance plans into Asset Register and Management Plan. 2. Develop a 5-10 year	30/06/16	70%	Project being worked on as resources permit

Potential Risk	Current Risk Rating	Future Control & Risk Treatment Plans	Due Date	% Completed	Comments
facilities being non-compliant and deemed unsafe and unusable, with loss of service to community, possible injury to staff and public, and damage to reputation of Council.		maintenance and renewal strategy based on valuations and condition assessments. 3. Develop forward budget submission with reference to risk register, corporate plan and legislative requirements.			

Legislative Compliance and Standards

Legislative Compliance Matter	Due Date	% Completed	Comments
Outdated employee immunisations, tickets, and/or licenses	Various	99%	As at 30 April 2016 Council records indicate that 1 employee was yet to supply a copy of a license deemed necessary for the role
Outdated legislative compliance mandatory training and/or qualifications	Various	98%	As at 30 April 2016 Council records indicate that 2 employees were non-compliant in this regard due to maternity leave
Overdue performance reviews	31/08/2014	97%	As at 30 April 2016 3 performance reviews were due to be completed for casual staff
Checking of Emergency lighting in Council buildings	6 monthly	100%	Sites inspected as per Inspections Schedule
Fire systems tested in Council buildings	Monthly	100%	Sites with systems in place inspected as per contract
Fire hose reel and blankets inspected	6 monthly	100%	Sites inspected as per Inspections Schedule
Maintain staff to child ratios in accordance with the Education and Care Services National Regulations	Daily	100%	Ratios are maintained per age grouping
Engage an early childhood teacher at the Centre for at least 6 hours per day	Daily	100%	Staff with Advanced Diplomas employed, with waiver until 31 October 2016

3. ACHIEVEMENT OF CAPITAL PROJECTS WITHIN ADOPTED BUDGET AND APPROVED TIMEFRAME

A number of capital projects have been completed with most others in progress.

Project	Start Date	Expected Completion Date	Status	Budget Estimate	YTD actual (incl committals)
COMMUNITIES AND FACILITIES CAPITAL WORKS PROGRAM					
May 2015					
Walter Reid Cultural Centre storage area	1/07/2015	30/09/2015	Completed	\$153,254	\$146,858
Comment: construction of storage facility in garage area for use by Venues and Events					
Walter Reid Cultural Centre – façade refurbishment	07/09/2015	19/01/2016	Completed	\$685,000	\$682,301
Comment: repairs to render, windows, mouldings and parapet, rising and falling damp issues, fitting of pigeon deterrent devices					
Botanic Gardens – awning to workshop	13/07/2015	9/10/2015	Completed	\$30,000	\$26,940
Comment: replacement of existing unsound structure with provision for storage and outside lunch area					
Customs House roof	13/07/2015	30/11/2015	Completed	\$200,000	\$199,028
Comment: replacement of leaking roof					
Rockhampton Showground Switchboard upgrade	20/07/2015	31/03/2016	In progress	\$50,000	\$50,704
Comment: replacement of existing with new stainless steel switchboard enclosures					
Kershaw Gardens – shed demolition	30/09/2015	27/10/2015	Completed	\$27,000	\$22,690
Comment: demolition of old Foreman’s shed containing asbestos					

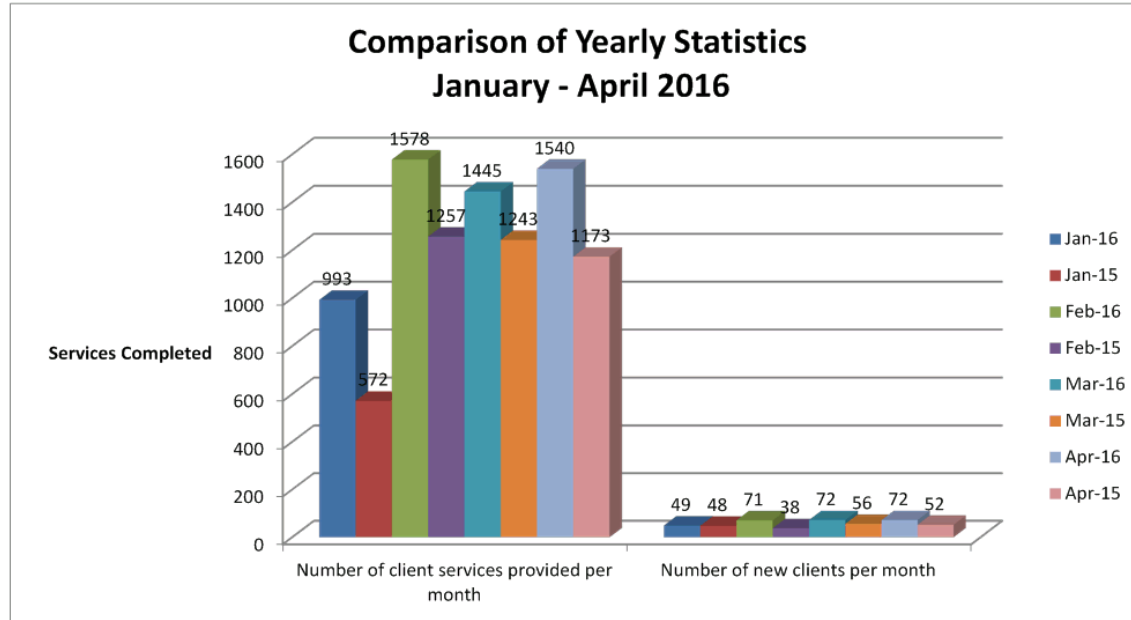
Project	Start Date	Expected Completion Date	Status	Budget Estimate	YTD actual (incl committals)
Mt Morgan Library – structural upgrade	16/03/2015	31/07/2015	Completed	\$40,000	\$45,625
Comment: rectification of structural defects, fitting of ducted split air-conditioning system, replacement of floor coverings, minor modifications and internal repaint					
North Rockhampton Library rear access	1/10/2015	21/12/2015	Completed	\$28,000	\$13,085
Comment: replacement of damaged pathways from emergency exit which present a major safety hazard					
Gracemere Depot Stores building	12/01/2016	3/03/2016	Completed	\$10,000	\$10,448
Comment: address issues of non-compliant access					
Rockhampton Heritage Village Shearing Shed floor	1/02/2016	16/02/2016	Completed	\$40,000	\$34,302
Comment: sand and reseal badly weathered floor					
Huish Drive RCD upgrade	1/10/2015	30/11/2015	Completed	\$12,500	\$11,065
Comment: replace existing circuit breaker with RCD protection, install 2 new switchboards including 3 phase outlet and 15amp GPOs for temporary power					
Southside Memorial Pool – timber work	1/10/2015	30/04/2016	Completed	\$20,000	\$14,547
Comment: paint timber work on perimeter wall to 50m pool					
Upgrade furniture and fittings - Libraries	07/09/2015	29/01/2016	In progress	\$20,748	\$0
Comment: replacement of shelving deemed unsafe due to height					
Art Gallery – Anderson Room	29/10/2015	4/12/2015	Completed	\$30,000	\$41,380
Comment: repainting and other upgrade to room; cyclone damage issues addressed by Lend Lease (\$33,342)					

Storage facility - Library	1/09/2015	26/02/2015	In progress	\$22,242	\$0
Comment: provision of facility for secure storage of exhibition crates, shelving and other bulky items					
Mt Morgan Depot – shed demolition	27/10/2015	23/11/2015	Completed	\$23,000	\$24,233
Comment: demolition of old Parks shed containing asbestos					
Rose Swadling Park Amenities block	1/09/2015	20/11/2015	Completed	\$100,000	\$104,018
Comment: construction of new amenities block					
North Rockhampton Pool	7/09/2015	30/10/2015	Completed	\$160,000	\$156,368
Comment: demolition of structures damaged by cyclone					

4. ACHIEVEMENT OF OPERATIONAL PROJECTS WITHIN ADOPTED BUDGET AND APPROVED TIMEFRAME

As at the period ended 30 April 2016 – 83% of year elapsed, for funded programs:

Project	Revised Budget	Actual (incl. committals)	% budget expended	Explanation
Home Assist	(\$1,976,905)	\$1,954,960	98.9%	<p>Client services:</p> <ul style="list-style-type: none"> • 5556 home maintenance or minor modification services were provided during the January – April period for HAS, CHSP and QCC eligible clients • 9 major home modifications were completed in that period • 264 new clients were added <p>After negotiations with IT Services the legacy Haslink database was closed as the remaining clients has no contact with the program in the past 2-3 years. The hardcopy client files have been retained and can be manually transferred to TRACCS if required.</p> <p>CQ HAS hosted the Regional Network Meeting on 10 February 2016, involving staff from Home Assist programs in Rockhampton, Barcaldine, Longreach, Maryborough, Bundaberg and Hervey Bay, as well as representatives from the Department of Housing and Public Works. This was combined with training from the Queensland Police Service on personal and home security, with all attendees completing an exam and receiving a certificate.</p> <p>Rosie Tydd finished work with Home Assist on 18 March 2016 after 15 years' service, with the position filled by Maree Prow who commenced work on 29 March.</p> <p>The Community Services Network Meeting held on 18 March focussed on the National Disability Scheme rollout in Queensland and how to prepare services and inform clients.</p> <p>The Team Leader attended a pilot presentation from Queensland Fire and Emergency Services regarding training to be launched in August 2016 for the In-Home Carers Safehome Project. The project will work with aged care providers to reduce fire risk in the homes of high-risk persons living independently.</p>



Highlights of other program areas included the following:

Community Assistance Program

19 applications to the Community Assistance Program were received during the period January to April 2016. The applications were assessed and 16 were recommended for funding for the total amount of \$78,407. Applications from the Rockhampton and District Softball Association, CQ Mudspartz, and CQ NRL Club Inc. were not funded.

Details of the successful applications are as follows:

Applicant	Purpose of Grant/Sponsorship	Amount
Capricorn Helicopter Rescue Service	St Valentine's Dance	\$170.00
Rockhampton Cricket Inc.	Rockhampton Cricket Ground Lights Upgrade	\$20,000.00
Rockhampton Saloon Car Club Inc.	2016 Australian Super Sedan Title	\$15,000.00
Gracemere Community Voice Association Inc.	Meet the Candidates Information Night – Local Government Election	\$155.00
Rockhampton BMX Club Inc.	Rocky Rumble 2016	\$500.00
Rockhampton Finch & Parrot Social Club	Mick Blake Memorial Bird Sale	\$348.00
Uniting Care Community	Darumbal Dash	\$100.00
Mount Morgan Central P&C Association	Mount Morgan Twilight Family Fair	\$100.00
All Blacks Sports Club Inc.	Stan Alberts Shield 20/20 Indigenous Cricket Competition	\$332.00
Bajool School of Arts Committee Inc.	Hall Insurance	\$500.00
Capricornia Historical Motor Club Inc.	Historical motor rally in Mt Morgan	\$250.00
RSPCA Rockhampton Branch	2016 Million Paws Walk	\$252.00
Golden Mount Festival - Mount Morgan	Golden Mount Festival	\$20,000.00
Rotary Club of Rockhampton North	Rocky Swap 2016	\$20,000.00
Women's Health Information & Referral Service CQ	Fire and Ice Ball	\$600.00
Mount Morgan Golf Club Inc.	Awards Scheme - Junior Golfers	\$100.00
		\$78,407.00

As well 17 applications were received through Round 3 of the Community Assistance program which closed on 6 April. These and an application received under the Major Sponsorship category are subject to a separate report being presented to Council for consideration.

Community Development

Community Capacity Building Program

In collaboration with Relationships Australia the program 'Parents as Teachers' is being provided in Mount Morgan. It is designed to support families by giving parents information and skills to guide their children through their early years of development, and will support the 'First Five Forever' early literacy program being delivered by the Library Service.

The first session was delivered to five adults and one child and established ground rules and expectations of the program which will not only look at support for parents to be better prepared with the education of their children, but also try to address issues they feel are impeding their education.

Access and Equity

Update on the Rockhampton Community Access and Equity Reference Group actions:

Issue	Action
Mt Archer and Riverbank developments	Project officer to be invited to attend the next meeting to provide an update.

Recharge Scheme	Media being organised to promote the scheme and encourage other organisations such as Hospitals and shops to provide outlets as well.
Access and Equity Risk Register/Survey	Discussed creation of a spreadsheet to include the current issues. Council issues should be going through normal Council processes rather than waiting for group meetings. There would also need to be clarification around how other issues would be addressed as the group does not have any official capacity to address them. This needs to be clearly outlined in the ToR.
Rockhampton Airport toilet facilities access issue	Spinal Life Australia requested the toilets for people with a disability at the Rockhampton Airport be looked at to ensure blind/vision impaired people were able to access the open door button. This issue was rectified on 8 April where both door switches were replaced with touch switches in the southern terminal.
Proposed agenda item	Jodie Lord, Spinal Life Australia proposed to invite John Mayo (specialist access consultant) to the meeting on 17 May to outline models that are working well with other groups
Councillors support for Access and Equity	Meeting with Councillors to inform and gain support regarding Access and Equity issues in the region
2016 meeting dates	future meeting dates for 2016: 12.30pm – 2.00pm Tuesday 17 May 12.30pm – 2.00pm Tuesday 16 August 12.30pm – 2.00pm Tuesday 15 November
Update and review of group's future direction	Further discussion at the next meeting on 17 May 2016
Public transport update	Jodie Lord advised she would be attending a meeting in April regarding wheelchair accessible taxis.

