



COMMUNITY SERVICES COMMITTEE MEETING

AGENDA

17 AUGUST 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 17 August 2016 commencing at 9.00am for transaction of the enclosed business.

A handwritten signature in black ink, appearing to be "C. R.", is positioned above the typed name of the Chief Executive Officer.

CHIEF EXECUTIVE OFFICER
11 August 2016

Next Meeting Date: 21.09.16

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 Community Services Committee held 20 July 2016

5 DECLARATIONS OF INTEREST IN MATTERS ON THE AGENDA

6 BUSINESS OUTSTANDING

6.1 BUSINESS OUTSTANDING TABLE FOR COMMUNITY SERVICES COMMITTEE

File No: 10097

Attachments: 1. **Business Outstanding Table for Community Services Committee**

Authorising Officer: Evan Pardon - Chief Executive Officer

Author: Evan Pardon - Chief Executive Officer

SUMMARY

The Business Outstanding table is used as a tool to monitor outstanding items resolved at previous Council or Committee Meetings. The current Business Outstanding table for the Community Services Committee is presented for Councillors' information.

OFFICER'S RECOMMENDATION

THAT the Business Outstanding Table for the Community Services Committee be received.

BUSINESS OUTSTANDING TABLE FOR COMMUNITY SERVICES COMMITTEE

Business Outstanding Table for Community Services Committee

Meeting Date: 17 August 2016

Attachment No: 1

Date	Report Title	Resolution	Responsible Officer	Due Date	Notes
20 July 2016	Current valuation assessment for 241 Rockonia Road	THAT Council receives the report, declines the offer, and continues discussions with the Endeavour Foundation as to the provision of services to the Rockhampton region.	Cheryl Haughton	03/08/2016	
20 July 2016	Discussion on Property in Charles Street	THAT Council investigate options for a property in Charles Street.	Martin Crow	03/08/2016	

7 PUBLIC FORUMS/DEPUTATIONS

Nil

8 OFFICERS' REPORTS

8.1 COMMUNITIES AND FACILITIES MONTHLY OPERATIONAL REPORT

File No: 1464

Attachments: 1. **Monthly Operations Report - Communities and Facilities Section**

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 July 2016.

OFFICER'S RECOMMENDATION

THAT the Monthly Operational Report on the activities of the Communities and Facilities section for July 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 July 2016.

COMMUNITIES AND FACILITIES MONTHLY OPERATIONAL REPORT

Monthly Operations Report - Communities and Facilities Section

Meeting Date: 17 August 2016

Attachment No: 1

MONTHLY OPERATIONS REPORT
COMMUNITIES AND FACILITIES SECTION
Period Ended 31 July 2016

VARIATIONS, ISSUES AND INNOVATIONS

Innovations

Nao Humanoid Robot

We were very excited to receive our Nao Humanoid Robot as part of our digital inclusion and development program. NAO is one of the most advanced humanoid robots existing to date and is fully programmable, open and autonomous. Nao will be used in library programming to complement our growing STEM (Science, Technology, Engineering and Math) activities and workshops to build digital literacy. Using a Nao humanoid robot will give the community hands-on experience, inspiring children and adults alike to discover a wide range of fields such as computer science, mechanics and electronics.



Naomi and Cheryl unpacking Nao

Improvements / Deterioration in Levels of Services or Cost Drivers

A new PC and print management system has been installed in the libraries to replace the previous system which had not been able to cope with multiple branches. The Monitor system is an integrated self-service system that allows library members to use their library cards to log on without requiring the assistance of staff, and manages the printing process. The IT Services unit provided expert advice and assistance to implement the system.

LINKAGES TO OPERATIONAL PLAN

1. COMPLIANCE WITH CUSTOMER SERVICE REQUESTS

The response times for completing the predominant customer requests in the reporting period for July 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)	4	2	3	1	4	1	0	2.96	30	0.00	0.44	0.92	12.94
Childcare (Asset)	3	0	4	1	6	3	0	22.57	30	0.00	1.44	4.88	6.93
Community Halls (Asset)	6	5	8	3	6	5	0	0.34	30	0.67	0.64	5.67	6.46
Admin and Depots (Asset)	15	4	21	3	29	17	0	16.03	30	0.67	1.96	4.77	7.37
Disaster Management (SES Buildings) (Asset)	2	0	1	0	3	1	0	1.49	30	0.00	2.00	2.00	15.99
Dog Pounds (Asset)	1	0	1	1	1	0	0	11.48	30	0.00	0.67	3.04	4.52
Gardens (Asset)	0	0	0	0	0	0	0	38.26	30	0.00	0.67	0.83	0.83
Libraries (Asset)	16	3	22	8	27	13	0	11.42	30	1.00	1.62	4.77	8.99
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)	11	1	3	0	13	3	0	18.46	30	0.00	1.33	10.76	24.34
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)	58	13	41	7	79	34	0	10.43	30	0.71	1.29	4.83	10.84

Comments and Additional Information

Requests received during the month of July 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:

	July 2016	August 2016	September 2016
Number of Lost Time Injuries	0		
Number of Days Lost Due to Injury	0		
Total Number of Incidents Reported	4		
Number of Incomplete Hazard Inspections	0		

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 organisations.	31/01/17	90%	Policy and procedure adopted by Council, training documents being updated.
Inability to comply with regulatory obligations and conservation of heritage assets, asbestos inspections and treatment, resulting in facilities being non-compliant and deemed unsafe and	High 4	1. Complete the process of incorporating maintenance plans into Asset Register and Management Plan. 2. Develop a 5-10 year maintenance and renewal strategy based on valuations and condition	30/06/16	100%	Conservation Management Plans have been completed or reviewed for heritage listed buildings, and maintenance plans implemented in line with budget. Budget submissions developed based on reference to risk register, corporate plan and legislative requirements.

Potential Risk	Current Risk Rating	Future Control & Risk Treatment Plans	Due Date	% Completed	Comments
unusable, with loss of service to community, possible injury to staff and public, and damage to reputation of Council.		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 31 July 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	100%	As at 31 July 2016 Council records indicate that no employees were non-compliant in this regard
Overdue performance reviews	31/08/2015	99%	As at 31 July 2016 1 performance review was due to be completed for staff who had been on maternity leave
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

Project	Start Date	Expected Completion Date	Status	Budget Estimate	YTD actual (incl committals)
COMMUNITIES AND FACILITIES CAPITAL WORKS PROGRAM					
July 2016					
Borough Chambers	01/02/17	03/04/17	Not yet scoped	\$45,900	-
Comment: installation of under floor ventilation					
Botanic Gardens Amenity	01/08/16	12/09/16	Awaiting quotes	\$25,500	-
Comment: relining of sewer pipe work to toilets near kiosk					
Kershaw Gardens Igloo Nursery	03/10/16	19/6/17	Not yet scoped	\$300,000	-
Comment:					
Mount Morgan Basketball Court	18/07/16	12/08/16	In progress	\$25,500	\$11,979
Comment: replacement of non-complaint basketball structure; repainting concrete area and squash court wall; replacement of vandalised switchboard for external lighting and power					
Showground Hideaway Bar Toilets	29/07/16	30/08/16	In progress	\$30,600	\$20,964
Comment: various works including repainting and installation of seamless flooring					
Botanic Gardens Admin	08/08/16	12/08/16	In progress	\$11,500	\$8,663
Comment: new kitchen and storage cupboards to administration area					
Dooley Street Depot	29/08/16	23/09/16	To be quoted	\$47,000	-

Project	Start Date	Expected Completion Date	Status	Budget Estimate	YTD actual (incl committals)
Comment: replacement of roof to Grace Brothers shed					
Kershaw Gardens	19/09/16	29/09/16	Not yet scoped	\$16,000	-
Comment: concrete to greenhouse					
Mount Morgan School of Arts	04/01/17	24/02/17	Being scoped	\$100,000	-
Comment: internal renewal works					
Rockhampton Cricket Ground	01/02/17	19/05/17	Not yet scoped	\$53,000	
Comment: repairs to grandstand, change room, caller's box and other damages					
Bond Store	01/09/17	20/03/17	Being scoped	\$324,200	-
Comment: façade refurbishment					
City Hall	01/02/17	31/03/17	Awaiting EHP approval	\$47,000	-
Comment: lift upgrade					
Customs House Amenities	05/09/16	23/09/16	Awaiting EHP approval	\$55,000	-
Comment: roofing and improvements					
Customs House	03/10/16	28/10/16	Awaiting EHP approval	\$35,000	
Comment: external repaint to all previous painted surfaces					

Project	Start Date	Expected Completion Date	Status	Budget Estimate	YTD actual (incl committals)
Customs House stables	30/09/16	07/10/16	Awaiting EHP approval	\$15,500	-
Comment: replacement of roofing					
Dooley Street Admin Building	03/04/17	31/05/17	Awaiting approval	\$47,000	-
Comment: lift upgrade					
Gracemere Admin Building	29/08/16	07/10/16	Being scoped	\$125,000	-
Comment: replacement of air-conditioning					
Gracemere Admin Building	12/12/16	21/12/16	Awaiting approval	\$57,000	-
Comment: replacement of carpet					
Gracemere Community Hall	01/08/16	10/08/16	In progress	\$15,500	\$43
Comment: resealing of timber floor					
Heritage Village Shearing Shed	01/11/16	22/11/16	In progress	\$42,000	\$86
Comment: installation of fans					
Heritage Village Wool Shed	01/08/16	07/10/16	Awaiting quotes	\$46,000	\$86
Comment: addressing storm water issues					
Mount Morgan Swimming Pool	01/05/17	31/05/17	Not yet scoped	\$42,000	-
Comment: repairs to east grandstand					