Community Hall Hire

Facility	Total Sessions January 2016	Total Sessions February 2016	Total Sessions March 2016	Total Sessions April 2016
Gracemere Community Hall	14	25	42	20
Mt Morgan School of Arts	9	6	7	8
Calliungal Youth Centre	8	0	22	2
Bauhinia House	19	23	23	20
Schotia Place	16	32	30	28

CCTV

A total of 29 requests were received from Queensland Police Service for the period January - April 2016 with footage able to be supplied for most requests.

A request was received on 18 April for footage covering a 48 hour period for every camera on the network. There were 17 cameras not operating at the specified time, and Communities and Facilities administration staff spent three weeks downloading footage from the remaining cameras, with over 300GB of footage supplied in relation to a major crime.

Libraries

During the period January – April the Libraries recorded:

- 161,170 Loans of items
- 81,278 visits

4146 people participated in programs during this period. Regular programs included:

Lively Stories - the Lively Stories sessions held over the period included some diverse themes, with 'Bugs,' 'Love,' and 'Green and Growing,' as well as stories around events such as Harmony Day and Easter. Building on the interest in family history and the ANZAC story during April, these themes were introduced to the young audience. A special all age story activity at the Mount Morgan Library saw a group of 19 participants joining in the interactive story program.

- **Lively Babies** - parents, grandparents, carers and babies enjoyed the vibrant and energetic literary play where colourful props such as scarves and bubbles are used to engage and delight our youngest patrons as they listen and develop emergent literacy skills. Dads, uncles and grandfathers have also begun attending sessions with their infants, which is exciting and encouraging.

Nearly 90 participants enjoyed the Lively Babies program at the libraries in April, with a number of new parents and carers attending the sessions through First 5 Forever outreach in the community.

- **Lively Book Clubs** - the groups have continued meeting this year with new members joining in the lively discussions of a range of titles from award winning books such as the 2014 Miles Franklin Literary Award winning title *All the Birds, Singing*, to books selected to tie in with a 'love' theme in February, the classic *Mary Poppins* in March as a segue to the popular Rockhampton community musical production showing at the Pilbeam Theatre, and a war theme in April.
- **Lively Knitting and Crochet Clubs** - the knitters were keen to get back to the Library after their only break for the year for Christmas, and took on a side project of knitting small hearts that were handed out on Library Lover's Day in February. The groups continue to thrive and continually welcome new members at both the Rockhampton and Mount Morgan Libraries.

Over 90 participants joined in the sessions in February with Library patrons often commenting on the inviting hive of activity. The crafters are currently knitting, stitching and chatting as they create warm items for the annual Homeless Connect initiative and the groups are immensely proud of their efforts over the last six years in making hundreds of items.

Cr Swadling visiting the knitting group at the Mount Morgan library in April to promote the Homeless Connect initiative and also call for donations of wool for the knitters.

- **Mahjong** - the mahjong players at the Mount Morgan Library continue to have a great time learning new strategies and showcasing this ancient Chinese game. A loyal band of players visit the library every Thursday afternoon to play.
- **TechnoTots** - parents and toddlers enjoyed learning to use the 'Alien Assignment' app on the iPads, and were shown how to use some common alphabet apps to engage toddlers in a fun and engaging literacy development game.



- **Colouring and Conversation** - colouring and conversation is a new weekly library program rolled out in 2016 and is held at all three libraries. Piggy backing on to the world-wide trend of adult colouring, this group is for adults to discover their inner artist and meet new people while they colour.
- **Anime and Manga Drawing Club** - the Anime and Manga Drawing group is new to Northside and Rockhampton Regional Libraries. Held fortnightly this activity is for teenagers and young adults giving them the space to meet and share in their passion for drawing Anime and Manga style art.

Colouring templates with elegant and geometric patterns linked to a multicultural perspective were used this month to promote Harmony Day.

School Holiday Activities



A group of dedicated and hard-core Mario Kart fans battled for gaming supremacy in the Fitzroy Room during the school holidays. Teens, young adults and parents greatly enjoyed the lively action as part of the school holiday program.

Mario Kart battles



Robotics workshop

The' Lego Mindstorm kits were also put to good use over the summer holidays. Robotics workshops were held in all 3 branches proving to be a popular summer holiday event for children. Children and parents participated in building robots from scratch and then having to code them to navigate around a maze marked out on the floor. WIN News visited one of the sessions at the Rockhampton Regional Library and the children were excited to be featured on the local news. Videos of the programmed robots were also posted to the Libraries' Facebook page generating an audience of over 550 people.

The end of the school holidays saw library programs targeting older children, with a computer coding workshop attracting keen interest from young people at the Regional Library, and a large crowd of children attending the North Rockhampton Library to create bookworm bookmarks.

January saw the launch of the new coding workshops for children at the Rockhampton Regional Library. There were three workshops held throughout the month for kids aged between 7-12 years. The library had an overwhelming interest in these sessions, and had to allow extra spaces by opening up the second computer training room. In these two hour sessions, staff assisted children to create a game with 'Scratch' coding. Participants had varying levels of experience, from beginners to intermediate. Staff posted two of the games created by participants on the Libraries' Facebook page which generated a great response from the public reaching 1000 people. Over the three sessions there were 15 adults and 37 children who participated, with the parents seeming to enjoy it as much as the children, resulting in a request for an adult session and multiple requests to continue providing sessions throughout the year.



Scratch coding

Summer Reading Club Wrap Up

175 participants enjoyed a range of activities as part of the Summer Reading Club program held at the libraries during the school holiday period. At the end of January participants enjoyed a presentation of certificates for taking part in the Summer Reading Club and prizes were handed out to our top readers (those who read the most books in their age category).

Colouring Competitions - Birch Carroll & Coyle once again generously donated movie passes and merchandise for colouring competitions linked to two movies released in January, *Alvin and the Chipmunks* and *Goosebumps*. Winners were very excited to pick up prizes at all libraries for these promotions. April's colouring competition was linked to the promotion of the Jungle Book movie and attracted keen interest, with winners at each library delighted to receive their movie passes.

First 5 Forever (F5F) – the Project Officer employed for this program started in the position at the beginning of January and hit the ground running delivering events in the library in her first week! The First 5 Forever initiative will run until 2018 and aims to give confidence to parents and carers to read with their children. Reading out loud to a child under 5 for 20 minutes a day helps prepare children for school, increases their vocabulary, supports their emergent literacy needs and ensures better outcomes for them later in life.

Seven sessions were delivered in February including 'Read with me,' 'Lively Rhyme Time,' and 'Dads Read,' and collectively attracted over 100 participants. Media personality 'Banksy' was a very popular guest storyteller for the special 'Dads Read' session showcasing the importance of male role models reading, and being seen to read, to children.

The 'Lively Rhyme Time' featuring an engaging program for parents and young children, has been introduced at the North Rockhampton Library on a Saturday morning to attract working parents and carers.

14 sessions were delivered in March including three outreach sessions presented at the Phillip Street Health Clinic and Gracemere Health Clinic. The sessions attracted almost 190 participants, nearly double the February total. 'Dads Read' was once again very popular this month with local author, Greg Chapman as the guest story reader.



Gracemere Family Fun Day

Media 'Dad' Aaron Stevens from radio station 4RO featured as the Reading Legend Dad at the Rockhampton Regional Library on Saturday 16 April as part of the Dads Read program. The wonderful Australian picture book 'The very brave bear' by Nick Bland proved a popular story for the young audience.

'Read with Me' and 'Lively Rhyme Time' sessions have been introduced at the Gracemere Community Centre in anticipation of the new Gracemere Library branch opening up later in the year.

Library staff was on hand at the Gracemere Family Fun Day on 3 March and the Women's Health Expo on 10 March to engage with families and promote the First 5 Forever message to the community.

In April over 270 participants attended various F5F programs, ranging from talks and baby programs at baby clinics at Community Health Centres in Gracemere and Rockhampton, through to special sessions presented by indigenous child and family health clinics in North Rockhampton. Many positive comments about the outreach has translated into families talking and reading with their children more often, and visiting their local library.

An exciting collaborative project with the Rockhampton Correctional Centre and the library has seen older picture books withdrawn from stock gaining a new lease of life linked to family literacy development. Dads in

prison are narrating and recording their reading of a picture book on to CD for their children. The book and the CD, along with information about library membership and family literacy programs at Council's libraries are included with the package. The initiative speaks volumes about the importance of dads reading and is a powerful family literacy opportunity for fathers, step-dads or grandfathers to connect with their children from behind bars.

Tech Savvy Seniors - February saw the start of the Tech Savvy Seniors sessions. This is a program funded by a partnership between Telstra, the State Library of Queensland and the State Government. These sessions cover the very basics of computers and the internet, through to more advanced processes including social media, online shopping and banking as the cycle progresses. While the sessions did not start until late in the month, eight people attended February sessions in Rockhampton, Mount Morgan and Gracemere including our oldest participant to date who is 93 years young.

March saw a rapid uptake in attendance numbers, with over 100 seniors from around the region participating in 22 sessions. In addition to Rockhampton, Mount Morgan and Gracemere we are now delivering a targeted series of sessions at a local lifestyle village which has proven quite popular among the residents.

Over 66 senior participants developed their confidence in using a range of technologies in April as part of the initiative.

My Aged Care Portal Information Seminar - in April, a joint outreach with Bethesda Aged Care resulted in an information seminar about the My Aged Care portal in conjunction with information about inclusive resources and services for the aged offered at Rockhampton Regional Library Services.

Young at Heart Film Festival - over 70 seniors enjoyed the 'Young at Heart' film festival in April, which featured 10 short films showcasing actors aged over 50 years. The films were screened in the Fitzroy Room as part of the NSW Seniors Weeks program, with favourite films polled and results forwarded through to the YAH administrators. Cr Swadling dropped into the program at the library and had the chance to chat to participants about the films over a light morning tea.

Author Event - Rockhampton-born and Brisbane-based author Ruth Clare spoke at an author event at the Regional Library on 30 April, featuring her new publication *Enemy*. Drawing on a lifetime of dealing with domestic violence at the hands of her Vietnam Veteran father, her story of resilience and recovery resonated with the audience on the cusp of Domestic Violence month.

Youth Week



Steampunk jewelry making workshop

Youth week was celebrated at the libraries with a variety of activities designed to appeal to young people aged between 12 and 25 years. With an emphasis on engaging the demographic with cutting edge digital learning, facilitators presented workshops on 3D printing with TinkerCAD; 3D printing and design, steampunk jewelry and design; and a film screening of the popular anime *Howl's Moving Castle*. The workshops also fed into the highly successful 'CapriCon' event.

Speculative fiction author T.C. (Terry) Phillips presented a special writing workshop at the Regional Library for Year 8 Excellence students from the Rockhampton High School. Students greatly

enjoyed the interactive nature of the workshop and picked up some writing tips from a respected local author.



T.C. Phillips presenting writing workshop

Library Lover's Day

The annual Library Lover's Day (14 February) was stretched out to a week-long celebration of activities. A Facebook competition to encourage patrons to 'Tell us why you love us' elicited some wonderful compliments and feedback about the libraries including:

- *Love the Online catalogue for browsing and putting books on hold and for checking what items need to be returned and when. I find it easy to use.*
- *Library = books / novels / fiction / non-fiction / dvd's / music = ESCAPE! What's not to love about my Library???? ♡ ♡ ♡*
- *What's not to love about the library! Books books and more books. I'm in heaven*
- *Your wonderful staff! They run fantastic programs for the kids over the holidays, they have a passion for what they do, no question is ever a problem and always answered with a smile ☺*
- *The online catalogue and kiosk check in/out for books.*

- *I can't believe how many things are available to borrow from the library. It is an amazing resource.*
- *I love the anytime library at the airport - it is so handy and such a fantastic idea!! Also love the Borrow Box app - great when I don't have time to get to the library. Great to see our library changing to serve the changing needs of its users ☐☐*
- *I love the library for so many reasons - the online catalogue, books (obviously), DVDs, CDs, toys, reading sessions, free wifi, but especially promoting the feeling of community during Cyclone Marcia!*
- *I love the library because there is lots of stuff for my daughter to do while I browse!*
- *Love the easy access and wonderful facilities. The city library is beautiful, a peaceful space to read or just be.*
- *I love the library because it offers so many different opportunities to different people. There really is something for everyone. Libraries are no longer just places to read books, they are places to learn, explore, discover new technologies, connect with people and be a part of a wonderful community.*
- *I love it because of all the different activities they provide for tots. They're never too young to start loving going to the library.*
- *I love taking my daughter to the library, where we can both ALWAYS find something we love. The staff are incredibly helpful and friendly. And when I can't get into the library, there is Borrow Box! What's not to love?*
- *I love my library because of its warm atmosphere and wonderful staff. Whenever I walk in I'm greeted with a smile. I specifically love the many places to sit and read a book, the paper or is often the case with me a textbook. And the free wifi is also a bonus (wink emoticon)*
- *Everything I want to read, watch or listen to is there!! One of my favourite places*
- *I love Rockhampton libraries because they represent such a wonderful part of my childhood. I spent hours exploring the shelves and, even now, I get a pang of nostalgia every time I walk into the North Rockhampton Library. Libraries in general are also an essential part of creating an equal society, giving everybody the chance to grow through reading, access the internet, read a newspaper or just be connected to the community.*
- *Peace and quiet. Some 'me time'. Going to the library is like going to Narnia, a whole new world with something new to experience*
- *There is so much to love! I love the library for the many opportunities it provides for both my own family and for the wider community - young and old. I love that I often walk in and find recent publications that I've only just read reviews for. I love that my boys look forward to going there, and always find something to get enthused about. And if we can't get in there we can use the online facilities! I really love our library!*
- *It is a lovely place for us to sit and relax and read books. It is a great to show the kids how we used to look up stuff in books not to automatically go straight to the Internet.*
- *Lovely air conditioning, lovely staff. Lots of books, cds, dvds. Heaps of space to find a quiet little corner to read a book. Cafe right there what more could we need*
- *My son is the reason I love the library not only for his learning and education but the kindness .. patience and understanding while most of the town was without power last year! That was my first time taking my boy there but it certainly has not been the last ♡*
- *I am loving my camera group which are teaching us so much about using our digital cameras.*
- *I frequent the library with my disabled mum every week and she always finds something to read and loves to chat with the librarians.*
- *I love that our local libraries are not just a haven for book-lovers who love reading, but also local authors who love writing and going to the many awesome events hosted at our libraries for authors. Thank you for this marvellous resource that gives us all the information resources we need, a great venue, hours of pleasure and immense satisfaction for the soul*
- *Love the 'Blind Date with a Book' currently on offer for Valentine's Day (smile emoticon)*
- *Love the peaceful feeling of the library, love taking my children to the library, it's like the best shopping spree for them! I love Borrow Box for when we are away and I finished my last book. I love discovering books that I never would have found if I wasn't walking past it in my library. Thanks RRC, you've got this right.*
- *We are blessed to have such an amazing facility to use. I especially love the variety of early readers that advance my daughters learning and also love to read!*

Ten double passes to Birch Carroll & Coyle Cinemas' film *Brooklyn* were given away as part of this promotion.

72 Library Lovers entered our 'Blind Date with a Book' lucky draw across the three branches. The aim of the promotion was to encourage patrons to read outside of their comfort zone and discover a new author or

different genre. Prizes included a combination of DVDs, CDs and audiobooks donated by MDM Entertainment and Bolinda Audio. Winners included children, young adults and adults across all branches.

Two White Gloves Tours in the Rockhampton History Centre were presented to 20 participants, including five children. A Romance Trivia event at the Regional Library attracted a small but keen group of participants battling for trivia supremacy.

Over the week library staff distributed over 200 delicately folded paper flowers to patrons, as well as 450 heart-shaped lollipops and 300+ vibrant Rockhampton Libraries branded red bookmarks. Advertising for Library Lover's week began on the Libraries' Facebook page on 1 February, since then 42 new page likes were received with 1,225 likes to date.

Cultural Teashop - as part of the Harmony Day celebrations on 19 March, CALD community members were invited to share 'tea and tucker' with the wider community. Colourful flags were set up in the exhibition area promoting different countries and communities with mini stalls offering stories and participation in cultural activities. There were participants taking part. A Chinese lion dance proved an exciting, noisy and colourful addition to the day.



Chinese lion dancers

Exhibitions



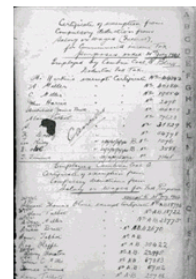
The anniversary of TC Marcia on 20 February was acknowledged by an exhibition of bark paintings created by young people from schools in the community. The tactile artwork was displayed in the exhibition space at the Rockhampton Regional Library and was coordinated by Gallery staff.

Reflections on a Cyclone

Building on the Digging In exhibition of last year, Rockhampton Regional Library is hosting its second exhibition concentrating on the war in 1916, which opened on April 26. The second instalment offers further insights into the sacrifices, strength of character, fortitude and never-ending mateship that lasted during the Great War and features documents on the major offensives, the call to arms and conscription debate, and the very first Remembrance service in Rockhampton. It provides a visual insight into the life and times of our community during war and includes photographs, newspaper articles; diaries, letters and posters sourced from the Library's collections and further afield to tell the story of the conflict at home and abroad

Rockhampton History Centre

Four wages books from the defunct historic Cambria Coal Mine at Bluff, Queensland were donated to the Central Queensland Collection in February. The collection covers miner names from the period 1928 – 1944.



Cambria Mine employee wages book

In April, an old document outlining the Local Scout Halls map in South East Australia was donated along with a typed photocopy of a brief history of the early settlement on Curtis Island. Included in this donation were some beautifully embroidered linen dresses and undergarments potentially made at the turn of the 19th century.



Decorative lei

Civic responsibilities undertaken by the Mayor often result in tokens of appreciation given by the organisation. Two decorative leis worn by Mayor Strelow and Mr. Darryl Strelow at the 2014 Fiji Day in Rockhampton were deposited into the Central Queensland Collection.

The book *Our Suburb, Our Story: Lakes Creek and Koongal* was launched at the Rockhampton Regional Library in March. The book was compiled from the memories and tales of residents collected in oral histories over a two year period. With initial grant funding received from the State Library of Queensland the project involved recording and transcribing around 85 hours of oral history from local Lakes Creek and Koongal community members. The writing and completion of the book took a great deal longer due to various

changes in staffing, Council amalgamation and deamalgamation, with the final publication an important historical resource to expand the Central Queensland Collection held in the Library History Centre.

A special launch event was held in the Fitzroy Room on 6 March 2016 with copies of the book presented to individuals and family members who had contributed oral histories and other content for the publication. Cr Tony Williams, Cr Rose Swadling and Cr Neil Fisher attended the afternoon tea celebration. Photographs from the Central Queensland Collection and other items donated as part of the project were also displayed during the launch event.

Technology Centre

The January – April period saw:

- 1484 contact hours of community training provided to 384 participants
- 254 contact hours of professional development training provided to 34 participants
- 16,769 hours of public computer access provided for 12,021 sessions

The library's technology services were promoted during February with ABC journalist Christine McKee keen for listeners to be informed about the tremendous services provided by Rockhampton libraries. A radio interview aired on Saturday 27 February resulted in quite a number of new registrations from the public for the courses on offer.

Due to the popularity of Tech Troubles sessions the program has been expanded to include the Northside Library, with four 2-hour sessions held weekly between the two libraries. These sessions are designed for members of the community to receive one-on-one assistance with any of their personal computer devices that they are having difficulty with. Volunteer trainers conduct these free sessions and provide a wealth of technical knowledge and expertise. Over the period from January to April 100 people have availed themselves of the opportunity to get help.

The Technology Centre is now using SMS via Telstra Instant Messenger Service to remind community clients of their upcoming classes. This is proving successful with new classes very well attended.

With a number of volunteer trainers agreeing to be trained in more than one course, we will be able to offer additional courses to reduce client waiting times.

The Library Technology Centre has also been a testing centre for Pearson Vue for the last 10 years, and as one of only three testing centres (the others being Townsville and Brisbane) many clients travel lengthy distances to sit their exams in the Library. The types of examinations delivered are wide-ranging and previous students have been tested in the following areas:

- CPA (Certified Public Accountant)
- Lactation
- Arborist
- Cisco (computer systems and networking)
- Sports Medicine
- Surgical (Federation of Royal College Physicians)
- Microsoft

56 students have completed exams this current financial year with 17 bookings already taken for later in the year.

Child Care

With difficulty in recruiting an early childhood teacher to replace the person previously employed in this position we have been granted a temporary waiver from Early Childhood Education and Care until October 2016, while we continue to try and recruit.

With the increase of long day care places to 36 in January overall utilisation rates were slightly lower than usual in January and February until the additional places were filled, but were back up to 100% utilisation in March and April.

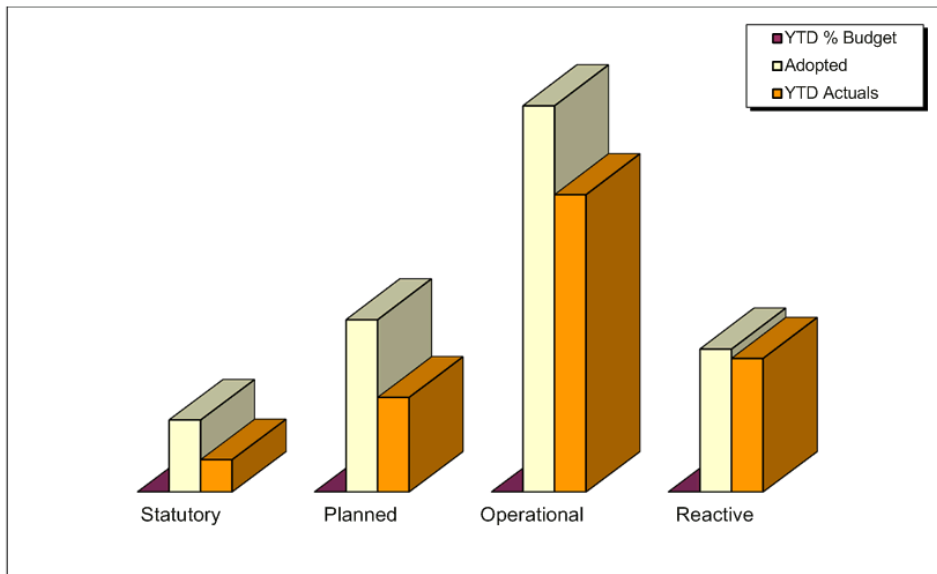
With January being a quieter month due to school holidays, casual utilisation was down to 14%; however this increased to 37% in both February and March and new family enrolments in April have helped to increase the casual utilisation to 42%.

Facilities

1662 work orders were completed during the January – April period. The following table gives an overview of the work completed:

Site	Completed Task
Bauhinia House	Replaced two flick mixers in kitchen and bar.
Botanic Gardens	Power repaired in aviary, and electronic PC board and inverter PC board replaced in zoo office air conditioning. Contractor was engaged to replace roller door on front of workshop.
CBD	Security contractor engaged to carry out various breakdown repairs and investigate maintenance of CCTV camera network including testing fibre links/switchgear, cameras and software issues. Quotes were sought for the supply and installation of new head end system and storage equipment. Repairs carried out to fairy lights due to vandalism, and contractor engaged to assist with power supply issues.
City Child Care	Removed and replaced sand in sandpit due to wet weather and drainage problems.
Dooley Street Depot	Repaired air conditioning – located gas leak, repaired and re-gassed, replaced bearing in the evaporative fan. Repairs to main hoist, testing and repair of grinders and welders
Elfin House Child Care	Relocated two split air conditioning condenser units and installed correctly due to replacement of rusted roof sheeting which had allowed water through to damage internal ceiling sheeting; repaired roof leaks over toddler's room and office.
Elizabeth Park	Electrical contractor engaged to carry out repairs to field lighting - included installation of new underground final sub-circuits, pits and conduits; the installation of new pole mounted switchboards; new switching arrangements for the lighting; and testing/commissioning. Earthworks contractor engaged to carry out excavation work for field lighting repairs.
Gracemere Community Hall	Hired vacuum truck to locate failed storm water lines as water was running through under the building.
Gracemere Pound	Supplied and installed 4.6Kw wall mounted split air conditioning system.
Heritage Village	Repaired leak in liquid drier line and replaced seal on 2 door glass fridge; supplied and installed sump pump into the evaporative cooler; found fault in reception area air conditioning and replaced faulty communication cable.
Kele Park	Repaired four toilets and two urinals, removed dust off bowls, repaired gate valve and installed two new flick mixers.
Ken Baker Park	Removed 36m of gutter and all fixings.
Kershaw Gardens	Installed 6Kw wall mounted split system air conditioner in the lunch room to replace old box unit which had failed
Mt Morgan Pool	Installed fence around garage of old pool house due to illegal camping; contractor engaged to replace two roller doors; removed and replaced failed pan seals; repaired cistern flush rubbers in all leaking toilets.
Parkhurst Igloo	Replaced 26 storm damaged translucent sheets
Pilbeam Theatre	Resealed box gutter joints and patched rust holes; repaired air conditioning – bypass valve open, chiller and flow meter faulty, switched over to chiller 2. Unblocked storm water lines and pits in the garden beds between the Theatre and the Art Gallery; hired vacuum truck for restaurant grease trap. Painted all doors; replaced 50mm Honeywell magnetic flow meter in chiller.
Rockhampton Pound	Installed 12 new floor grates.
Rockhampton Regional Library	Air conditioning faults found during service - replaced maxtime MSSB; repaired rust in AC4 and cleaned coil in AC1.

Saleyards Park	Irrigation pump repaired.
Schotia Place	Repaired toilets for people with a disability; repaired leak – replaced poly bend, jackhammered out concrete and installed copper. Removed and capped off three damaged and rusted roof vents.
Showgrounds	Electrical contractor engaged to replace highbay lighting at the Robert Swarten Pavilion. Lights were replaced as a matter of priority as the heat of the lamps was affecting the plastic construction of the existing light fittings. Decision has been made to use Dialight LED Highbays due to their durability, 10 year warranty and energy efficiency. Contractor engaged to replace two roller doors in the Walter Pierce Pavilion; repaired 63mm broken poly line. Highbay lighting in Exhibition Pavilion replaced as it was aged, noisy and a risk of overheating in cables. Fault finding and repair of field lighting around entire complex.
Southside Pool	Replaced failed flow sensor to eccline chlorinator; replaced cable from switchboard pump and shielded cable to the flow switch; repaired CO2 leak and installed new regulators; fitted baby change table. Electrical contractor engaged to repair flood lighting around the 25m pool and repair pump control equipment.
Various locations	Traffic light inspections carried out; repairs to BBQs and lights at various parks; repairs to street lighting. Fire detection systems and emergency lighting testing carried out; RCD testing and switchboard inspections carried out; Fire systems contractor engaged to carry out fire system and emergency light breakdown repairs at various sites. Roller door contractor engaged to carry out repairs to various sites. Electrical testing and tagging carried out at various sites; Automatic door servicing carried out; repairs carried out to Fleet Services' electrical tools. Earth bonding checks at all swimming pools.
Walter Reid Cultural Centre	Repaired air conditioning – located leak in condenser coil, stripped down and repaired unit. Found and repaired roof leaks (during rain).