Project	Start Date	Expected Completion Date	Status	Budget Estimate	YTD actual (incl committals)
Newman Oval	19/09/16	20/10/16	Awaiting quotes	\$30,000	\$86
Comment: repairs to roofing of amenities and change room; demolition of termite affected area					
Pilbeam Theatre	29/07/16	29/07/16	In progress	\$16,000	\$130
Comment: changes to air-conditioning control loop and chiller staging					
Rockhampton Regional Library	15/08/16	15/09/16	Being scoped	\$35,000	-
Comment: repairs to roof					
Rockhampton Regional Library plant room	18/07/16	19/07/16	In progress	\$20,000	-
Comment: water proofing floor and replacement of rusted louvre frames					
Robert Archer Pavilion - Grandstand	05/08/16	01/05/17	Being scoped	\$255,000	-
Comment: refurbishment					
Robert Archer Pavilion - Grandstand	22/08/16	09/09/16	Awaiting quotes	\$14,000	-
Comment: drainage upgrade to prevent water flowing under building					
City Hall	03/08/16	16/09/16	Awaiting quotes	\$70,000	\$43
Comment: replacement of air-conditioning unit in Records area					
Schotia Place	06/08/17	31/03/17	Awaiting EHP approval	\$87,000	\$43
Comment: replacement of curved roof					

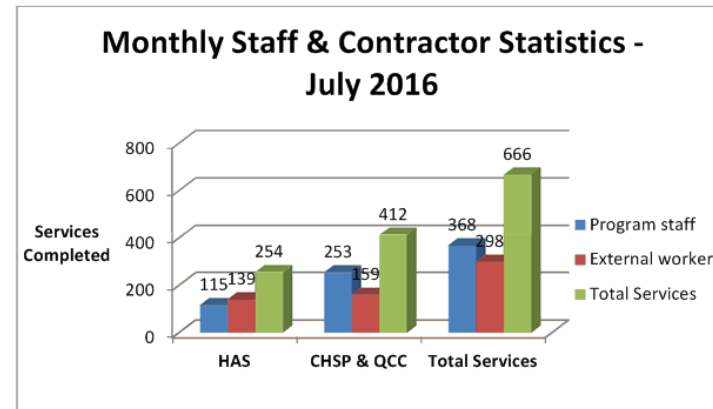
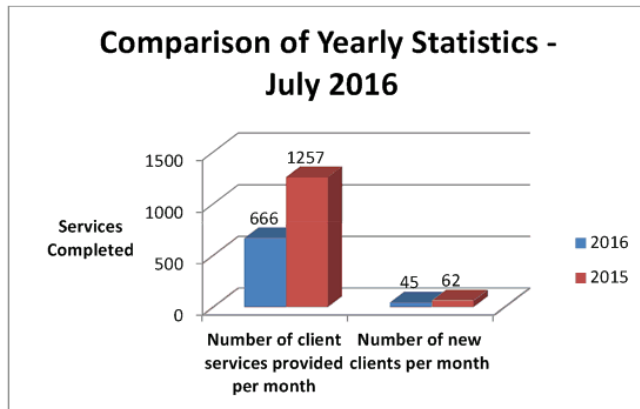
Project	Start Date	Expected Completion Date	Status	Budget Estimate	YTD actual (incl committals)
Rockhampton School of Arts	01/09/16	30/09/16	Awaiting EHP approval	\$54,000	-
Comment: replacement of roof					
Dooley Street wash down facility	03/04/17	19/06/17	Not yet scoped	\$100,000	
Comment: compliance upgrade					
City Child Care Centre	19/12/16	06/01/17	Not yet scoped	\$30,000	-
Comment: addressing drainage issues to prevent water ingress to building					
Mount Morgan School of Arts	25/07/16	26/07/16	Not yet scoped	\$62,000	-
Comment: replace structural members					
Gracemere Admin Building	01/11/16	24/02/17	Not yet scoped	\$110,000	-
Comment: install solar system					
Southside Pool	01/09/16	30/19/16	Awaiting quotes	\$26,000	-
Comment: install shade structure over 50m pool sand filters					
Mount Morgan Council Office	05/12/16	23/12/16	Not yet scoped	\$70,880	-
Comment: external repainting					
City Hall Precinct	08/10/16	12/12/16	Awaiting quotes	\$159,820	-
Comment: pilot program for energy efficient lighting					

Project	Start Date	Expected Completion Date	Status	Budget Estimate	YTD actual (incl committals)
Robert Schwarten Pavilion	01/12/16	23/12/16	Awaiting information from FRW	\$35,000	-
Comment: modernisation of grease trap					
Robert Schwarten Pavilion	08/10/16	31/10/16	Not yet scoped	\$20,400	-
Comment: modernisation of down pipes					
Showgrounds	05/06/16	18/11/16	In progress	\$40,000	-
Comment: modernisation of switchboard enclosure					
Memorial Gardens	29/08/16	10/10/16	Awaiting quotes	\$23,500	\$43
Comment: replacement of failed septic system					
Gracemere Pound	11/07/16	24/02/17	In progress	\$800,000	\$1,078,691
Comment: construction of new facility					
Mount Morgan and Archer Park Railway Stations	03/10/16	30/12/16	Not yet started		
Comment: scoping and consultation for 17/18 Capital Budget submission					

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

As at the period ended 31 July 2016 – 8.5% of year elapsed, for funded programs:

Project	Revised Budget	Actual (incl. committals)	% budget expended	Explanation
Home Assist	(\$2,097,977)	\$687,397	33%	New reporting processes were implemented in July with the first CHSP Funding report lodged through the DEX Portal and the first QCCS Funding Report successfully uploaded within the Oasis Portal. The recruiting process has commenced for the replacement of one of the administration team. Carmen Jensen, who originally completed a traineeship with Home Assist, resigned after three years to move to a position within another area of Council.



Highlights of other program areas included the following:

Community Assistance Program

Four applications to the Community Assistance Program were received during the month of July 2016. All applications were assessed and three were recommended for funding for the total amount of \$16,176.00. The application from Benevolent Aged Care was referred to the RADF program.

Details of the successful applications are as follows:

Applicant	Purpose of Grant/Sponsorship	Amount
Motorcycling Queensland	Queensland Central Coast Winter Speedway Series	15,176.00
Peace International Archery Club Inc	On The Move	500.00
Upper Ulam Recreation Grounds	Community Facilities Insurance	500.00
		16,176.00

Community Development

Community Capacity Building Program

The monthly "Parents as Teachers" session was delivered at the Green Shed Mt Morgan in partnership with Relationships Australia, with seven people attending.

An event is being planned to be held at the Rockhampton Regional Library on World Mental Health Day on 10 October, with activities including interactive craft/art tables outside the Fitzroy Room, information stalls in the exhibition space, and talks/demonstrations running in the Fitzroy Room throughout the morning.

Homeless Connect

The Homeless Connect event was again held in the Robert Schwarden pavilion at the Rockhampton Showground on Thursday 14 July. 31 community agencies participated with stands at the event providing support and information to the over 100 clients who participated.



Access and Equity

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

Issue	Action	Responsibility for Identified Action
Special Meeting	Ben Cooke requested postponement of meeting scheduled for 16/08/16 to 26/08/16	Ben Cooke
Recharge Scheme	New signage installed at the Airport Terminal Recharge Station.	Andrew Gibson



Community Hall Hire

Facility	Total Sessions
Gracemere Community Hall	15
Mt Morgan School of Arts	3
Calliungal Youth Centre	2
Bauhinia House	16
Schotia Place	22

CCTV

11 requests were received from the Queensland Police Service with footage able to be supplied for 10 of those requests. One request was unable to be completed due to a technical error which has now been rectified.

Libraries

During July the libraries recorded 41,127 loans and 19,762 visits.

Library Usage Statistics

Type	Regional Library	North Rockhampton Library	Mt Morgan Library	Off-site	Total
Loans	26,119	10,744	1,626	81	38,570
Returns	24,824	11,912	1,804	464	39,004
Reservations	1,335	556	227	327	2,445
Inter-library loans	63	33	16	-	112
Total Transactions	52,341	23,245	3,673	872	80,131
Public Computer Access - hours	3,092	365.5	279.5	-	3,737
Visits	12,837	5,096	1,829	-	19,762
Program Participation	554	161	83	147	945

Home Delivery Service – 112 patrons regularly receive a loan of carefully selected library items every three weeks as part of the free Home Delivery Service. This month nine new patrons joined the service, with 56 clients located in North Rockhampton, 48 clients in South Rockhampton and 8 clients in Gracemere. A recent survey of Home Delivery patrons acknowledged the value of the service for members.

Programs

The regular programs included:

- **Lively Babies** – over 100 participants attended the regular Babies' program during the month. Visitors to the libraries often comment about the enjoyment of witnessing parents and babies in the shared space learning about literacy. The sessions are extended through music, movement, song, stories and relaxed discussion about literacy opportunities, with displays of books, CDs, DVDs, toys and magazines to enhance the experience.
- **Lively Stories** – a selection of stories to inspire imagination, early math concepts and the big rain event during the month were incorporated into the Lively Stories program across the libraries. Stories, songs, dance, poetry and a simple craft activity complemented the sessions which attracted nearly 100 participants.
- **TechnoTots** – the aim of the TechnoTots session is to introduce new technology to families with hands-on play using apps installed on the libraries' mini iPads and Samsung Galaxies. As July included NAIDOC week children and carers had the opportunity to play with the *Healesville High S – Dreamtime* app which is an indigenous story app created by students of Healesville High School. Participants enjoyed the interactive narration, as well being able to tap on the animals and other illustrations and hear the names in the Wurundjeri language. Children also enjoyed a range of other TechnoTots apps on the devices.
- **Manga/Anime Clubs** – the school holidays proved an ideal opportunity to attract new artists to the regular anime and manga clubs at the Rockhampton libraries. Young adults shared ideas of illustrative styles and techniques with their peers and younger members attending the free sessions.
- **Lively Book Clubs** – this month the book of choice at the Regional Library was linked to the theatrical production of *The Peasant Prince* at the Pilbeam Theatre. Li Cunxin's popular biography *Mao's last dancer* was discussed over tea and biscuits at Rockhampton, with Richard Flanagan's *Gould's book of fish* providing much food for thought at the Mount Morgan Library.
- **Lively Knitting and Crochet** – the culmination of the various knitting groups' efforts was showcased in the beautiful crafted rugs, jumpers, socks, beanies, gloves, scarves and toys displayed and dispersed at the 2016 Homeless Connect event at the Robert Schwarten Pavilion this month. Some members of the knitting groups attended the event and were interviewed by the media as part of the day's activities.