Activity	Adopted	YTD Actuals	YTD % Budget
Statutory	\$427,774	\$191,231	44.70%
Planned	\$1,019,040	\$561,839	55.13%
Operational	\$2,274,267	\$1,752,639	77.06%
Reactive	\$846,755	\$791,945	93.53%
Miscellaneous (including write-offs)	\$55,489	\$51,278	92.41%
Total	\$4,623,325	\$3,348,932	72.44%

5. DELIVERY OF SERVICES AND ACTIVITIES IN ACCORDANCE WITH COUNCIL'S ADOPTED SERVICE LEVELS

Service Delivery Standard	Target	Current Performance YTD
Deliver services and activities that support and build the capacity of people from CALD backgrounds to connect with and live in the local community, with a target of 400 participants per annum	100%	335 participants, 83.75%
Deliver a range of family literacy, learning and development programs to 7500 participants per annum	100%	8714 participants, 116.2%
Provide the community with access to a collection of relevant library resources in a range of formats by maintaining an annual acquisition rate of 0.25 items per capita in accordance with the Queensland Standard	100%	0.18 per capita
Provide community access to technology and deliver 2000 contact hours of computer training each year	100%	4602 hours, 230%
Deliver child care in accordance with the National Quality Standard, with 100% utilisation rate of long day care places	100%	98.6%
Provide the community with access to occasional child care places with an average utilisation rate of 50%	50%	37.5%
Provide 11625 hours of home maintenance services to eligible Home Assist clients per annum	90%	11515 hours, 99%
Deliver 5612 hours of home maintenance services for CHSP eligible clients per annum	90%	15387 hours, 274%
Complete 17 major modification projects for CHSP and QCC eligible clients per annum	100%	16 projects, 94%
Complete all planned capital and maintenance projects in accordance with agreed schedule and budget	90%	90%
Respond to all reactive maintenance requests in accordance with adopted response schedule, budget, availability of materials and contractor if required	90%	90%

Service levels have been developed in accordance with identified standards or program funding requirements.

FINANCIAL MATTERS

	Adopted Budget	Proposed Revised Budget	Adopted Budget (Pro Rata YTD)	YTD Actual	YTD Commit + Actual	Variance	On target 83.3% of Year Gone
	\$		\$	\$	\$	%	
OPERATIONS							
COMMUNITIES & FACILITIES							
Facilities							
1 - Revenues	(363,944)	(363,944)	(303,287)	(412,050)	(412,050)	113%	x
2 - Expenses	11,553,809	11,650,810	9,628,175	9,185,799	9,964,977	86%	x
3 - Transfer / Overhead Allocation	171,811	171,811	143,176	84,613	84,613	49%	✓
Total Unit: Facilities	11,361,676	11,458,676	9,468,063	8,858,362	9,637,541	85%	x
City Child Care Centre							
1 - Revenues	(761,800)	(761,800)	(634,833)	(617,658)	(617,658)	81%	✓
2 - Expenses	673,262	673,262	561,052	609,303	609,703	91%	x
Total Unit: City Child Care Centre	(88,538)	(88,538)	(73,781)	(8,356)	(7,955)	9%	✓
Comm & Facs Mangement							
1 - Revenues	0	0	0	(14,470)	(14,470)	0%	✓
2 - Expenses	443,512	443,512	369,593	350,194	350,464	79%	✓
3 - Transfer / Overhead Allocation	6,700	6,700	5,583	6,221	6,221	93%	x
Total Unit: Comm & Facs Mangement	450,212	450,212	375,176	341,946	342,215	76%	✓

Library

1 - Revenues	(528,643)	(528,643)	(440,536)	(500,408)	(500,408)	95%	x
2 - Expenses	3,042,969	3,042,969	2,535,807	2,241,405	2,346,516	77%	✓
3 - Transfer / Overhead Allocation	20,500	20,500	17,083	8,129	8,129	40%	✓
Total Unit: Library	2,534,826	2,534,826	2,112,355	1,749,126	1,854,237	73%	✓

CQ Home Assist

1 - Revenues	(1,976,905)	(1,976,905)	(1,647,421)	(2,096,320)	(2,096,320)	106%	x
2 - Expenses	1,886,938	1,886,938	1,572,448	1,520,181	1,879,501	100%	x
3 - Transfer / Overhead Allocation	89,967	89,967	74,973	76,754	76,754	85%	x
Total Unit: CQ Home Assist	(0)	(0)	(0)	(499,385)	(140,065)	70032700%	x

Community Programs

1 - Revenues	(117,600)	(117,600)	(98,000)	(122,122)	(122,122)	104%	x
2 - Expenses	920,138	920,138	766,781	622,552	680,412	74%	✓
3 - Transfer / Overhead Allocation	(89,763)	(89,763)	(74,803)	32,158	32,158	-36%	x
Total Unit: Community Programs	712,775	712,775	593,979	532,588	590,448	83%	✓
Total Operations:	14,970,950	15,067,950	12,475,792	10,974,281	12,276,421	82%	✓

CAPITAL

COMMUNITIES & FACILITIES

**CP450 - CAPITAL FACILITIES
MANAGEMENT**

1 - Revenues	(669,500)	(669,500)	(557,917)	104,526	104,526	-16%	x
2 - Expenses	1,612,000	1,813,576	1,343,333	1,272,885	1,295,809	80%	✓
3 - Transfer / Overhead Allocation	0	0	0	4,821	4,821	0%	x
Total Unit: Community Programs	942,500	1,144,076	785,417	1,382,232	1,405,156	149%	x

CP530 - LIBRARIES

2 - Expenses	85,000	80,908	70,833	38,548	38,548	45%	✓
Total Unit: Community Programs	85,000	80,908	70,833	38,548	38,548	45%	✓

CP540 - CAPITAL CONTROL COMMUNITY PROGRAMS

1 - Revenues	0	0	0	(3,000)	(3,000)	0%	✓
2 - Expenses	100,000	259,279	83,333	21,345	56,138	56%	✓
Total Unit: Community Programs	100,000	259,279	83,333	18,345	53,138	53%	✓

Total Capital:	1,127,500	1,484,263	939,583	1,439,125	1,496,842	133%	x
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Grand Total:	16,098,450	16,552,213	13,415,375	12,413,406	13,773,262	86%	x
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8.2 COMMUNITY ASSISTANCE PROGRAM**File No:** 7822**Attachments:** 1. Community Assistance Program Round 3 - 2016**Authorising Officer:** Michael Rowe - General Manager Community Services**Author:** Cheryl Haughton - Manager Communities and Facilities**SUMMARY**

Sixteen applications for funding were received for the last round of the Community Assistance Program for the current financial year. The applications have been assessed and recommendations for funding are presented for Council consideration.

OFFICER'S RECOMMENDATION

THAT Council approves the allocation of funding from the Community Assistance Program for the following:

Applicant	Purpose of Grant/Sponsorship	Amount
AM Media Consultants T/A Special Children's Parties	2016 CQ Special Children's Christmas Party	3,000.00
Bundara Kindergarten Association Inc	Protecting Our Children As They Play: Bundara Kindergarten Shade Initiative	731.00
Capricorn Helicopter Rescue Service	Rescue Chopper Day and Family Fun Open Day	2,500.00
Capricorn Silver Band Inc	Access for People with Disabilities	12,000.00
CQ Aquajets Swim Club Inc	Shut The Gate Learn 2 Swim Roof Refurbishment	1,000.00
Multiple Sclerosis Society of Queensland	2017 Rockhampton MS Swimathon	800.00
Queensland Justice Association (Rockhampton Branch)	2016 JP State Conference	2,500.00
Rockhampton Bowls Club	2016 Mayoral Trophy	500.00
The Rockhampton Waterski and Powerboat Club Inc	Install A New Oven into Club's Kitchen	1,000.00

Wildlife Rockhampton Rescue Rehabilitation and Release	Grand Echidna Charity Ball	2,732.00
Capricorn Animal Aid Organisation Inc.	Community Organisation Support	4,000.00
Fitzroy Basin Elders Committee Inc.	Community Organisation Support	4,500.00
Fitzroy River Fish Stocking Association Inc.	Community Organisation Support	3,500.00
Ridgeland and District Sporting and Agricultural Association Inc.	Ridgeland Show seating and entertainment	\$4376.15

COMMENTARY

Round three of the Community Assistance Program for the 2015-16 financial year closed on 6 April 2016. Applications were received for 16 projects for the requested amount of \$130,849.30

Analysis of the applications received showed that:

- 6 applications related to sponsorship of events
- 7 related to grant funding for capital/equipment projects
- 3 were for Community Organisation Support

One of the applications received was for a project deemed to be ineligible in accordance with Council's Community Grants and Minor Sponsorship Policy and Procedure.

The attached table shows the details of applications received and comments from the assessment panel for Council consideration in relation to the amount recommended for funding for eligible projects.

COMMUNITY ASSISTANCE PROGRAM

Community Assistance Program Round 3 - 2016

Meeting Date: 18 May 2016

Attachment No: 1

COMMUNITY ORGANISATION SUPPORT					
Applicant	Project	Project Cost	Amount Requested	Amount Recommended	Assessment Comments
Capricorn Animal Aid Organisation Inc.	As the adoption fee does not cover the increased costs in veterinary bills for animals with disease, the organisation states that it has currently placed a hold on rescuing these animals from the Pound. The application seeks funding as a short term grant to assist with these additional veterinary expenses, to allow for more animals to be saved and rehomed. It refers to the increase in the number of animals being surrendered to Council, and would like to offer more education and desexing subsidies to the community.	\$17,000.00	\$11,000.00	\$4,000.00	Budget presented includes \$5,000 for additional veterinary fees and \$6,000 for community subsidies. This organisation is supported by Council contribution for each animal desexed and rehomed, and has received \$1,500 through CDF allocations this financial year.
Fitzroy Basin Elders Committee Inc.	Application is seeking support for the Indigenous Youth Development Centre for its program to provide food, shelter and diversionary tactics for young offenders and youth causing problems at places such as Stockland. It is claimed that 13 young people have been helped to return to school since October 2015. The committee covers expenses through its existing funding models, but is seeking support for food for 80 homeless youth.	\$39,540.00	\$13,780.00	\$4,500.00	Costs of catering as detailed in the budget are \$7,800 plus \$1,100 for school lunches; and \$2,600 for fuel for pick up and drop off to school. No quotes or details are provided. Focus is on homeless indigenous youth only. There is no mention of funding being sought from Stockland to assist with the project.
Fitzroy River Fish Stocking Association Inc.	Application seeks funding for the purchase of Barramundi fingerlings to increase the declining stock in the lower Fitzroy River. Group states that prior to amalgamation funding was received from Livingstone, Fitzroy and Rockhampton Councils.	\$5,000.00	\$5,000.00	\$3,500.00	Application does not indicate if contribution is being sought from Livingstone Shire Council as well.
TOTAL		\$61,540.00	\$29,780.00	\$12,000.00	

GRANTS AND MINOR SPONSORSHIP					
Applicant	Project	Project Cost	Amount Requested	Amount Recommended	Assessment Comments
AM Media Consultants T/A Special Children's Christmas Parties	The 2016 CQ Special Children's Christmas Party will again be organised by AM Media Consultants Townsville, and is one of a series held across the state to cater for children who have life limiting illness or a physical or intellectual disability that will impact them their whole life. The event attracts children from across the CQ region, with buses operating from Gladstone and Biloela. Last year an estimated \$103k was sourced from other local business sponsorship.	\$145,375.00	\$5,500.00	\$3,000.00 (In-kind for venue hire)	Despite being for children from across the CQ region there is no evidence of any sponsorship being sought from other Councils within the area. The main expenditure for the event seems to be for staff costs. Council has previously provided in-kind sponsorship for the venue hire, but this year's application seeks diamond sponsorship which also allows for inclusion of Council's logo on the shared Santa sack.
Bundara Kindergarten Association Inc.	Protecting our children as they play is a Bundara Kindergarten shade initiative, the aim being to purchase and install a large shade umbrella over a play area.	\$6,031.00	\$1,000.00	\$731.00 (In-kind for Council building inspections and approvals)	The centre caters for 44 children, so there is limited benefit to the broader community. The project could potentially be funded through a Sun Smart grant.
Capricorn Helicopter Rescue Service	Rescue Chopper Day and Family Fun Open Day is a family event that gives people the opportunity to visit the hangar and raise funds for the service.	\$22,152.00	\$2,500.00	\$2,500.00	The budget includes cost of \$11,302 for helicopter for two school visits, \$4350 for party packs of giveaways, and \$1000 for children's rides and miscellaneous expenditure. The organisation has received \$12,670 in direct sponsorship from Council over the past 3 years, and was the recipient organisation for \$32,882 for the CBD Christmas Fair over 2 years.