An imaginative solution to a lack of doll clothes at the City Child Care Centre saw the Rockhampton library knitting group create doll clothes and wraps for the children to use.

Children and educators from the Centre visited the knitting group at the library to talk and share a simple story they had created, as well as the biscuits and slices made by the children. The intergenerational sharing of skills was a joy and delight for all participants with a plan for ongoing collaboration between the groups.

Children dressing dolls

- **Mahjong** – the Mount Morgan Library hosts a very active group of Mah-jong players every Thursday afternoon with the space filled with laughter and fierce competition. Some players travel to the library from Gracemere each month to participate.

Other programs offered included the following:

First Five Forever (F5F) – the success of the program at Rockhampton Regional Libraries continues to grow with over 286 participants learning about family literacy initiatives this month. To date 1,628 participants have taken part in outreach activities linked to the initiative which is then complemented by regular library programs. The Early Literacy Officer was heavily involved in outreach linked to NAIDOC activities, with sessions held at the 'Baby and Children Show' at the Rockhampton Children and Family Centre, Phillip Street Centre and Bidjerdii at the Hub in Mount Morgan. Over 147 participants attended First Five Forever sessions off-site this month, including outreach presented at the Gracemere Health Clinic. Children and

parents from Autism Queensland visited the Regional Library as a result of F5F outreach this month with some very positive comments from attendees. Many of the participants had not visited the library before.

Feedback from F5F sessions include:

- *A great program*
- *Thanks, fantastic time*
- *Really fun! Thank you*
- *Thank you - so good for interaction with others*
- *Great to be here. Thanks Peta*



First Five Forever outreach at Phillip Street Health Centre

School Holiday Activities – young people had the opportunity to engage with different activities at the Libraries during the July holidays. A very successful Intermediate Scratch workshop held in the Library Technology Centre at the Regional Library provided an opportunity for participants to learn how to broadcast and receive dialogue between sprites, apply background changes and glide sprites to change their position on the Scratch stage. A code was then developed by the participants to make progressive stories. The session also included recording sounds and taking photos on a webcam to use as sprites or background.



Scratch coding workshop

Local music teacher Pam Garven presented three music workshops at the Regional Library for young people as an introduction to music theory, rhythm and music practice.



Learning about music

The Mount Morgan Library hosted some small box projects for children to decorate, while another very popular Flex tangle drawing activity was held at the North Rockhampton Library with seats booked out weeks ahead of the workshop.

NAIDOC – feedback from one family at the event reflected on the importance of the Regional Library during the TC Marcia recovery. Their infant had made his very first steps in the library on 25 February 2015 with the library continuing to play an important part in the child's life. Participants were very interested in learning about the full suite of library services on offer with a number of people becoming new library members. An exhibition of artwork on loan from the SAIMA Torres Strait Islanders Corporation Torres Strait Arts Collection was displayed at the Rockhampton Regional Library during NAIDOC Week.

Rocking Horse – July saw the delivery of the Bunya Pine Rocking Horse from the Visitor Information Centre to Rockhampton Regional Library. The Rocking horse has been positioned in the junior area of the Library where young children can enjoy it.



The first rider of the Rocking Horse

Homeless Connect – free children's books were a highlight of the library stand at the Homeless Connect initiative this year. The withdrawn stock is normally available for sale at a minimal price at the libraries. Other library services were also showcased during this community outreach event.

Author Visits – visiting author and academic Marilyn Dooley presented a talk on LGBTI family history research entitled 'How do you solve a problem like Maria and Maria, and Max and Max?' at the Regional Library on 8 July. Over 50 participants attended the illustrated talk, which explored family history research from a Chinese-Irish ancestry and perspective.

Rockhampton History Centre

History Centre staff continued to support family researchers from interstate looking for information about their ancestors who once lived in Rockhampton. Their research highlights the range of archival material held in the collection to extend and complement their enquiries:

- A couple with family links to the 19th century bushranger Frank Gardiner was keen to connect with his activities in the local area, specifically the location of the old Apis Creek store and hotel. A plaque on the Apis Creek Road was identified through the use of modern maps, old maps, books, vertical files, newspaper articles and internet searching, providing the interstate visitors with valuable information for their travel.
- An interstate visitor researching ancestors arriving and living in Rockhampton for a short period of time in 1871 was unable to locate any further information about the family, except the birth of a child in 1871. Although History Centre staff was unable to locate any records directly relating to the family, background information about Rockhampton's history during, and slightly before, this period was located to provide some context of the family's migration to North Rockhampton at this time. Photographs of early Rockhampton also gave the client a visual representation of Rockhampton during the period. The client was happy with the research assistance provided, commenting that they did not expect to find anything in the collection.
- A client from the Sunshine Coast visited the History Centre during the month to enquire about James Whitman, McLean and McClelland families. Through investigation of various sources such as Council archives from Rockhampton City Council, North Rockhampton Council, Fitzroy Council and the Mount Morgan Council, staff were able to ascertain that the client's great grandfather, Ringan McClelland, was an Alderman in the Rockhampton City Council from 1892-1895, 1897-1901 and 1909-1912 and was buried in the historic Southside Cemetery. The client was then able to visit the gravesite of his newly discovered great grandfather.

The History Centre's cemetery and Council Rates archives have been in heavy demand for the period of July. These collections are quite valuable with the information they provide to assist in finding where family members are buried or where ancestors lived, and again clients are surprised at the level of information that is contained within these collections.

Technology Centre

Overall statistics for July:

- 500 contact hours of community training was provided to 157 participants
- 195 contact hours of professional development training was provided to 26 participants
- 2219 hours of public access was provided in 2739 sessions

Professional Development courses began with a flourish in this first month of the new financial year with two additional training days being added to accommodate a request for Introductory Excel training for eleven QFES (Queensland Fire and Emergency Services) staff. Feedback from the QFES training has been extremely favourable with quite a number of staff now being actively encouraged by upper management to continue on their learning journey by enrolling in the more advanced classes. The Regional Inspector expressed his satisfaction with the quality of the training and plans to promote the use of the LTC service to all sectors of the Emergency Services teams in Rockhampton, Gladstone and Mackay.

Participants in this month's Trivia.NET learned about: "tweeting" and "skyping", "Flickr" and "Vlogging", "geotags", "hashtags", "captchas" and "Blogging" all in the name of becoming Social Media natives.

Much fun was had exploring Facebook, playing "Angry Birds" and posing for their very first "selfie".

Child Care**Utilisation**

Utilisation of long day care remained at 100% during July with utilisation of occasional care places at 53% for the 6 places available. Sickness as a result of the colder weather reduced the occasional care numbers over the month.

Quality Improvement Plan

Information and suggestions from the rating and assessment visit have been entered into the Quality improvement plan, and family input has been sought.

Building works

Following the removal of the termite nests discovered and repairs of damaged walls and furniture the outside garden area against the rear of the building was removed to prevent further infestation. This area has been treated and concreted.



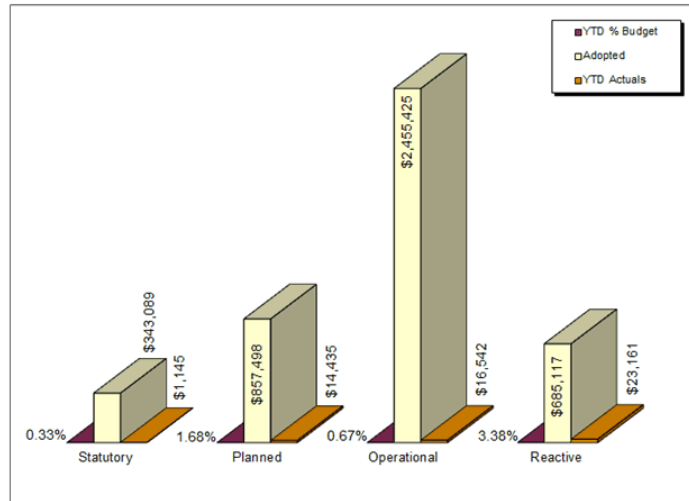
Facilities

293 work orders were created during July, with 552 completed.

The following table gives an overview of the work completed:

Site	Completed Task	Cost
Alma Street Child Care Centre	Replaced white ant damaged cupboards; removed and replaced roof flashings and repaired defective work on the saw tooth roof to stop the water entering the building and helping supply moisture for the white ants. The garden directly against the building was removed along with old unused pipe work remaining in the ground. The storm water system was upgraded with pits and larger pipe work and the area concreted.	\$2,734.00
		\$3,756.50
		\$30,000
Archer Park Railway	Removed and replaced existing rusted downpipes that run from the box gutter to the cast iron post at the front of the building.	\$2,932.60
Bouldercombe Lions Park Amenities.	These toilets have been backing up and flooding the ground around the septic tank on and off for some time and pump out of the trench identified that it had been installed incorrectly - too deep with the wrong product surrounding the pipework. Pumping this out costs around \$2,246.50 each time, with installation of a super treat system being investigated. Plumber replaced broken cisterns \$2,129.60.	\$4,376.10
City Hall	Replaced damaged blinds in the CEO's office area.	\$1,490.00
History Centre	Pulled up wet carpet, allowed to dry and refitted with new underlay.	\$550.00
History Centre	A large section of the ceiling in the collection room was damaged by water and removed. As a result of the damage it has been found that the fire rated walls have been compromised with penetrations for various services. The repairs are being programmed and will include replacing damaged ceiling, plastering and sealing penetrations made to the walls to meet the designed fire rating.	\$34,411.30
Joyce Harding Park Amenities Block	Stripped and cleaned the floors in both male and female toilets then installed new seamless floor coating.	\$1,980.00
Joyce Harding Park Amenities Block.	Cleaned down and repainted the interior of both toilets and the exterior including the roof.	\$5,100.00
Kershaw Gardens	Repaired hot water system in the lunch room.	\$495.06
Mt. Morgan Welfare House	Repaired leaking fire hydrant.	\$841.50
Nth Rockhampton Cricket grounds	Defects identified in this building (eg. doors, plaster ceiling damage, rusting posts). Doors have been replaced but large amounts of water have been leaking through on to them every time it rains or even heavy dew. A plumber inspected the roof and found very poor workmanship and finish on all of the flashings which is allowing the water to enter the building. Waiting on a quote to fix these issues so all other defects can be repaired.	\$3,971.00
Pilbeam Theatre	Replaced front door closers to restaurant.	\$2,186.80
Rockhampton History Centre	Re-stretched carpet in hallways to remove trip hazard.	\$792.00
Rockhampton Zoo	Replaced 3 broken door closers.	\$900.00
SES Charles Street	Re-glazed vandalized broken windows	\$913.00
Rockhampton	Replacing power supply turrets with dual water outlets as the	\$2,674.40

Showground	stands were rusted and causing water leaks. Work has begun to replace these at a cost of \$550.00 each, with approximately 45 to be replaced. Also found that some of the fire hydrant stands and boxes were failing due to rust, but in attempting to replace the first one it was discovered that the water to the fire line could not be shut off as it appears that the valve on the footpath on the high school side of the road had been removed. FRW to investigate.	\$2,827.00
Southside Pool	Capped off failed rusted water line in the old amenities block.	\$497.26
Southside Pool	Replaced remaining three cells in 25Mt plant room. There are eight cells for this chlorinator and will need to be replaced every 3-6 years at a cost of \$4,000 each plus installation.	\$15,000.00



Activity	Adopted	YTD Actuals	YTD % Budget
Statutory	\$ 343,089	\$ 1,145	0.33%
Planned	\$ 857,498	\$ 14,435	1.68%
Operational	\$ 2,455,425	\$ 16,542	0.67%
Reactive	\$ 685,117	\$ 23,161	3.38%
Miscellaneous	-	\$ 380	
Total	\$ 4,341,129	\$ 55,663	1.28%

Future maintenance

Site	Identified Task	Estimated Cost
Southside Pool	Pool flags to be relocated from edge of 50Mt pool as the existing poles are damaging the tiles.	To be quoted
Customs House	Quote obtained for new security system.	\$5,000.00
Showgrounds	20 taps around switchboards to be replaced due to corrosion.	\$11,600.00
Dooley Street Depot	Security audit being conducted – 75% complete.	-

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%	0 participants, 0%
Deliver a range of family literacy, learning and development programs to 7500 participants per annum	100%	945 participants, 12.6%
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%	0.02 per capita
Provide community access to technology and deliver 2000 contact hours of computer training each year	100%	517 hours, 26%
Deliver child care in accordance with the National Quality Standard, with 100% utilisation rate of long day care places	100%	100%
Provide the community with access to occasional child care places with an average utilisation rate of 50%	50%	53%
Provide 11625 hours of home maintenance services to eligible Home Assist clients per annum	90%	674 hours, 6%
Deliver 5612 hours of home maintenance services for CHSP eligible clients per annum	90%	883 hours, 15.7%
Complete 17 major modification projects for CHSP and QCC eligible clients per annum	100%	0 projects, 0%
Complete all planned capital and maintenance projects in accordance with agreed schedule and budget	99%	100%
Respond to all reactive maintenance requests in accordance with adopted response schedule, budget, availability of materials and contractor if required	90%	100%

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

FINANCIAL MATTERS

	Adopted Budget	Revised Budget	Adopted Budget (Pro Rata YTD)	YTD Actual	YTD Commit + Actual	Variance	On target 8.3% of Year Gone
	\$		\$	\$	\$	%	

OPERATIONS

COMMUNITIES & FACILITIES

Adopted Budget Comparison

Facilities

1 - Revenues	(475,039)	0	(39,587)	(1,562)	(1,562)	0%	x
2 - Expenses	12,282,061	0	1,023,505	640,861	1,823,496	15%	x
3 - Transfer / Overhead Allocation	170,238	0	14,186	10,459	10,459	6%	✓
Total Unit: Facilities	11,977,260	0	998,105	649,759	1,832,394	15%	x

City Child Care Centre

1 - Revenues	(878,354)	0	(73,196)	(63,824)	(63,824)	7%	x
2 - Expenses	855,395	0	71,283	55,529	56,662	7%	✓
3 - Transfer / Overhead Allocation	500	0	42	0	0	0%	✓
Total Unit: City Child Care Centre	(22,459)	0	(1,872)	(8,295)	(7,162)	32%	✓

Comm & Facs Mangement

2 - Expenses	441,974	0	36,831	30,029	53,459	12%	x
3 - Transfer / Overhead Allocation	6,500	0	542	0	0	0%	✓
Total Unit: Comm & Facs Mangement	448,474	0	37,373	30,029	53,459	12%	x

Library

1 - Revenues	(617,569)	0	(51,464)	(9,098)	(9,098)	1%	x
2 - Expenses	3,224,296	0	268,691	188,316	276,391	9%	x
3 - Transfer / Overhead Allocation	19,550	0	1,629	(998)	(998)	-5%	✓
Total Unit: Library	2,626,277	0	218,856	178,221	266,296	10%	x

CQ Home Assist

1 - Revenues	(2,097,977)	0	(174,831)	(3,949)	(3,949)	0%	x
2 - Expenses	1,965,526	0	163,794	84,627	718,091	37%	x
3 - Transfer / Overhead Allocation	132,451	0	11,038	4,980	4,996	4%	✓
Total Unit: CQ Home Assist	0	0	0	85,658	719,139	0%	x

Community Programs

1 - Revenues	(98,314)	0	(8,193)	(8,016)	(8,016)	8%	x
2 - Expenses	998,803	0	83,234	26,844	37,164	4%	✓
3 - Transfer / Overhead Allocation	(99,713)	0	(8,309)	1,031	1,031	-1%	x
Total Unit: Community Programs	800,776	0	66,731	19,858	30,178	4%	✓

Total Operations:	15,830,329	0	1,319,194	955,230	2,894,303	18%	x
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CAPITAL

Revised Budget Comparison

COMMUNITIES & FACILITIES

CP450 - CAPITAL FACILITIES MANAGEMENT

2 - Expenses	3,566,800	0	0	11,874	1,195,102	0%	x
3 - Transfer / Overhead Allocation	0	0	0	120	120	0%	x
Total Unit: Community Programs	3,566,800	0	0	11,994	1,195,222	0%	x

CP530 - LIBRARIES

2 - Expenses	215,000	0	0	0	0	0%	✓
Total Unit: Community Programs	215,000	0	0	0	0	0%	✓

CP540 - CAPITAL CONTROL COMMUNITY PROGRAMS

2 - Expenses	30,600	0	0	0	0	0%	✓
Total Unit: Community Programs	30,600	0	0	0	0	0%	✓

Total Capital:	3,812,400	0	0	11,994	1,195,222	0%	x
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Grand Total:	19,642,729	0	1,319,194	967,224	4,089,525	0%	✓
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8.2 COMMUNITY ASSISTANCE PROGRAM

File No: 7822
Attachments: 1. Community Assistance Program
Authorising Officer: Michael Rowe - General Manager Community Services
Author: Cheryl Haughton - Manager Communities and Facilities

SUMMARY

Applications received for funding in round one of the Community Assistance Program for 2016 - 17 have been assessed, with recommendations for funding presented for Council consideration.

OFFICER'S RECOMMENDATION

THAT Council approves the allocation of funding from the Community Assistance Program as per the following table:

Applicant	Purpose of Grant/Sponsorship	Amount
Capricornia Printmakers Inc.	UV Exposure Unit for the Capricornia Printmakers	\$1,320.00
CQ Mudsportz Inc.	CQ Mud racing – Twin Track Mud Racing Kabra	\$500.00
Friends of the Rockhampton Heritage Village Association Inc	Acquisition Of Kelly & Lewis Engine and Pump	\$1,000.00
Kidsafe Queensland Incorporated	Improving Child Safety Knowledge In The Rockhampton Region	\$328.00
Mount Morgan Promotion & Development Inc	Mount Wattle Fun Day and Village Markets	\$500.00
Mount Morgan Rugby Union Club Inc	Field and Grounds Renovation	\$7,577.27
Rocky Flix Inc.	Rocky Flix Program	\$1,520.00
The Black Dog Ball Inc	The Black Dog Ball	\$2,000.00
Uniting Church – Fitzroy Parish	Sound System	\$500.00
Victoria Park Bowls Club Inc	Accessible Toilet for people with a disability	\$7,624.00

COMMENTARY

Round one of the Community Assistance Program for the 2016-17 financial year closed on 25 August 2016, with applications received for 18 projects for the requested amount of \$142,868.26.

Analysis of the applications received showed that:

- 8 applications related to sponsorship of events.
- 8 related to grant funding for capital/equipment projects
- 2 applications were for Community Organisation Support.

Of the applications received one was for expenses considered to be ineligible under Council's grant conditions as it involved costs for a sporting team to travel to an interstate competition.

Five applications were incomplete and required further information to be supplied to allow for proper assessment. These will be assessed once the required information is received and be reported to Council for consideration at a future meeting.

The attached table shows the details of applications received and assessment panel comments.