Capricornia Silver Band Inc.	Application is for installation of an access ramp and toilet for people with disabilities at the band hall. The band has 100 playing members and 233 supporter members in an age range from 12 – 80. The hall is also used by 3 other small community groups.	\$26,200.00	\$13,000.00	\$12,000.00	Organisation is able to cover 50% of the project cost. Only one quote has been provided for the project.
CQ Aquajets Swim Club Inc	The Shut the Gate Learn 2 Swim building sustained roof damage during the cyclone, and further damage from later rain inundation, funding was available through the Sport and Recreation Disaster Recovery program, but the club was unable to meet the deadline to access this funding. The application is for funding to assist with design and documentation costs to allow for further grant applications to undertake the necessary repairs.	\$2,985.00	\$1,000.00	\$1,000.00	Over 400 people access the facility for activities per week. Copies of two quotes have been received and amount requested is just under 50% of the cost
CQ Pirates of Plunder	CQ Pirates of Plunder is a newly formed club with 19 full members and 59 associate/social members that re-enact life in the Golden Age of Piracy and promotes Central Queensland's Maritime history.	\$4,208.95	Amount not specified, various quotes provided	Recommend group reapply when it has incorporated and obtained PL insurance	The budget for the project details expenditure for incorporation, insurance, weapons, costumes and other equipment; with the only income projected as \$1,000 from proposed fundraising event. Group is not currently eligible as is not incorporated and does not hold PL insurance cover.
Multiple Sclerosis Society of Queensland	2017 Rockhampton MS Swimathon is a 12 hour team-relay event to raise awareness of MS and funds to support people living with MS in the Rockhampton region. The event is held at the CQU Community Sports Centre which incurs a hire fee of \$1,600	\$7,400.00	\$2,950.00	\$800.00	Apart from venue hire, expenses are mainly for travel and accommodation, T-shirts and credit card expenses which are generally not eligible items for funding. Council sponsorship for the event in the 2014-15 year was \$250.

Queensland Justice Association (Rockhampton Branch)	2016 JP annual State Conference of the Queensland Justices Association which focuses on professional development for JPs, and is anticipated will attract around 250 participants.	\$29,123.43	\$10,000.00	\$2,500.00	Unrealistic budget presented which shows that ticket sales do not even cover cost of venue and catering, and that even with \$10,000 grant from Council the overall event will run at a loss of over \$9,000, indicating a lack of demonstrated capacity to deliver a major conference.
Rockhampton Bowls Club Inc.	2016 Mayoral Trophy is a lawn bowls event open to clubs in the CQ area, with clubs from Rockhampton, Gracemere, Yeppoon, and Emu Park expected to participate.	\$5,860.00	\$1,650.00	\$500.00	The only real expense indicated for the event is for prize money. The event has been sponsored since 2009 with no evidence of the club decreasing its reliance on Council. Overall the club has received \$20,968 in funding from Council over the past 5 years for various projects including this event. This application should be considered in the Award category which has a maximum allocation of \$500.
The Rockhampton Waterski and Powerboat Club Inc.	Funding sought is for the installation of a new oven in the club's building to assist in making it more attractive for hire of the site as camp grounds, and for functions such as weddings.	\$4,470.00	\$3,470.00	\$1,000.00	Applicant is not meeting 50% of the cost as required by the grant eligibility criteria. Project has limited community outcomes beyond improving club's sustainability.
Wildlife Rockhampton Rescue Rehabilitation and Release	The inaugural Grand Echidna Charity Ball will be held in the Robert Schwarten Pavilion on 19 November to fundraise for the purchase of rescue equipment, enclosures, medicines and food for sick and orphaned wildlife, the volume of which has increased since the cyclone resulted in the destruction of natural habitats and food sources.	\$13,568.24	\$3,247.00	\$2,732.00 In-kind for 2 day hire of venue, kitchen, and cleaning.	Application seeks in-kind support for the 2 day hire of the venue and kitchen. It appears to be an ambitious event for a small group. The group received funding of \$540 for workshops, and \$250 through CDF for printing of brochures etc. in the current financial year.

Rockhampton Senior Citizens Club Inc.	Purchase of second 12 seater commuter bus to transport seniors to luncheons at Schotia Place on Thursdays.	\$44,000.00	\$22,000.00	\$0	Club purchased the bus in August 2015, being able to meet the cost from its own funds. This is the club's second bus with both used to transport members to Schotia Place only one day per week, and not available for use by other groups. The club already receives significant support from Council with exclusive low cost use of Schotia Place.
Clancholla House	Application sought assistance to restore the front stairs and front iron gates of the heritage listed property.	\$55,220.00	\$20,000	\$0	The applicant is a proprietary company and not eligible under Council's Community Grant policy which restricts grants to community organisations.
Ridgelands and District Sporting and Agricultural Association Inc.	Application was submitted under the Major Sponsorship program for assistance with the Ridgelands Show to be held on 28 May 2016. Funding requested is for purchase of seating and the provision of additional entertainment. Council resolved that the application be referred for reconsideration through other grant programs.	\$14,752.30	\$14,752.30	\$4,376.15 ((\$2376.15 for seating; \$2,000.00 for event)	Show is an annual event that attracts a total of around 1,500 (including patrons and competitors), and is important to the local community. Applicant is not meeting 50% of cost of seating.
TOTAL		\$381,345.92	\$101,069.30	\$31,139.15	

8.3 COMMUNITY BASED EMPLOYMENT AGREEMENTS

File No: 707
Attachments: Nil
Authorising Officer: Michael Rowe - General Manager Community Services
Author: Kerri Dorman - Administration Supervisor

SUMMARY

Approval is sought for the Chief Executive Officer to be granted delegated authority to enter into community-based employment agreements on behalf of Rockhampton Regional Council.

OFFICER'S RECOMMENDATION

THAT Council delegate to the Chief Executive Officer the power to enter into community based employment agreements subject to existing financial delegation.

COMMENTARY

Over recent times Council has been in receipt of numerous approaches from various State Government agencies, employment providers and community groups to enter into Memorandums of Agreement, Host Agreements and Employment Initiatives.

These approaches have revealed an anomaly in the existing Chief Executive Officer delegations pursuant to s257 Local Government Act 2009 as follows:

Existing Chief Executive Officer delegation:

Legislative delegation

S236(1)(b) – Power to sign documents

236 Who is authorised to sign local government documents

(1) The following persons may sign a document on behalf of a local government—

(a) the head of the local government;

(b) a delegate of the local government;

(c) a councillor or local government employee who is authorised by the head of the local government, in writing, to sign documents.

S262(2) – Power to support responsibilities

262 Powers in support of responsibilities

(1) This section applies if a local government is required or empowered to perform a responsibility under a Local Government Act.

(2) The local government has the power to do anything that is necessary or convenient for performing the responsibilities.

(3) The powers include all the powers that an individual may exercise, including for example—

(a) power to enter into contracts; and

(b) power to acquire, hold, deal with and dispose of property; and

(c) power to charge for a service or facility, other than a service or facility for which a cost-recovery fee may be fixed.

Financial delegation:

- (a) Formally approve any operating expenditure within budget, with the following limitation:

Where a natural disaster and/or extraordinary emergent event has been declared in the local government area, the CEO can exercise the delegation to formally approve expenditure necessary which does not cause a variation of greater than 5% from budget.

And while these delegations cover off on most activities within the realm of Council responsibilities the context surrounding these recent approaches is much less clear in terms of a responsibility under the Local Government Act.

For example: the rehabilitation of offenders into society whilst a community responsibility is not a local government responsibility nor is the reduction of unemployment a direct local government responsibility.

These examples serve to highlight the social responsibility of Council in discharging its legislative role in the good rule and local governance of its jurisdiction but are not explicit in the operational workings of Council.

It is also of note that the nature of the approaches is both project based and time constrained in so far as all are site or activity based (walking trail construction, heritage village based) and are tied either to a period commitment (3-6 months) or an ongoing regular interval commitment (2-3 days a week) and that these approaches are occurring continually.

Consequently to expedite the requests and more effectively provide a response to and meet Community expectations it is proposed to augment the CEO delegation to include the power to enter into community-based employment agreements on behalf of Council subject to the existing financial delegation.

8.4 USE OF ROBERT SCHWARTEN PAVILION AT SHOWGROUNDS BY ROCKHAMPTON HIGH SCHOOL**File No: 8020****Attachments: 1. Letter from Principal of Rockhampton High School regarding the use of the Robert Schwarten Pavilion****Authorising Officer: Michael Rowe - General Manager Community Services****Author: Peter Owens - Manager Arts and Heritage**

SUMMARY

The Principal of Rockhampton High School has written to Council seeking Council permission to make use of the Robert Schwarten Pavilion at the Rockhampton Showgrounds as an emergency evacuation site for the school.

OFFICER'S RECOMMENDATION

THAT Council agree to the request as detailed in Ms Dwyer's letter of 25 February 2016.

COMMENTARY

Attached is a letter from Rockhampton High School principal, Ms. Kirsten Dwyer seeking Council permission to make use of the Robert Schwarten Pavilion at the Rockhampton Showgrounds as an emergency evacuation site for the adjacent school.

The request is largely self-explanatory and while officers have advised school representatives that the site is now no longer permanently staffed by Council and that there may be occasions when due to other hiring the building will not be available, the school is still keen to pursue the use of the pavilion in such emergency situation.

In the event of such an activation it would be necessary for school staff to make contact with the Council officers based at the Pilbeam Theatre who would then need to travel to showgrounds to provide access.

The Council, at the Rockhampton Showground, has had a long and positive working relationship with the staff and students of Rockhampton High School and in furtherance of this relationship it is recommended that Council agree to this request in the interest of the safety and well-being of the student body in such an evacuation.

**USE OF ROBERT SCHWARTEN
PAVILION AT SHOWGROUNDS BY
ROCKHAMPTON HIGH SCHOOL**

**Letter from Principal of Rockhampton
High School regarding the use of the
Robert Schwarten Pavilion**

Meeting Date: 18 May 2016

Attachment No: 1

Rockhampton State High School



TRADITIONAL VALUES, FUTURE SUCCESS | INSPIRING THROUGH OPPORTUNITY | DEVELOPING LEADERS

P 07 4920 4333 E principal@rockhampshs.eq.edu.au
F 07 4920 4300 A 1 Campbell Street, Rockhampton Q 4700

25 February 2016

Michael Rowe
General Manager – Community Services
Rockhampton Regional Council
P.O. Box 1860
ROCKHAMPTON QLD 4700

Dear Michael

As you are aware, there have been numerous and regrettable bomb threats made against Queensland schools recently.

In assessing our own school's needs, it is apparent that evacuating our entire school to our oval for safety poses other risks such as from heat or storms.

Michael, we seek your permission in evacuating our school if necessary to the adjacent Robert Schwarten pavilion at the Rockhampton showgrounds. This would enable our students and staff to be at a reasonable distance for their safety, and avoid discomfort and other issues of being exposed to potential inclement and unsafe weather on the oval.

I would be very grateful if you would advise whether this is possible, and if so refer me to the most appropriate contact to liaise with.

I look forward to hearing from you.

Yours faithfully

Kirsten Dwyer
Principal

Respect Opportunity Challenge Knowledge Success
www.rockhampshs.eq.edu.au

8.5 REGIONAL ARTS DEVELOPMENT FUND 2015/16 ROUND 3 GRANT RECOMMENDATIONS

File No: 8944
Attachments: Nil
Authorising Officer: Michael Rowe - General Manager Community Services
Author: Peter Owens - Manager Arts and Heritage

SUMMARY

Applications received for round three of the 2015/16 Regional Arts Development Fund have been assessed by the RADF Committee and six are recommended for funding.

OFFICER'S RECOMMENDATION

THAT Council approves the following applications for funding from the Regional Arts Development Fund:

Applicant	Purpose of Grant	Grant Recommended
Amber Countryman	Local travel and attendance fees to attend five day fibre arts workshop – Wrapt in Rocky	559
Blue Eagle Productions	Making a feature film in and around Rockhampton to showcase local artists and skills	13000
Michelle Black, Peta Lloyd and Sean Biddulph	Costs of materials and artist fees for the design, construction and installation of approximately 70 large circular suspended dream weavings and installations.	12071
Capricorn Arts Mob	Producing short films for NAIDOC week celebrations and Rockhampton River Festival	6750
Capricornia Silver Band	Workshop for the Capricornia Silver brass band with Warwick Tyrell	2022
Central Queensland Contemporary Artists	To go towards development and marketing, to new audiences in a non-arts environment and exhibition of new local product.	3020
	total	37422

COMMENTARY

The Regional Arts Development Fund is a joint program of the Queensland Government (administered by Arts Queensland) and the Rockhampton Regional Council that focuses on the development of quality art and arts practice in our region.

Thirteen applications were received in the round for a total requested amount of \$98,798.25.

This is the third round for the 2015/16 financial year and the total funds remaining available for distribution in the remainder of the current year stands at \$44,866 (50% from Arts Queensland and 50% from Council).

Of the thirteen applications received, the applications not recommended for funding by the Regional Arts Development Fund committee were received from Allana Gregson, Lisa Clarke, Epic Studios, Rockhampton Woodworkers Guild, Royal Queensland Art Society and Rockhampton Regional Council.

In not recommending these applications for funding, the committee noted that in most cases applications were lacking either clarity in the budget section, were applications for projects which were of a recurrent nature (which RADF does not support), were technically illegible or were unable to be funded due to insufficient fund remaining for distribution.

A surplus of \$7444 will be rollover from Round 3 into the 16/17 financial year.

8.6 ARTS AND HERITAGE MONTHLY OPERATIONS REPORT FOR MARCH AND APRIL 2016**File No:** 1464**Attachments:**

1. Arts and Heritage Monthly Operations Report for March and April 2016
2. Review of Mary Poppins from Rockhampton Morning Bulletin 12 March 2016

Authorising Officer: Michael Rowe - General Manager Community Services**Author:** Peter Owens - Manager Arts and Heritage

SUMMARY

The report provides information on the programs and activities of the Arts and Heritage section for March and April 2016.

OFFICER'S RECOMMENDATION

THAT the Monthly Operations Report of the Arts and Heritage section for March and April 2016 be received

COMMENTARY

The Arts and Heritage section has responsibility for the following areas:

1. Art Gallery
2. Rockhampton Heritage Village
3. Venue Operations
(Pilbeam Theatre, Walter Reid Cultural Centre, Rockhampton Showgrounds and Rockhampton Music Bowl)

**ARTS AND HERITAGE MONTHLY
OPERATIONS REPORT FOR MARCH
AND APRIL 2016**

**Arts and Heritage Monthly Operations
Report for March and April 2016**

Meeting Date: 18 May 2016

Attachment No: 1

MONTHLY OPERATIONS REPORT
ARTS AND HERITAGE SECTION
Period Ended 30 April 2016

VARIATIONS, ISSUES AND INNOVATIONS

Innovations

Nil to report

Improvements / Deterioration in Levels of Services or Cost Drivers

Nil to report

LINKAGES TO OPERATIONAL PLAN

1. COMPLIANCE WITH CUSTOMER SERVICE REQUESTS

The response times for completing the predominant customer requests in the reporting period for 30 April 2016 are as below:



**All Monthly Requests (Priority 3)
Arts and Heritage 'Traffic Light' report
April 2016**

	Balance B/F	Completed in Current Mth	Current Month NEW Requests		TOTAL INCOMPLETE REQUESTS BALANCE	Under Long Term Investigation	Completion Standard (days)	Avg Completion Time (days)		Avg Completion Time (days) 6 Months	Avg Completion Time (days) 12 Months	Avg Duration (days) 12 Months (complete and incomplete)
			Received	Completed				Current Mth	12 Months			
Community Events & Arts	1	0	0	0	1	0	10	● 0.00	● 1.67	● 3.11	1.00	
Heritage Village General	0	0	0	0	0	0	1	● 0.00	● 0.00	● 3.00	0.00	
Showgrounds	0	0	0	0	0	0	5	● 0.00	● 0.00	● 0.00	0.00	

The one outstanding request is with Regional Services to reinstate the highway directional signage for the Rockhampton Music Bowl.

2. COMPLIANCE WITH STATUTORY AND REGULATORY REQUIREMENTS INCLUDING SAFETY, RISK AND OTHER LEGISLATIVE MATTERS

Safety Statistics

The safety statistics for the reporting period are:

	THIRD QUARTER		
	Jan	Feb	Mar
Number of Lost Time Injuries	0	0	0
Number of Days Lost Due to Injury	0	0	0
Total Number of Incidents Reported	0	0	4
Number of Incomplete Hazard Inspections	0	0	0

Risk Management Summary

Example from Section Risk Register (excludes risks accepted/ALARP)

Potential Risk	Current Risk Rating	Future Control & Risk Treatment Plans	Due Date	% Completed	Comments
Damage to Council facilities and equipment due to non-compliance by Hirers resulting in financial loss and loss of reputation	Moderate 6	Standardization of hirer agreement process across all venues. Purchase and installation of industry standard venue hire system	30/06/16	85%	Installation and training to be complete 4-7 June 2016

Legislative Compliance & Standards

Legislative Compliance Matter	Due Date	% Completed	Comments
Outdated employee immunisations, tickets, and/or licenses	Various	95%	As at 30/04/16 one Arts and Heritage employees had failed to lodge copies of their current driver's licence with W&S – this has now been actioned,
Outdated legislative compliance mandatory training and/or qualifications	Various	100%	As at 30/04/16 all Arts and Heritage employees are compliant in this regard
Overdue performance reviews	29 August 2015	100%	As at 30/04/16 Council records indicate that all Arts and Heritage performance reviews have been completed

3. ACHIEVEMENT OF CAPITAL PROJECTS WITHIN ADOPTED BUDGET AND APPROVED TIMEFRAME

Project	Start Date	Expected Completion Date	Status	Budget Estimate	YTD actual (incl committals)
ARTS AND HERITAGE CAPITAL WORKS PROGRAM					
Art Gallery - Replace Track Lighting	01/01/16	30/06/16	Completed	30,000	19,980
Comment: Project completed – now also encompassing work within the Anderson gallery					
Art Gallery - Artwork acquisitions	01/07/15	30/06/16	Completed	20,000	20,550
Comment:					
Heritage Village - Replace CombiOven	01/02/16	31/03/16	-	37,000	0
Comment: Project has been deferred to 16/17 FY					
Theatre - Stage Lighting Equipment	01/10/15	01/02/16	Completed	55,000	65,282
Comment: Completed – new equipment installed March 2016					
Theatre – Add 5 flylines	01/01/16	31/03/17		25,000	0
Comment: Work likely to be delayed until December 2016					
Theatre – Follow Spots	01/10/15	30/04/16	Completed	35,000	30,817
Comment: Completed					
Theatre – Lighting Equipment	01/10/15	30/06/16	Completed	40,000	29,484
Comment: Completed					
Theatre – Masking	01/10/15	30/06/16		35,000	0
Comment: Orders to be placed with supplier 07/05/16					
Showgrounds – PA system	01/10/15	30/06/16		25,000	0
Comment: Orders to be placed with supplier 14/05/16					

4. ACHIEVEMENT OF OPERATIONAL PROJECTS WITHIN ADOPTED BUDGET AND APPROVED TIMEFRAME

The Arts and Heritage has no discrete operational projects in the current financial year however highlights of program activities are detailed below

Art Gallery

From 20 February to 3 April 2016, the Gallery hosted *The National Photographic Portrait Prize 2015*, a National Portrait Gallery touring exhibition. This is typically a quiet time of year for the Gallery, although visitation increased dramatically during March compared to February, indicating *The National Photographic Portrait Prize* was a popular exhibition.

In March *Cream: Four Decades of Australian Art* returned to Rockhampton Art Gallery after a two year long national tour. This exhibition has been doing a wonderful job for the city of Rockhampton, by acting as a 'cultural ambassador', as it toured to nine venues in regional Australia and reached an audience of 89,267 visitors.

On 9 April, the Gallery launched the new exhibition *The Adventures of William Yaxley*, which is proving to be a popular exhibition with local audiences. This exhibition generated national media interest, with reviews in the *Courier Mail*, the *Sydney Morning Herald*, and *Arts Hub*.



The Gallery was successful in obtaining a position within the 'Culture Counts' program that has been funded by Arts Queensland. Gallery staff have been working with the private company 'Culture Counts', to generate exhibition and public programs surveys which considered the intrinsic values of art experiences. *The Adventures of William Yaxley* is currently being surveyed, and the Gallery's education outreach program, *Dreamers and Explorers* will also be assessed. Rockhampton Art Gallery has announced the School Outreach Tour, titled *Dreamers and Explorers*. Designed especially for secondary students in Grades 7- 10, a Gallery Educator will visit classrooms to deliver a double lesson inspired by the Gallery's exhibition *Cream: Four decades of Australian art*. This lesson will provide hands on, inquiry-based investigations into the foundations of Australian modernism, focusing on the viewpoints of artists and how their practices informed a distinctive style of art.

The Gallery continued to deliver *Gallery After Dark*, a series of lectures from invited speakers. In March, one speaker was Angus Trumble, Director of the National Portrait Gallery, and the second speakers were Nadia Buick and Madeleine King, who launched their book *Remotely Fashionable: a story of subtropical style*. In April, the final quest speaker for *Gallery After Dark* was Philip Bacon AM, who introduced the work of Ian Fairweather. The Gallery also launched the fundraising campaign to purchase *Painting II* by Ian Fairweather, with Mr Bacon kick-starting the campaign by donating \$50,000. The Moya Gold Trust also confirmed they would be contributing \$25,000 toward the acquisition of *Painting II*.

At the end of March, the Gallery farewelled Gallery Director Tracy Cooper-Lavery, who has taken on a new role as Director of the Gold Coast City Art Gallery. Marilyn Luck retired from the Rockhampton Art Gallery Trust after 22 years, including ten as the Chairperson of the Trust. In recognition of Mrs Luck's service, the Gallery announced a new exhibiting opportunity for local artists: The Marilyn Luck Gallery for Central Queensland Artists. This

temporary exhibition opportunity acknowledges the advocacy role Mrs Luck has played in developing cultural opportunities for Central Queenslanders. After a public announcement, ten applications were received in late April for artists to exhibit in the Marilyn Luck Gallery, with an announcement about successful applicants to take place in mid-May.

Rockhampton Heritage Village

During the month of March and April, volunteers contributed 6928 hours to operation and development of the site, with 696 visitors attending school holiday activities (over six days) and 1584 attended March Heritage Village Markets.

The Functions Team Leader and the catering team have opened a new Village Café on 7/3/16 which is now steadily building trade. The Café is becoming popular with regular weekly bookings on some days of 30-40 dine-in customers. The Administration Officer is currently on leave from the 24 March for 8 weeks and the position is being backfilled by an Administration Officer from the Venue Operations Unit.

The "A" Team of volunteers are currently undertaking construction of the Donkey's Stable (for the 2 miniature donkey's due to arrive in July when they are weaned) as well as constructing a new duck pen for the ducks and turkeys. They have also completed an extension to Karl and Wood building to provide shade when barbequing on Market Days. A team of Volunteers are now undertaking the renovation of the ramp on the hospital which will need all the railings replaced and painted.

The miniature train is undergoing a program of rigorous testing to ensure it will be safe for the public to use. The supporting Code of Practice is almost completed.

The gardens at the front of the Village (inside the front fence) have been newly landscaped with mulch and new plants thanks to the efforts of Heritage Village Volunteers, Neato Volunteers and relief staff from the Kershaw Gardens Nursery. Truckloads of soil are being delivered free of charge from the AHC Construction site across Boundary Road. Truck loads are being placed strategically around the village to improve roads, fill water logged area and assist with levelling where needed.

A meeting has been held with the management of the Parkhurst Shopping Centre and roadwork teams to identify upcoming changes to access for the Village. Wayne Lester, Director of AHC, will arrange for the watchmakers donga to be moved free of charge. He will also mark out the new access route and arrange for the change in fencing.

The Light Horse Troop resident on the site now have two Bren Gun Carriers operational for rides on market days. This proved popular earlier this year with over 90 rides enjoyed by the public on their initial trial. A WWII American Igloo has been located at Dooley St and permission has been granted to transfer it to the Heritage Village to be placed on the Light Horse precinct. The application is currently with council and once approved, a slab will be laid and the igloo transferred to the site. The Light Horse have agreed to restore the igloo and write to the 41st Division in America for contributions for the display.

Another groups of volunteers are gradually working their way through the Village cataloguing each of the facilities. Photos will be used to assist cataloguing. This will be a long term project.

The Friends of the Village are also moving ahead with their project to construct a shed in which the vintage cars can be permanently housed. The building will be constructed adjacent to the Restoration Shed and be fully lockable.

One of the regular Neato team of volunteers has been withdrawn from the Village. The remaining team has been withdrawn for at least 10 days due to the death of an 18 year old youth in Toowoomba who had been riding on the back of a trailer. A recommencement date has not been identified, however, an application will be submitted for the team to work on

Friday 6 May to help set up for the Mother's Day Markets. Neato is awaiting advice from Canberra. The Heritage Village has received a request for a Community Service Project for suitable offenders to undertake supervised Community Service. This offer is valuable to the Village and implementation will be arranged as soon as possible.

Trip Advisor Reviews

"Extremely Good" There are multiple Museums within the complex, including a country hospital circa 1950, fire-fighting, dolls house, power house (of stationary engines, veteran cars, as well as more general cottages and homes with artifacts from the past. This is the best organised and maintained heritage complex I have ever visited. Strangely though, rumour has it that the local council would prefer to close the complex....mad, they should be marketing it as a major attraction.

"A delightful visit" This Heritage Village is such an unexpected treasure! One house has been shifted holus bolus, from a single family living in it, as is, for about a century! It is completely fascinating!

My nephew had his wedding ceremony at the village, and it is well set out, with more valuable buildings being added all the time. They must have an ENORMOUS pool of hard-working volunteers to achieve the broad range of exhibits. The old cars are an eye-opener, too! I loved the little hospital - it reminded me of the Katherine Hospital when I was a child. There is a train track, too, but not sure how often the train runs.

If you are in the region, it would be a great opportunity to understand how our forebears lived. It would be valuable to have more Indigenous life-style examples; too, as we often fail to appreciate how our ancestors pushed out the original people, to claim what we consider "our" land.

There are some historical mementos, too, in museum type surroundings.

There are lots of great photo opportunities, too. Some of the buildings are quite rare - slab houses, for example.

Some older people with walking difficulties may find it too far to walk around, but there is plenty to see quite close to the entry. I didn't take note of how well-placed seats were, to take the weight off your

"TERRIFIC PLACE" What a fabulous place, a credit to the people behind the scenes. Love everything about this place. The beautiful grounds, buildings and the great displays. Market days are a lot of fun.