COMMUNITY ASSISTANCE PROGRAM

Community Assistance Program

Meeting Date: 17 August 2016

Attachment No: 1

COMMUNITY ORGANISATION SUPPORT					
Applicant	Project Details	Project Cost	Amount Requested	Amount Recommended	Assessment Comments
Greyhounds New Beginnings – Life After the Track	Funding was originally coming from the Brisbane branch for the rehoming of retired greyhounds in the Rockhampton Region, but the number of retired greyhounds needing homes in the area has created extra pressure on the group to fund both programs. The closure of NSW greyhound racing will only increase the need for this organisation to continue and expand.	\$42,762.38	11,362.38	\$0	Application seems to be for support to establish the branch and for events to promote it. It is also not clear whether money raised is used locally. Suggested that further clarification be sought with separate applications for organisation support and sponsorship of events.
Infofish Australia (on behalf of Rocky Barra Bounty)	The 2016 Bounty will be showcasing innovative technology that has originated out of Rockhampton as a push to engage a younger audience through "virtual" participation and encourage them to come to Rockhampton to try out the fishing experience. This includes the use of an 'app' for competitors and a one-off documentary video that captures the spirit of the bounty.	\$17,450.00	\$11,450.00	\$0	Incomplete application, with clarification required regarding actual project for which funding is sought. No quotes sought from local production companies for video. Applicant is a family partnership. Council has already provided \$5000 to Fitzroy River Fish Stocking Association this year for barramundi restocking program.
TOTAL		\$60,212.38	\$22,812.38	\$0.00	

GRANTS AND MINOR SPONSORSHIP					
Applicant	Project	Project Cost	Amount Requested	Amount Recommended	Assessment Comments
1 st (Central Queensland) Light Horse Regiment – Rockhampton Historical Squadron and Museum Inc	Construction of a building to house military displays and museum, provide entertainment for visiting armed forces, school holiday activities and the general public, as well as providing a venue for holding monthly meetings. It will be a shed fitted with a period frontage to blend in with other buildings in the Heritage Village.	\$67,164.00	32,000.00	\$0	Incomplete application submitted for amount exceeding limit of grant, with no evidence of necessary site or building approvals. Requested to resubmit fully completed application including additional quotes for shed, façade, and services, and how this will be funded.
Black Dog Ball Inc	The Black Dog Ball is a black tie event held annually in Mental Health Week to raise awareness of the importance of mental health and wellbeing and remove the stigma associated with mental illness and depression.	\$70,023.50	\$5,000.00	\$2000.00	A local event that contributes funding to mental health projects in the area.
Capricornia Printmakers Inc	Purchase of a benchtop UV exposure unit to extend the range of printmaking techniques able to be undertaken in the studio.	\$6,797.00	\$2,640.00	\$1,320.00	50% of cost of UV exposure unit. RADF funding may be available for assistance with workshops.
Citizens Radio Emergency Service Teams Queensland	Application is for installation and commissioning of a Citizens Band Channel 5 Emergency Repeater to be located on Mt. Archer to assist in emergency readiness and response allowing emergency calls to be relayed to relevant organisations when all other lines of communication have failed.	\$5,255.00	\$2,267.50	\$	Incomplete application and uncertainty around Emergency Services role and responsibility for communication. Further information to be sought for consideration.
CQ Mudsportz Inc	The CQ Twin Track Mud Racing uses two figure eight tracks and the group states that the race provides an avenue for young drivers to learn skills and have respect for driving a vehicle.	\$1,000.00	\$1,000.00	\$500.00	Local event, with all costs offset by income as per budget supplied showing in excess of \$1000 net profit. Event has been supported by Council annually for this amount.

GRANTS AND MINOR SPONSORSHIP					
Applicant	Project	Project Cost	Amount Requested	Amount Recommended	Assessment Comments
Friends of the Rockhampton Heritage Village Association Inc	The Friends group believes that the acquisition of a Kelly and Lewis engine and pump will enhance the stationary engine display in the "Powerhouse" at the Heritage Village. The application states this equipment is quite rare will be an added drawcard to the Village.	\$4,000.00	\$2,000.00	\$1000.00	Adds to existing display at Heritage Village.
Hands of Compassion World Aid Inc	The Hands of Compassion organisation established in Logan is wishing to start a food bank in Rockhampton to supply grocery hampers on a weekly basis to people in need. The organisation requires funding to purchase a minimum of 2 large freezers and 3 large fridges to hold all perishables.	\$15,300.00	\$15,300.00	\$0	Application with very limited detail. Unclear if local organisation has been established or if there has been any discussion or cooperation with existing agencies offering similar services in the area. Suggested that application be resubmitted for consideration when service has been established.
Kidsafe Queensland Incorporated	Kidsafe Qld is seeking funding to deliver two days of child safety services in the Rockhampton region at no cost to parents and carers. This will include child car restraint checking and installation, and a paediatric first aid and injury prevention course.	\$8,980.38	\$8,452.38 (Cash) \$328.00 (In-kind)	\$328.00	Most costs in application are for travel and wages for organisation staff. Funding recommended for venue hire cost only.
Mount Morgan Aboriginal Corporation	The Mount Morgan Aboriginal Corporation in partnership with Khonnect Pty Ltd will employ 20 unemployed people to earn a certificate 1 in construction with RTO Advance Industry Training. The project will run from 1 September 2016 to 1 September 2017. The project will be to locate and cement the graves of Aboriginal people in Mount Morgan and Rockhampton.			\$0	Incomplete application that does not make clear what funding being sought is actually to be used for, if cultural appropriateness of project has been addressed, and heritage exemption sought. Further information required for consideration.

GRANTS AND MINOR SPONSORSHIP					
Applicant	Project	Project Cost	Amount Requested	Amount Recommended	Assessment Comments
Mount Morgan Promotion & Development Inc	A community fun day, including market stalls, live entertainment, children's amusement rides, competitions and entry into the MM Rail Museum at a low cost/or free of charge is planned to celebrate National Wattle Day.	\$6,212.10	\$2,000.00	\$500.00	Local event, with organisation heavily supported over many years. Some costs include in budget supplied are not eligible for sponsorship.
Mount Morgan Rugby Union Club Inc	Funding is sought to provide a soft and safe playing field and include a running track for the school sports days. The project is expected to benefit over 3000 people per year and will enable finals to be played on the field.	\$16,670.00	\$20,000.00	\$7577.27	50% of actual cost of works to be undertaken to field.
Rocky Flix Inc	Assistance is sought with hire costs to allow for the continued screening of new release alternative films each month in the Auditorium at the Walter Reid Cultural Centre. This includes both English and foreign language films which are usually only screened in major cities.	\$6,586.00	\$1,520.00	\$1520.00	Local event that has been operating for a number of years providing an alternative cultural opportunity.
Rockhampton Panthers AFC	The event is designed to provide entertainment for the attending crowd, celebrate the success of the 2016 season, generate revenue for AFL Capricornia and the hosting club, and raise the profile of AFL in the local community and region. It will include junior, men's senior and women's AFL grand finals.	\$44,000.00	\$7,500.00	\$0	This is a normal end of season event, and Council has not sponsored other sporting codes for such events. Incomplete application, with budget supplied showing all expenses covered by income from the event.

GRANTS AND MINOR SPONSORSHIP					
Applicant	Project	Project Cost	Amount Requested	Amount Recommended	Assessment Comments
RWA Discretionary Trust – Not for Profit	Funding is sought to allow local aboriginal and Torres Strait Islander teams to compete in the inaugural Indigenous Football Championship Cup to be held at Wreck Bay Football Club, Nowra NSW on 3 – 5 November 2016.	\$10,000.00	\$10,000.00	\$0	Not eligible for funding from Council program as costs are for travel for a sporting team.
Uniting Church – Fitzroy Parish	Application requesting funds to replace inefficient sound system.	\$4,848.00	\$2,424	\$500.00	Actual costs not fully clear in the application, and project supports a small group.
Victoria Park Bowls Club Inc	Application is to demolish existing men's toilet and replace with wheelchair accessible facility.	\$15,248.00	\$7,624.00	\$7,624.00	50% of project costs to be provided, but concern that club has not addressed participation options. Suggested that funding be subject to such consideration.
TOTAL		\$282,083.98	\$120,055.88	\$22,869.27	

8.3 DRAFT CQ HOME ASSIST SECURE SERVICE DELIVERY POLICY AND PROCEDURE**File No:** 11979**Attachments:**

1. Draft CQ Home Assist Secure Service Delivery Policy
2. Draft CQ Home Assist Secure Service Delivery Policy - MARKED UP
3. Draft CQ Home Assist Secure Service Delivery Procedure
4. Draft CQ Home Assist Secure Service Delivery Procedure - MARKED UP

Authorising Officer: Michael Rowe - General Manager Community Services**Author:** Cheryl Haughton - Manager Communities and Facilities

SUMMARY

Amendments have been made to the CQ Home Assist Secure Service Delivery Policy and Procedure to incorporate changes to funding program titles and requirements.

OFFICER'S RECOMMENDATION

THAT Council adopts the amended CQ Home Assist Secure Service Delivery Policy and Procedure as presented.

COMMENTARY

Council receives funding from both the Commonwealth and State Governments to deliver home repair, maintenance and modification services to eligible residents across the local government areas of Rockhampton, Livingstone, Central Highlands, Banana and Gladstone.

As a requirement of agreements with these funding bodies Council is required to adopt a policy and procedure that details its commitment to and process for the allocation of resources to the delivery of services to eligible clients through the Home Assist Secure program.

A change to funding arrangements between the two levels of government has resulted in changes of names for programs and service components. To reflect these changes Council's CQ Home Assist Secure Service Delivery Policy and Procedure has required amendment.

The new version and previous version with marked up change are attached for Council consideration.

**DRAFT CQ HOME ASSIST SECURE
SERVICE DELIVERY POLICY AND
PROCEDURE**

**Draft CQ Home Assist Secure Service
Delivery Policy**

Meeting Date: 17 August 2016

Attachment No: 1



CQ HOME ASSIST SECURE SERVICE DELIVERY POLICY (STATUTORY POLICY)

1 Scope:

This policy applies to the Home Assist Secure Program managed by Rockhampton Regional Council in the local government areas of Central Queensland including Rockhampton, Gladstone, Central Highlands, Livingstone and Banana Shires.

2 Purpose:

To provide Rockhampton Regional Council's commitment to the allocation of resources through funding received from the Commonwealth and Queensland Governments for the delivery of services to eligible clients through the Home Assist Secure Program.

3 Related Documents:

Primary

Housing Regulation 2015

Secondary

Carers (Recognition) Act 2008

Disability Services Act 2006

Commonwealth Home Support Program Manual

Funding Agreement – Commonwealth Home Support Program

Home Assist Secure Program Specifications

CQ Home Assist Secure Service Delivery Procedure

Manual for Queensland Community Care Services

Service Agreement – Home Assist Secure

Service Agreement – Queensland Community Care

4 Definitions:

To assist in interpretation, the following definitions apply:

Council	Rockhampton Regional Council
Occupational Therapist	A health professional registered with Australian Health Practitioner Regulation Agency and concerned with enabling people to participate in the activities of everyday life.

5 Policy Statement:

Council is committed to delivering a suite of services through funding received from the Commonwealth and Queensland Governments to help members of the community who are aged or have a disability to remain living in their homes.

Corporate Improvement and Strategy use only

Adopted/Approved: Draft

Version:

Reviewed Date:

Department: Community Services

Section: Communities and Facilities

Page No.: Page 1 of 4

To ensure available funding is allocated to client services in a consistent manner Council will:

- Determine service priorities based on available funding, funding guidelines, feedback received from clients and service agencies, and review of annual performance data;
- Give priority to the most urgent needs based on issues of health, safety or security. This means clients may only receive limited financial assistance, or no assistance, even if meeting the eligibility criteria.
- Inform clients of the services or assistance able to be provided prior to work commencing.
- Seek advice from an occupational therapist for major and minor modifications.
- Arrange for an interpreter service if required to ensure people from diverse cultural and linguistic backgrounds understand the details of services available and their rights and responsibilities; and
- Endeavour to provide information and services in ways that are culturally appropriate or easily understood by people with dementia, intellectual disability or low literacy levels.

5.1 Home Assist Secure Program

The Home Assist Secure Program provides safety related information, referrals and subsidised assistance to eligible clients unable to undertake or pay for critical maintenance services without assistance.

Eligibility Criteria

5.1.1 Information and Referral Service

Homeowners and tenants who:

- Are 60 years of age and over; or
- Have a disability; or
- Are Aboriginal and Torres Strait Islander people 50 years of age and over

5.1.2 Subsidised Assistance

Subsidised assistance may be available towards the labour cost for minor home modification or maintenance relating to health, safety or security for homeowners or tenants who:

- Are 60 years of age and over;
- Aboriginal and Torres Strait Islander people 50 years of age and over; or
- Have a disability;

And

- Have a Commonwealth pensioner concession card;
- Are unable to complete the work themselves, or unable to access assistance from family or friends; and
- Are unable to access assistance from other services such as the Commonwealth Home Support Program, Queensland Community Care Services, or the Department of Veterans' affairs.

Corporate Improvement and Strategy use only

Adopted/Approved: Draft
Version:
Reviewed Date:

Department: Community Services
Section: Communities and Facilities
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Assistance will not be provided for work that is considered to be the landlord's responsibility under residential tenancies legislation or agreements.

Subsidised assistance will be subject to an assessment of individual need for health, safety or security issues.

5.2 Queensland Community Care Services

The Queensland Government provides funding for community care services for people with a disability.

5.2.1 Eligibility Criteria

The eligibility criteria for these services are:

- People under 65 years of age living in the community with a disability, or a condition which restricts the ability to carry out activities of daily living; and
- At risk of losing independence without assistance due to loss of functional ability or unsustainable living arrangements.

5.2.2 Home Modification Program

The home modification program provides help with home modification for people with a disability or condition that restricts their day to day living.

Major modifications include significant structural changes to a home such as lift and ramp installations and bathroom structures.

Minor modifications include small low-cost interventions valued up to \$3000 that improve accessibility and safety around the home.

5.2.3 Home Maintenance Program

The home maintenance program provides assistance to keep a client's home in a safe and liveable condition by way of repair and maintenance of the home or yard.

This includes basic maintenance such as changing light bulbs or replacing tap washers, minor roof repairs, minor carpentry, plumbing, as well as lawn mowing and removal of rubbish to ensure the immediate surrounds of the client's home are safe and accessible.

5.3 Commonwealth Home Support Programme

The Commonwealth Government provides funding for Commonwealth Home Support services for the aged community.

5.3.1 Eligibility Criteria

The eligibility criteria for these services are:

- People aged 65 years and over;
- Aboriginal and Torres Strait Islander people aged 50 years and over;
- People at risk of premature or inappropriate admission to long term residential care; or
- Carers of older Australians eligible for services under the Commonwealth Home Support Programme.

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5.3.2 Home Modification Services

Home modification services provide for structural changes to homes to enable clients to continue to live and move safely within their houses. The modifications can include the installation of ramps, grab rails and other mobility aids, emergency alarms and safety aids and other minor renovations which must be undertaken by a licensed tradesperson.

5.3.3 Home Maintenance Services

Home maintenance services provide assistance to keep a client's home and yard in a safe and liveable condition with minor repairs such as changing light bulbs or tap washers; more major carpentry, r plumbing repairs; and garden maintenance including lawn mowing and rubbish removal.

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 Council.

7 Responsibilities:

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

**EVAN PARDON
CHIEF EXECUTIVE OFFICER**

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**DRAFT CQ HOME ASSIST SECURE
SERVICE DELIVERY POLICY AND
PROCEDURE**

**Draft CQ Home Assist Secure Service
Delivery Policy - MARKED UP**

Meeting Date: 17 August 2016

Attachment No: 2



CQ HOME ASSIST (CENTRAL QUEENSLAND) SECURE SERVICE DELIVERY POLICY
(ADMINISTRATIVE STATUTORY POLICY)

Comment [KM1]: S16 Housing Regulation 2015 states "the funded provider must keep an eligibility policy". Changed policy category to Statutory.

1 Scope:

This policy applies to Council employees involved in the Home Assist Secure Program managed by Rockhampton Regional Council in the local government areas of Central Queensland including Rockhampton, Gladstone, Central Highlands, Livingstone and Banana Shires.

2 Purpose:

To provide Rockhampton Regional Council's commitment to the allocation of resources through funding received from the Commonwealth and State Queensland Governments for the delivery of services to eligible clients through the Home Assist Secure Program.

3 Related Documents:

Primary

Housing Regulation 2015

Secondary

Carers (Recognition) Act 2008

Disability Services Act 2006

Commonwealth Home Support Program Manual

Funding Agreement – Commonwealth Home Support Program

Home Assist Secure Program Specifications

CQ Home Assist Secure (Central Queensland) Service Delivery Procedure

Manual for Queensland Community Care Services

Service Agreement – Home Assist Secure

Service Agreement – Queensland Community Care

4 Definitions:

To assist in interpretation, the following definitions apply:

<u>Council</u>	<u>Rockhampton Regional Council</u>
<u>Eligible Client</u>	<u>Home owner or tenant with a disability, or aged over 60 years (and in possession of a pensioner concession card for subsidised assistance)</u>
<u>HAS</u>	<u>Home Assist Secure</u>
<u>QCCS</u>	<u>Queensland Community Care Services</u>
<u>CHSP</u>	<u>Commonwealth Home Support Program</u>
Occupational Therapist	A health professional registered with <u>Australian Health Practitioner Regulation Agency</u> and concerned with enabling people to participate

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	in the activities of everyday life.
Services	Safety related information and referrals, minor or major modifications, home maintenance, repairs, falls prevention and home security.

5 Policy Statement:

Council is committed to delivering a suite of services through funding received from the Commonwealth and Queensland Governments to help members of the community who are aged or have a disability to remain living in their homes.

To ensure available funding is allocated to client services in a consistent manner Council will:

- Determine service priorities based on available funding, funding guidelines, feedback received from clients and service agencies, and review of annual performance data;
- Give priority to the most urgent needs based on issues of health, safety or security. This means clients may only receive limited financial assistance, or no assistance, even if meeting the eligibility criteria.
- Inform clients of the services or assistance able to be provided prior to work commencing.
- Seek advice from an occupational therapist for major and minor modifications.
- Arrange for an interpreter service if required to ensure people from diverse cultural and linguistic backgrounds understand the details of services available and their rights and responsibilities; and
- Endeavour to provide information and services in ways that are culturally appropriate or easily understood by people with dementia, intellectual disability, or low literacy levels.

5.1 Home Assist Secure Program

The Home Assist Secure Program provides safety related information, referrals and subsidised assistance to eligible clients unable to undertake or pay for critical maintenance services without assistance.

Eligibility Criteria

5.1.1 Information and Referral Service

Homeowners and tenants who:

- Are 60 years of age and over; or
- Have a disability; or
- Are Aboriginal and Torres Strait Islander people 50 years of age and over

5.1.2 Subsidised Assistance

Subsidised assistance may be available towards the labour cost for minor home modification or maintenance relating to health, safety or security for homeowners or tenants who:

- Are 60 years of age and over;
- Aboriginal and Torres Strait Islander people 50 years of age and over; or
- Have a disability;

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And

- Have a Commonwealth pensioner concession card;
- Are unable to complete the work themselves, or unable to access assistance from family or friends; and
- Are unable to access assistance from other services such as the Commonwealth Home Support Program, Queensland Community Care Services, or the Department of Veterans' affairs.