Venue Operations

The Pilbeam Theatre's 2016 See It Live Theatre Season commenced in March and continued through April with four shows presented during that period, Quartet, Mary Poppins, Sugarland, and Melbourne Comedy Festival Roadshow.

Queensland Theatre Company's production of Quartet was the first show of the 2016 See It Live Theatre Season. It was performed on Tuesday 1 March.

The Pilbeam Theatre's production Mary Poppins broke all box office records at the Pilbeam Theatre. With a total of eight performances and in excess of 7000 people having seen the show, this production beat the all-time attendance record in the Pilbeam Theatre's 37 year history set in 1982 by a professional production of the Rocky Horror Show. Previously well attended productions include Jesus Christ Superstar (Rockhampton Regional Council), The Boy From Oz (Rockhampton Regional Council) and Les Miserables (Rockhampton Musical Union Choir).

Australian Theatre for Young People performed its production of Sugarland in April. The play was written by Rachael Coopes and former Rockhampton actor/director/writer Wayne Blair. The product of several months of residencies in communities in the Northern Territory, Sugarland provided a glimpse into a teenage Australia that felt like a foreign country, by following the lives of Nina and Erica, two 16 year old school girls.

The Melbourne Comedy Festival Roadshow returned to the Pilbeam Theatre in April featuring comedians Bob Franklin, Pajama Men, Sean Choolburra, Jess Perkins and Xavier Michelides.

Several commercial productions were performed at the Pilbeam Theatre in March / April including Take Me Home-John Denver Tribute, The Ten Tenors, Elvis to the Max, and Roy Orbison/Everly Brothers Tribute.

The Pilbeam Theatre's popular Morning Melodies concert series continued in April a performance by Tenori. Tenori is a trio of tenors who have worked collectively and individually with some of Australia's finest orchestras and musical groups.

The Saloon Car Club held its regular meet at the showgrounds in March. Other public activities at the showgrounds included Finch and Parrot Show and Handmade Expo.

Rockhampton Little Theatre performed a season of 4 Plays = 1 Act Festival at the Walter Reid Cultural Centre in March.

The arts groups in the Walter Reid Cultural Centre held a 'come and try' open day on Saturday 12 March. Hundreds took the opportunity to have a look at the artforms practised at the Centre. At the same time, artists from the Centre held their exhibition 'Raw', which featured works in clay, prints, lapidary, photographs and painting. The Chamber Music Society performed monthly concerts in their clubrooms in March and April. There was also a pastel workshop in March and pottery classes in April.

Rocky Rocks, featuring Darryl Braithwaite, Russell Morris and 1927, was held at the Rockhampton Music Bowl on Sunday 24 April. Organisers have said that they hope to bring the event back in 2017 and reported an approximate attendance of 1,500.

Program Development

During April the Pilbeam Theatre hosted the ARTour Showcase with representatives from Banana, Central Highlands, Livingstone, Isaacs and North Burnett Shires coming to Rockhampton for a showcase of touring productions and networking.

During the period the FOR LEASE Space has used to present a range of exhibitions and events including Double Exposure – a collaborative exhibition between the Capricornia Printmakers and the Photography Club, a solo exhibition by Emma Ward and an exhibition by the CQ Contemporary Artists. The space was also used by the Red Cross during the Community Wellness Festival

The Program and Development Officer continue to work with officers from the Parks Department on the RADF funded TC Maria Timber project with Timber Carving workshops, and the Timber Installations at the Parks Open Day. The Community Bark Project had six schools participate in bark painting and culminated in an exhibition at the Rockhampton Library.

As part of Australia Theatre for Young People Sugarland Tour – the Dharumbal Enterprise youth group participated in a workshop with the cast of Sugarland at the Pilbeam Theatre. Rockhampton State High school had a storytelling workshop with the cast and the special Q&A after the show in the Pilbeam was well attended.

During April Opera Queensland visited the city for two days to conduct auditions for #ProjectRossini. A community chorus to be included in the production of Barber of Seville in August. Over thirty Rockhampton community members will rehearse for two months for the project.

5. DELIVERY OF SERVICES AND ACTIVITIES IN ACCORDANCE WITH COUNCIL'S ADOPTED SERVICE LEVELS

Service Delivery Standard	Target	Current Performance
<i>Deliver an annual program of Visual Arts exhibitions and program activities, with a target of 16,000 Art Gallery visits per annum</i>	16,000	15,866
<i>Operate a range of performing arts, event and function venue in a cost effective and effective manner delivering on budget services, with a target of 100 performances at the Pilbeam Theatre per annum</i>	100	91
<i>Operate the Pilbeam Theatre Box Office as a profit centre for the unit with a target of 60,000 tickets sold per annum</i>	60,000	56,638
<i>Operate the Rockhampton Heritage Village, with a target total site visitation of 32,000 per annum</i>	32,000	26,484
<i>Complete all planned capital projects in accordance with agreed schedule and budget</i>	100%	80%

Note: The above Service Delivery Standards have not been formally adopted by Council but form operational standards for the unit inline with industry best practice.

FINANCIAL MATTERS

Period ended 30 April 2016 report shows income and expenditure within expect trend for the unit.

**End of Month General Ledger - (Operating Only) - ARTS & HERITAGE
As At End Of 30 April 2016**

	Adopted Budget	Adopted Budget (Pro Rata YTD)	YTD Actual	YTD Commit + Actual	Variance	On target
	\$	\$	\$	\$	%	83.3% Gone
Arts & Heritage						
1 - Revenues	(4,312,250)		(3,379,686)	(3,379,686)	78%	✘
2 - Expenses	7,086,586		5,246,283	5,485,918	77%	✓
3 - Transfer / Overhead Allocation	97,570		48,409	48,409	50%	✓
Total Unit: Arts & Heritage	2,871,906		1,915,005	2,154,641	75%	✓
Grand Total:	2,871,906		1,915,005	2,154,641	75%	✓

**ARTS AND HERITAGE MONTHLY
OPERATIONS REPORT FOR MARCH
AND APRIL 2016**

**Review of Mary Poppins from
Rockhampton Morning Bulletin
12 March 2016**

Meeting Date: 18 May 2016

Attachment No: 2

Mary Poppins

Stellar cast delivers superb



Joel Duffy and Brad Villiers on stage.

PHOTO: ROK090316APOPPINS18



Rhonda Janes stars as Miss Andrew in Mary Poppins.

PHOTO: ROK090316APOPPINS13

Theatre review

With
Amy Haydock



ANYTHING can happen if you let it. Mary Poppins has given children and parents all over the world something very special since its creation in 1934.

Whether in the form of a book, film or theatre piece, the crux of the story, family and always looking on the bright side of life are universal philosophies that Mary Poppins has captured so well.

It would make any director nervous to re-create such a classic piece of popular culture, but Wayne Scott Kermond along with his wife and choreographer Katie Kermond, were able to transform that Mary magic from paper on to the Pilbeam Theatre stage.

The couple was invited back to Rockhampton after steering the ship for last year's annual production of Evita, which was a delightful piece of theatre.

With a wealth of talent to choose from, the large cast was faultless in its performance, bursting with enthusiasm and conviction in its delivery.

It's the mysterious but friendly Bert (Joel Duffy) who opens the show and puts before us the rather fractious world of the Banks family.

Frazzled father George (Brad Villiers) has let his work distance him from his wife Winifred (Amanda Hock, whose performance is outstanding) and children Jane and Michael (the delightfully talented Maddison Scharer and Luca Mella).

Set during a time in London when having a nanny was the thing to do, it's a disaster when yet another one leaves.

And so the magic begins to unfold almost immediately, as Mary (Aleah Dillon) appears out of



MAGICAL: The Rockhampton cast of Mary Poppins opened last night at the Pilbeam Theatre and will run until March 20.

PHOTO: ALLAN REINIKKA ROK090316APOPPINS4

MARY POPPINS

- Mary Poppins performances will be held at the Pilbeam Theatre on the following dates:
Tonight from 7.30pm
Tomorrow at 3pm
March 17 at 7.30pm
March 18 at 7.30pm
March 19 at 1.30pm and 7.30pm
March 20 at 7.30pm
- Tickets are selling fast, so check with the Box Office, phone 4927 4111 or visit seeitlive.com.au for availability



Mary Poppins cast gives a stellar performance.

PHOTO: ROK090316APOPPINS10

nowhere, quick to get things back in order, but not in the conventional nanny way.

Practically Perfect, A Spoonful of Sugar, Supercalifragilisticexpialidocious, Brimstone and Treacle, Let's Go Fly a Kite, Step in Time and Anything Can Happen were my favourite numbers of the night, bursting with colour

and frivolous movement, as the cast moved in unison to create beautiful sequences of music and dance.


Step in Time was a brilliantly choreographed number, engaging with the crowd from all angles in the theatre.

Servants, Mrs Brill (Jacinta Delalande), Robertson Ay (Matthew

Dennis) and Betty (Tegan Gargett), provide plenty of light-hearted shenanigans in their shambled attempts to maintain order in the Banks' household.

Other characters like Neleus (Simon Mayne), Park Keeper (Jay Cowie), Bird Woman (Kelly McCosker) and Mrs Corry (Melanie March), not only ensure

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Mary Poppins

Mary Poppins performance



Brad Villiers and Amanda Hock play Mr and Mrs Banks.

PHOTO: ROK090316APOPPINS1

Aleah and Joel Mary tell the story of Mary Poppins brilliantly.

PHOTO: ROK090316APOPPINS12



HEART-WARMING: Luca Mella and Maddison Scharer as Michael and Jane with Amanda Hock and Brad Villiers as Mr and Mrs Banks.

PHOTO: ROK090316APOPPINS2



Joel Duffy in the Step in Time number.

PHOTO: ROK090316APOPPINS16

excitement in the world of Mary Poppins, but also educate Michael and Jane on some of life's most important lessons.

As does Miss Andrew (Rhonda Janes), with her dramatic entrance on to the stage.

The sheer power of her vocals, matched with such a fierce performance, makes Brimstone and Treacle one of the most entertaining numbers of the night.

Aleah Dillon plays Mary with poise and finesse, with beautiful vocals and an elegant but firm stage presence, bringing to life the iconic and beloved character.

I was most impressed, however, with Maddison and Luca's endearing performances, never faulting once in any of their scenes, which for two young performers as leading characters, couldn't be an easy feat. The show ran like a well-oiled machine, with frequent set and costume

THE CAST

Principals:

- Aleah Dillon as Mary Poppins
- Joel Duffy as Bert
- Brad Villiers as Mr Banks
- Amanda Hock as Mrs Banks
- Maddison Scharer and Ella Kibblewhite-Claus sharing the role of Jane
- Luca Mella and Nick Smith sharing the role of Michael
- Rhonda Janes as Miss Andrew

changes flowing seamlessly. There were plenty of impressive on-stage surprises, as the company strives to go one better for theatre-goers each year.

But the back-of-house crew deserves just as much recognition as the front, with set designers, lighting and sound technicians, costume designers, and musicians all bringing this imaginative, colourful and



Joel Duffy and Aleah Dillon on stage during a scene in Mary Poppins.

PHOTO: ROK090316APOPPINS3

meaningful piece of theatre to life.

It's certainly a coup for regional Queensland to host such a high-calibre show, giving the local performing arts scene yet again another stellar performance to be mighty proud of.



Joel Duffy as Bert.

PHOTO: ROK090316APOPPINS17



Aleah Dillon as Mary Poppins during the 'Playing the Game' number.

PHOTO: ROK090316APOPPINS11

The Rockhampton Regional Council Production of



Disney in association with CAMERON MACKINTOSH

MARY POPPINS

ALL 8 SHOWS SOLD OUT!

By arrangement with Hal Leonard Australia Pty Ltd
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Musical Director Jessica Dawes Vocal Director Elisa Williams

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Thursday **SOLD OUT** 7.00pm, Friday **SOLD OUT** 7.00pm,
Saturday **SOLD OUT** 1.30pm **SOLD OUT** 7.00pm, Sunday **SOLD OUT** 7.00pm
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8.7 DRAFT POLICY ON THE PROVISION OF COMPLIMENTARY TICKETS

File No: 7104
Attachments: 1. **DRAFT POLICY on the Provision of Complimentary Tickets**
Authorising Officer: Michael Rowe - General Manager Community Services
Author: Peter Owens - Manager Arts and Heritage

SUMMARY

The CEO has requested the Manager Arts and Heritage develop policy on the provision of Complimentary Tickets for consideration and adoption by Council

OFFICER'S RECOMMENDATION

THAT the policy Provision of Complimentary Tickets for Events and Performances be approved.

COMMENTARY

The CEO has requested the Manager Arts and Heritage develop a policy on the provision of Complimentary Tickets for consideration and adoption by Council.

The policy document developed and approach taken currently by the unit, is consistent with industry best practice.

A draft policy is presented for Council's consideration

Councillors should note that currently Council's venue hire agreement in use for the Pilbeam Theatre provides for the provision of 15 house seats per performance by the hirer. A review of similar sized venues has determined that this could be considered excessive and may present an unreasonable impost on a hirer. It is therefore proposed to reduce the number of house seats to 12 seats per performance.

It may also be useful to note that often house seats are used by venue staff at a performance to manage such circumstances as patrons attending with tickets for the wrong performance (as was the case during the recent sold-out season of Mary Poppins) or where for other reasons a patron's original seat/s may no longer be available.