Assistance will not be provided for work that is considered to be the landlord's responsibility under residential tenancies legislation or agreements.

Subsidised assistance will be subject to an assessment of individual need for health, safety or security issues.

5.2 Queensland Community Care Services

The [State Queensland Government provides funding for community care services for people with a disability.](#)

5.2.1 Eligibility Criteria

The eligibility criteria for these services are:

- People under 65 years of age living in the community with a disability, or a condition which restricts the ability to carry out activities of daily living; and
- At risk of losing independence without assistance due to loss of functional ability or unsustainable living arrangements.

5.2.2 Home Modification Program

The home modification program provides help with home modification for people with a disability or condition that restricts their day to day living.

Major modifications include significant structural changes to a home such as lift and ramp installations and bathroom structures.

Minor modifications include small low-cost interventions valued up to \$3000 that improve accessibility and safety around the home.

5.2.3 Home Maintenance Program

The home maintenance program provides assistance to keep a client's home in a safe and liveable condition by way of repair and maintenance of the home or yard.

This includes basic maintenance such as changing light bulbs or replacing tap washers, minor roof repairs, ~~and~~ minor carpentry, ~~painting~~ and plumbing, as well as lawn mowing and removal of rubbish to ensure ~~that~~ the immediate surrounds of the client's home are safe and accessible.

5.3 Commonwealth Home Support Programme

The [Federal Commonwealth Government provides funding for Commonwealth Home Support services for the aged community.](#)

5.3.1 Eligibility Criteria

The eligibility criteria for these services are:

- People aged 65 years and over;

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- Aboriginal and Torres Strait Islander people aged 50 years and over;
- People at risk of premature or inappropriate admission to long term residential care; or
- Carers of older Australians eligible for services under the Commonwealth Home Support Programme.

5.3.2 Home Modification Services

Home modification services provide for structural changes to homes to enable clients to continue to live and move safely within their houses. The modifications can include the installation of ramps, grab rails and other mobility aids, emergency alarms and safety aids and other minor renovations which must be undertaken by a licensed tradesperson.

5.3.3 Home Maintenance Services

Home maintenance services provide assistance to keep a client's home and yard in a safe and liveable condition with minor repairs such as changing light bulbs or tap washers; more major carpentry, painting or plumbing repairs; and garden maintenance including lawn mowing and rubbish removal.

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 [CEOCouncil](#).

7 Responsibilities:

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

EVAN PARDON
CHIEF EXECUTIVE OFFICER

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**DRAFT CQ HOME ASSIST SECURE
SERVICE DELIVERY POLICY AND
PROCEDURE**

**Draft CQ Home Assist Secure Service
Delivery Procedure**

Meeting Date: 17 August 2016

Attachment No: 3



CQ HOME ASSIST SECURE SERVICE DELIVERY PROCEDURE

1 Scope:

This procedure applies to the Home Assist Secure Program managed by Rockhampton Regional Council in the local government areas of Central Queensland including Rockhampton, Gladstone, Central Highlands, Livingstone and Banana Shires.

2 Purpose:

To assist employees in assessing the eligibility of clients requesting services through the Home Assist Secure Program and the allocation of resources to the delivery of those services.

3 Related Documents:

Primary

CQ Home Assist Secure Service Delivery Policy

Secondary

Commonwealth Home Support Program Manual
Code of Conduct
CQ Home Assist Secure - Confidentiality Consent Form
CQ Home Assist Secure – Consent for Major Modification Works Form
CQ Home Assist Trades Services Contract Register
Funding Agreement – Commonwealth Home Support Program
Home Assist Secure Program Specifications
Major or Complex Modification Report
Manual for Queensland Community Care Services
Service Agreement – Home Assist Secure
Service Agreement – Queensland Community Care

4 Definitions:

To assist in interpretation, the following definitions apply:

Council	Rockhampton Regional Council
Employee	<i>Local government employee:</i> (a) The chief executive officer; or (b) A person holding an appointment under section 196 of the <i>Local Government Act 2009</i> .
Major or Complex Modifications	Modifications referred by an occupational therapist, usually involving items such as installation of large ramps, stair or water lifts, bathroom modifications.
Minor or Simple	Modifications referred by an occupational therapist, usually involving items such as installation of grab or hand rails, handheld showers, bath

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Modifications	boards, door wedges and simple ramps
Occupational Therapist	A health professional requested with Australian Health Practitioner Regulation Agency and concerned with enabling people to participate in the activities of everyday life.

5 Procedure:

5.1 Home Maintenance, and Minor or Simple Modifications

5.1.1 Determine Client Eligibility

Through discussion with the individual or referral agent the employee will establish if the person is eligible for assistance; what assistance is required; and any applicable subsidy in accordance with the Home Assist Secure, Queensland Community Care, or Commonwealth Home Support Program Guidelines; and available funding.

If required, the employee will refer to the Supervisor Home Assist to prioritise the request based on the level of need in terms of safety, health or security in accordance with funding guidelines.

5.1.1.1 Ineligible Client

If ineligible, the client will be advised of the reasons either verbally, or in writing if the request was received in writing or may have a significant impact on the client, and offer the client information to assist or details of another agency that may be able to assist.

5.1.1.2 Eligible Client

If the client is eligible the employee will request necessary details to register on the program's client database.

If a new client, an employee will undertake a first interview with the client, provide an information pack, and have the Confidentiality Consent Form signed by the client.

5.1.2 Occupational Therapist Assessment

If home modifications are required a referral will be made through My Aged Care or Access Point (depending on the client's funding and age) for an occupational therapist to design the modification.

5.1.3 Assessment of Requested Work

- The employee will generate a worksheet and issue to a field officer or contractor listed on Council's CQ Home Assist Trades Services Contract Register to obtain a quotation for the required work to undertake the work requested.
- The client will be advised of the quotation cost and available subsidy. If the client provides verbal approval for the work a confirmation worksheet will be issued to field officer or contractor. A purchase order will also be issued to the contractor.
- If the work is assessed as necessary, but cannot be undertaken immediately due to operational constraints, the Supervisor Home Assist will ensure that the details are recorded on the wait list, and the client advised of the action to be taken.
- On completion of the work the client will be requested to sign the worksheet to indicate the work has been completed to the client's

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satisfaction. The field officer will provide an official Council receipt to the client for money received as payment for materials used on the job.

- Once returned to the office, the signed worksheet and copy of the receipt will be filed, and details will be added to the client record. If requested by the client, an invoice will be issued to the client for materials used.

5.1.5 Work Undertaken by a Contractor

- On completion of the work the contractor will supply a receipt to the client for any payment and request that the client sign the worksheet to indicate that the work has been undertaken to the client's satisfaction. The contractor will forward the worksheet and invoice to Council for payment of the subsidy amount applicable to the work.
- The worksheet details will be recorded on the client's record and a copy of the invoice scanned to Council's financial management system.

5.2 Major or Complex Modifications

5.2.1 Determine Client Eligibility

Through discussion with the individual or referral agent, the employee will establish if the person is eligible and what assistance is required.

5.2.1.1 Ineligible Client

If ineligible, the client will be advised of the reasons either verbally, or in writing if the request was received in writing or may have a significant impact on the client, and offer the client information to assist or details of another agency that may be able to assist.

5.2.1.2 Eligible Client

If the client is eligible, the employee will request necessary details to register on the program's client database.

5.2.2 Occupational Therapist Assessment

Eligible clients will be advised that a referral will need to be made through My Aged Care or Access Point to an occupational therapist for an assessment and application for assistance to be made.

Council will refer the client request and details to the appropriate agency via telephone or referral form.

5.2.3 Assessment of Major or Complex Modifications Process

Once a Major or Complex Modification Report is received from the occupational therapist the field officer will arrange an onsite visit with the client to outline the process and requirements, and determine if the client is financially able to continue with the application.

Applications received will be referred to the Major or Complex Modifications Assessment Panel for determination of priority of the project.

5.2.4 Scope and Quotations of Works

- The client will be advised of the outcome from the Major or Complex Modifications Assessment Panel.

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- The field officer will develop the scope of works and obtain quotations from contractors listed on Council's CQ Home Assist Trade Services Contracts Register.
- The client will be advised of the quotation cost and the available subsidy.

5.2.5 Acceptance of Quote

- Once the client has accepted the quote, a Deed for Modification Form will be required to be completed.
- Upon return of the signed Deed for Modification Form a worksheet and purchase order will be issued to the contractor.

5.2.6 Completion of Work

- The field officer will carry out an inspection prior to any final payment to the contractor.
- The client and field officer will sign the completion form to indicate the work has been inspected and undertaken to the client's satisfaction.
- The contractor will forward the invoice, along with copies of relevant QBCC records and insurance contract, to Council for payment of the subsidy amount applicable to the work.
- Details will be recorded on the client's record and the Major or Complex Modifications Report and relevant documents will be placed on the client file.

5.3 Client Contribution

Any contribution required from a client in accordance with program guidelines and available funding, will be clearly provided and explained prior to work commencing.

5.3.1 Difficulty Meeting the Contribution

- If the client will have difficulties meeting the required contribution the Supervisor Home Assist may consider a payment plan, reduction or waiver of the contribution.
- The Supervisor Home Assist will discuss with the client and obtain information to assess the capacity to pay in accordance with program policies and manuals, and available funding. Information obtained will be maintained in a confidential manner.
- If the client has some capacity to pay, the Supervisor Home Assist will develop a written plan, and must seek approval from the Manager Communities and Facilities. Once the plan is approved the client will be advised and requested to sign an agreement for payment in accordance with the plan.
- The Supervisor Home Assist will monitor the client's file to ensure payments are received in accordance with the agreement, or if there is a need to discuss an amendment to the agreement. Amendments must be approved by the Manager Communities and Facilities.
- Council will seek to recover outstanding contributions from clients.
- Where clients are assessed as requiring the service but not having the capacity to pay the full fee, the Supervisor Home Assist must seek approval from the Manager Communities and Facilities to reduce or

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waive the fee. This decision will be documented and the client advised in writing of the rationale for the decision.