DRAFT POLICY ON THE PROVISION OF COMPLIMENTARY TICKETS

DRAFT POLICY on the Provision of Complimentary Tickets

Meeting Date: 18 May 2016

Attachment No: 1



**PROVISION OF COMPLIMENTARY TICKETS FOR EVENTS
AND PERFORMANCES
(ADMINISTRATIVE POLICY)**

1 Scope:

This policy applies to Council officers required to issue complimentary tickets on behalf of Council for events held at Council's major Performing Arts and Events venues.

The policy does not apply to the issuing of complimentary tickets under the direction of a hirer or third party.

2 Purpose:

To provide clarification of the circumstances in which complimentary tickets may be issued to events and performances, providing for a transparent and consistent approach to such provision.

3 Related Documents:

Primary

Legislation Reference
Nil

Secondary

Legislation reference list in alphabetical order
Nil

Other related associated documents or references list in alphabetical order

Expenses Reimbursement and Provision of Facilities for Mayor and Councillors Policy
Rockhampton Regional Council Venue Hire Agreement
Live Performance Australia – Ticketing Code of Practice
Memorandum of Understanding between Rockhampton Regional Council and
the Friends of the Theatre Rockhampton Inc.
Venue Hire Agreement – Rockhampton Regional Council

4 Definitions:

To assist in interpretation, the following definitions apply:

CEO	<i>Chief Executive Officer</i> A person who holds an appointment under section 194 of the <i>Local Government Act 2009</i> . This includes a person acting in this position.
Committee	A group of Councillors created by a resolution of the Council to

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	undertake functions as determined under the <i>Local Government Act 2009</i> or <i>Local Government Regulation 2012</i> decided by a Council resolution.
Councillors	The Mayor and Councillors of Rockhampton Regional Council, within the meaning of the <i>Local Government Act 2009</i> .
Mayor	The Mayor is an elected member of Rockhampton Regional Council, also referred to as a Councillor, with additional responsibilities as outline in section 12(4) of the <i>Local Government Act 2009</i> .
Complimentary Tickets	Admission tickets to an event or performance that are issued at no financial costs to the person attending
House Seats	Those seats at an event or performance made available by the hirer at no cost to the venue owner under the terms of the venue hire agreement

5 Policy Statement:

Complimentary tickets provided under this policy may relate to one of the following circumstances:

- complimentary tickets to a performance or event that the Council is presenting or in which the Council has a direct involvement; or
- complimentary tickets to a production that the Council is not presenting and in which Council has no direct involvement, but where either:
 - a number of "house seats" are allocated to the performance or event by the hirer of the venue, in accordance with normal industry practice and the terms of the venue hire agreement; or
 - tickets to a performance or event are otherwise made available to the Council by the presenting organisations or venue hirer.

5.1 Complimentary tickets where Council has a presenting or direct involvement

In the circumstance in which Council maintains the ticketing inventory and has control over the issuing of complimentary tickets for a performance or event, where Council is presenting or in which Council has a direct involvement, complimentary tickets may be provided, at the discretion of the CEO or delegate, to members of the following categories.

1. *Local government elected officials*
2. *CEO and Senior Staff (General Manager and Executive Manager) of Council*
3. *Managers of the Community Services department of Council*
4. *Queensland and Federal elected representative including Arts Ministers*
5. *State and Federal public service including representative of funding bodies*
6. *Media and Marketing including editorial and management staff*
7. *Existing and potential sponsors, supporters and suppliers*
8. *Members of local indigenous community including local elders*
9. *Trustees of the former Central Queensland Performing Arts Foundation and of the Central Queensland Regional Performing Arts Foundation*
10. *Significant past and potential donors to the Central Queensland Performing Arts Foundation and of the Central Queensland Regional Performing Arts Foundation*
11. *Staff of the unit for professional development and product awareness*
12. *Representatives of local arts organisations and associations*

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13. Local educators and representatives of the education sector
 14. Members of targeted socially disadvantaged groups within the community
 15. Others invited at the discretion of the Mayor and CEO or delegate.

The specific rationale for the offering of these tickets and composition of the these categories is detailed in the table below

No.	Category	Members of Category	Rationale
1.	Local Government elected officials	<ul style="list-style-type: none"> Rockhampton Region Mayor Councillors of Rockhampton Regional Council 	<ul style="list-style-type: none"> For elected official to be aware and understand the services provided by the unit to the community For advocacy
2.	CEO and Senior Staff	<ul style="list-style-type: none"> CEO General Manager Community Services, Regional Services, Corporate Services Executive Manager Development 	<ul style="list-style-type: none"> For Senior staff to be aware of and understand the services provided by the unit to the community For advocacy
3.	Community Services Managers	<ul style="list-style-type: none"> Manager Community and Facilities, Manager Parks, Manager Community Compliance 	<ul style="list-style-type: none"> For departmental managers to be aware of and understand the services provided by the unit to the community For advocacy
4.	Queensland and Federal members	<ul style="list-style-type: none"> Queensland members for Rockhampton, Keppel and Mirani Queensland Minister for the Arts Queensland Shadow Minister for the Arts Federal Member for Capricornia Federal Minister for the Arts Federal Shadow Minister for the Arts 	<ul style="list-style-type: none"> For building relationships with key Federal politicians For awareness For advocacy
5.	Queensland and Federal Public Services	<ul style="list-style-type: none"> Program Managers for the Playing Australia program Queensland Director General and Senior staff of Arts Queensland 	<ul style="list-style-type: none"> For demonstrating use of Queensland and Federal funding For relationship building For awareness and advocacy
6.	Marketing and Media	<ul style="list-style-type: none"> Marketing contacts – industry and show specific Media representatives Market influencers 	<ul style="list-style-type: none"> For media awareness, coverage and promotion of the production For facilitating reviews of the production For encouraging social media coverage of the production
7.	Existing and potential Sponsors, supporters and suppliers	<ul style="list-style-type: none"> Venue sponsors Event-specific sponsors Sponsors of visiting companies Potential sponsors 	<ul style="list-style-type: none"> For meeting contractual arrangements under sponsorship agreements etc. For attracting future sponsorship or philanthropy
8.	Indigenous community	<ul style="list-style-type: none"> Elders and other key members of local Aboriginal communities Other Indigenous contacts 	<ul style="list-style-type: none"> For maintaining and enhancing relations with Indigenous communities For ensuring visiting Indigenous companies e.g. Bangarra Dance Theatre feel welcome at the venue

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9.	Trustees of CQPAF and CQPARF	<ul style="list-style-type: none"> Trustees 	<ul style="list-style-type: none"> For acknowledging commitment For providing trustees with a better understanding of the unit's activities and programs For attracting future philanthropy
10.	Existing and potential donors to CQPAF and CQPARF	<ul style="list-style-type: none"> Significant Donors Potential Donors 	<ul style="list-style-type: none"> For attracting future philanthropy to the sector
11.	Arts and Heritage staff	<ul style="list-style-type: none"> Staff members of the Arts and Heritage unit, especially those working closely with performance development and presentation. In limited circumstances the wider team 	<ul style="list-style-type: none"> For providing staff with professional development in order to better understand and perform their duties For allowing family members to accompany staff who need to attend a performance, as part of promoting work life balance for staff
12.	Regional Arts Sector	<ul style="list-style-type: none"> Representatives of local theatre groups and small arts bodies Representatives of other performing arts venues 	<ul style="list-style-type: none"> For professional development For raising awareness of trends/benchmarks in national arts practices For relationship building for local artists and arts organisations that use the venue and connecting them with state and national organisations
13.	Local education sector	<ul style="list-style-type: none"> Members of the group of educational practitioners that may advise the unit on education programming Local education manager/officer contacts 	<ul style="list-style-type: none"> For facilitating the provision of education programming For maintaining professional links to the sector For professional relationship building
14.	Socially disadvantaged groups	<ul style="list-style-type: none"> Not-for-profit organisations identified by the unit as having a link to the production, which then distribute complimentary tickets to their members/clients 	<ul style="list-style-type: none"> For allowing people to access live theatre who might otherwise not have the opportunity to do so
15.	Others invited at the discretion of the Mayor, CEO or delegate	<ul style="list-style-type: none"> Others invited to attend by Mayor Others identified by the CEO or delegate from time to time 	<ul style="list-style-type: none"> For achieving other strategic objectives e.g. stakeholder engagement, profile raising etc.

Tickets are issued on the basis of an invitation, on behalf of the Rockhampton Regional Council, being extended for a person falling into one of the above category and their guest to attend the performance, as is customary.

In such circumstance and in accordance with the Memorandum of Understanding between the Council and the Friends of the Theatre Rockhampton Inc., an unlimited number of tickets per performance will be made available for use by the volunteering members of the organisation in accordance of the terms of the MOU.

All complimentary tickets will be issued by the Pilbeam Theatre Box Office.

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5.2 Complimentary tickets issued as “House Seats”

For all performances held at the Pilbeam Theatre the venue hire agreement provides for the provision of up to 12 tickets for use by Council at no cost.

In accordance with the Memorandum of Understanding between the Council and the Friends of the Theatre Rockhampton Inc., up to six tickets per performance will be made available for use by the volunteering members of the organisation in accordance of the terms of the MOU.

The remaining tickets may be issued for the direct or indirect use (offered as a gift to a third party) by the Mayor, Chair of the council committee with portfolio responsibility for the performing arts and the CEO or delegate.

Tickets not issued as detailed above, prior to 48 hours before the performance or event, will be returned to the ticketing inventory and may be sold with all ticket proceeds payable to the venue hirer in accordance with the venue hire agreement.

Tickets issued as ‘House Seats’ to the Mayor and/or Council committee chair for use under this clause will be recorded and reported in accordance with Expenses Reimbursement and Provision of Facilities for Mayor and Councillors Policy with the value of the tickets issued to be recorded as the face value of the appropriate ticket buyer type.

5.3 Complimentary tickets otherwise made available by the Hirer

Tickets to a performance or event otherwise made available to the Council by the presenting organisations or venue hirer, shall be distributed as directed by the presenting organisation or venue hirer. In such circumstances where no explicit instruction have been provided as to how the tickets are to be distributed, the complimentary tickets will be made available as determined by the CEO or delegate.

6 Review Timelines:

This policy will be reviewed when any of the following occur:

- 6.1. The related information is amended or replaced; or
- 6.2. Other circumstances as determined from time to time by the CEO.

7 Responsibilities:

Sponsor	Chief Executive Officer
Business Owner	General Manager Community Services
Policy Owner	Manager Arts and Heritage
Policy Quality Control	Corporate Improvement and Strategy

**EVAN PARDON
CHIEF EXECUTIVE OFFICER**

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9 NOTICES OF MOTION

Nil

10 URGENT BUSINESS/QUESTIONS

Urgent Business is a provision in the Agenda for members to raise questions or matters of a genuinely urgent or emergent nature, that are not a change to Council Policy and can not be delayed until the next scheduled Council or Committee Meeting.

11 CLOSED SESSION

In accordance with the provisions of section 275 of the *Local Government Regulation 2012*, a local government may resolve to close a meeting to the public to discuss confidential items, such that its Councillors or members consider it necessary to close the meeting.

RECOMMENDATION

THAT the meeting be closed to the public to discuss the following items, which are considered confidential in accordance with section 275 of the *Local Government Regulation 2012*, for the reasons indicated.

12.1 Trustee Lease at the Rockhampton Heritage Village with the Central Queensland Amateur Radio Association Inc.

This report is considered confidential in accordance with section 275(1)(e), of the *Local Government Regulation 2012*, as it contains information relating to contracts proposed to be made by it.

12.2 Proposal to renew contract for the delivery of the Twilight Movies program

This report is considered confidential in accordance with section 275(1)(e), of the *Local Government Regulation 2012*, as it contains information relating to contracts proposed to be made by it.

12 CONFIDENTIAL REPORTS

12.1 TRUSTEE LEASE AT THE ROCKHAMPTON HERITAGE VILLAGE WITH THE CENTRAL QUEENSLAND AMATEUR RADIO ASSOCIATION INC.

File No: 4308

Attachments:

1. Letter from CQ Amateur Radio Association Inc.
2. Plan of Neilsen's building at the Rockhampton Heritage Village

Authorising Officer: Michael Rowe - General Manager Community Services

Author: Peter Owens - Manager Arts and Heritage

This report is considered confidential in accordance with section 275(1)(e), of the *Local Government Regulation 2012*, as it contains information relating to contracts proposed to be made by it.

SUMMARY

Council's approval is sought to enter into a Trustee Lease with the Central Queensland Amateur Radio Association Inc. covering a portion of land currently contained within the site of the Rockhampton Heritage Village.

12.2 PROPOSAL TO RENEW CONTRACT FOR THE DELIVERY OF THE TWILIGHT MOVIES PROGRAM**File No:** 7014**Attachments:** 1. **Proposal from Mr Ben Dyer of Total PartyFx to renew his agreement to provide the Twilight Movies program****Authorising Officer:** **Michael Rowe - General Manager Community Services****Author:** **Peter Owens - Manager Arts and Heritage**

This report is considered confidential in accordance with section 275(1)(e), of the *Local Government Regulation 2012*, as it contains information relating to contracts proposed to be made by it.

SUMMARY

Mr Ben Dyer of Total PartyFx has written to Council proposing the renewal of his company's contract to deliver the annual Twilight Movie program on behalf of Council, on a fee for service basis.

13 CLOSURE OF MEETING