5.4 Appeals

Clients will be informed of the mechanisms available to them for appealing any decision regarding eligibility, allocation of services, the level of fees charged, reduction or waiver of fees, with such notice to be either verbal, or in writing, if the request has been received in writing.

5.4.1 Review of Decision

If an appeal is made the matter will be investigated promptly by the Manager Communities and Facilities.

However, where the Manager Communities and Facilities has been involved in the original decision, it will be escalated to the General Manager Community Services, provided that these employees have no personal interest in the matter.

The client will be provided with a written response to the appeal.

6 Review Timelines:

This procedure 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 General Manager.

7 Responsibilities:

Sponsor	Chief Executive Officer
Business Owner	General Manager Community Services
Procedure Owner	Manager Communities and Facilities
Procedure Quality Control	Corporate Improvement and Strategy

**MICHAEL ROWE
GENERAL MANAGER COMMUNITY SERVICES**

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**DRAFT CQ HOME ASSIST SECURE
SERVICE DELIVERY POLICY AND
PROCEDURE**

**Draft CQ Home Assist Secure Service
Delivery Procedure - MARKED UP**

Meeting Date: 17 August 2016

Attachment No: 4



CQ HOME ASSIST SECURE (CENTRAL QUEENSLAND) SERVICE DELIVERY PROCEDURE

1 Scope:

This procedure applies to ~~Council employees involved in the delivery of the the~~ Home Assist Secure Program managed by Rockhampton Regional Council in the local government areas of Central Queensland including Rockhampton, Gladstone, Central Highlands, Livingstone and Banana Shires.

2 Purpose:

To assist employees in assessing the eligibility of clients requesting services through the Home Assist Secure Program and the allocation of resources to the delivery of those services.

3 Related Documents:

Primary

CQ Home Assist Secure (Central Queensland) Service Delivery Policy

Secondary

- Commonwealth Home Support Program Manual
- Code of Conduct
- CQ Home Assist Secure - Confidentiality Consent Form
- CQ Home Assist Secure – Consent for Major Modification Works Form
- CQ Home Assist Trades Services Contract Register
- Funding Agreement – Commonwealth Home Support Program
- Home Assist Secure Program Specifications
- Major or Complex Modification Report
- Manual for Queensland Community Care Services
- Service Agreement – Home Assist Secure
- Service Agreement – Queensland Community Care

4 Definitions:

To assist in interpretation, the following definitions apply:

Council	Rockhampton Regional Council
<u>Employee</u>	<u>Local government employee:</u> <u>(a) The chief executive officer; or</u> <u>(b) A person holding an appointment under section 196 of the Local Government Act 2009.</u>
<u>Eligible Client</u>	<u>Home owner or tenant with a disability, or aged over 60 years (and in possession of a pensioner concession card) for subsidised assistance.</u>
<u>CHSP</u>	<u>Commonwealth Home Support Program</u>
<u>HAS</u>	<u>Home Assist Secure</u>

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QCCS	Queensland Community Care Services
Major or Complex Modifications	Modifications referred by an occupational therapist, usually involving items such as installation of large ramps, stair or water lifts, bathroom modifications.
Minor or Simple Modifications	Modifications referred by an occupational therapist, usually involving items such as installation of grab or hand rails, handheld showers, bath boards, door wedges and simple ramps
Occupational Therapist	A health professional requested with Australian Health Practitioner Regulation Agency and concerned with enabling people to participate in the activities of everyday life.
Services	Safety related information and referrals, minor or major modifications, home maintenance, repairs, falls, prevention and home security.

5 Procedure:

5.1 Home Maintenance, and ~~Minor~~ [Minor or Simple Modifications](#)

5.1.1 Determine Client Eligibility

Through discussion with the individual or referral agent –the employee will establish if the person is eligible for assistance; what assistance is required; and any applicable subsidy in accordance with the Home Assist Secure, Queensland Community Care, or Commonwealth Home Support Program Guidelines; and available funding.

If required, the employee will refer to the Supervisor Home Assist to prioritise the request based on the level of need in terms of safety, health or security in accordance with funding guidelines.

5.1.1.1 Ineligible Client

If ineligible, the client will be advised of the reasons either verbally, or in writing if the request was received in writing or may have a significant impact on the client, and offer the client information to assist or details of another agency that may be able to assist.

5.1.1.2 Eligible Client

If the client is eligible the employee will request necessary details to register on the program's client database.

If a new client, an employee will undertake a first interview with the client, provide an information pack, and have the Confidentiality Consent Form signed by the client.

[5.1.2 Occupational Therapist Assessment](#)

[If home modifications are required a referral will be made through My Aged Care or Access Point \(depending on the client's funding and age\) for an occupational therapist to design the modification.](#)

5.1.3 [Assessment and Completion of Work Process of Requested Work](#)

- [The employee will generate a worksheet and issue to a field officer or contractor listed on Council's CQ Home Assist Trades Services Contract Register to obtain a quotation for the required work](#) to undertake the work requested.
- The client will be advised of the quotation cost and available subsidy. If the client provides verbal approval for the work a confirmation

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worksheet will be issued to field officer or contractor. A purchase order will also be issued to the contractor.

- If the work is assessed as necessary, but cannot be undertaken immediately due to operational constraints, the Supervisor Home Assist will ensure that the details are recorded on the wait list, and the client advised of the action to be taken.
- On completion of the work the client will be requested to sign the worksheet to indicate the work has been completed to the client's satisfaction. The field officer will provide an official Council receipt to the client for money received as payment for materials used on the job.
- Once returned to the office, the signed worksheet and copy of the receipt will be filed, and details will be added to the client record. If requested by the client, an invoice will be issued to the client for materials used.

5.1.5 Work ~~Completed~~ Undertaken by a Contractor

- ~~the field officer informs the employee and A quotation is obtained from a contractor listed on the Rockhampton Regional Council preferred supplier panel list.~~
- On completion of the work the contractor will supply a receipt to the client for any payment and request that, the client sign the worksheet to indicate that the work has been undertaken to the client's satisfaction. The contractor will forward the worksheet and invoice to Council for payment of the subsidy amount applicable to the work.
- The worksheet details will be recorded on the client's record and a copy of the invoice scanned to Council's financial management system.

5.2 ~~Major~~ Major or Complex Modifications

5.2.1 Determine Client Eligibility

Through discussion with the individual or referral agent, the employee will establish if the person is eligible and what assistance is required.

5.2.1.1 Ineligible Client

If ineligible, the client will be advised of the reasons either verbally, or in writing if the request was received in writing or may have a significant impact on the client, and offer the client information to assist or details of another agency that may be able to assist.

5.2.1.2 Eligible Client

If the client is eligible, the employee will request necessary details to register on the program's client database.

5.2.2 Occupational Therapist Assessment

Eligible clients will be advised that a referral will need to be made through My Aged Care or Access Point to an occupational therapist for an assessment and application for assistance to be made.

Council will refer the client request and details to ~~an Occupational Therapist~~ the appropriate agency to undertake an assessment of the client's needs ~~via telephone or referral form.~~

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5.2.3 Assessment of Major or Complex Modifications Process

Once a Major or Complex Modification Report is received from the occupational therapist the field officer will arrange an onsite visit with the client to outline the process and requirements, ~~and ensure the Confidentiality Consent Form is signed. It will be~~ and determine if the client is financially able to continue with the application.

Applications received will be referred to the Major or Complex Modifications Assessment Panel for determination of priority of the project.

5.2.4 Scope and Quotations of Works

- The client will be advised of the outcome from the Major or Complex Modifications Assessment Panel.
- The field officer will develop the scope of works and obtain quotations from contractors listed on Council's CQ Home Assist Trade Services Contracts Register.
- The client will be advised of the quotation cost and the available subsidy.

5.2.5 Acceptance of Quote

- Once the client has accepted the quote, a Deed for Modification Form will be required to be completed.
- Upon return of the signed Deed for Modification Form a worksheet and purchase order will be issued to the contractor.

5.2.6 Completion of Work

- The field officer will carry out an inspection prior to any final payment to the contractor.
- The client and field officer will sign the completion form to indicate the work has been inspected and undertaken to the client's satisfaction.
- The contractor will forward the invoice, along with copies of relevant BSA-QBCC records and insurance contract, to Council for payment of the subsidy amount applicable to the work.
- Details will be recorded on the client's record and the Major or Complex Modifications Report and relevant documents will be placed on the client file.

5.3 Client Contribution

Any contribution required from a client in accordance with program guidelines and available funding, will be clearly provided and explained prior to work commencing.

5.3.1 Difficulty Meeting the Contribution

- If the client will have difficulties meeting the required contribution the Supervisor Home Assist may consider a payment plan, reduction or waiver of the contribution.
- The Supervisor Home Assist will discuss with the client and obtain information to assess the capacity to pay in accordance with program policies and manuals, and available funding. -Information obtained will be maintained in a confidential manner.
- If the client has some capacity to pay, the Supervisor Home Assist will develop a written plan, and must seek approval from the Manager

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Communities and Facilities. Once the plan is approved the client will be advised and requested to sign an agreement for payment in accordance with the plan.

- The Supervisor Home Assist will monitor the client's file to ensure payments are received in accordance with the agreement, or if there is a need to discuss an amendment to the agreement. Amendments must be approved by the Manager Communities and Facilities.
- Council will seek to recover outstanding contributions from clients.
- Where clients are assessed as requiring the service but not having the capacity to pay the full fee, the Supervisor Home Assist must seek approval from the Manager Communities and Facilities to reduce or waive the fee. This decision will be documented and the client advised in writing of the rationale for the decision.

5.4 Appeals

Clients will be informed of the mechanisms available to them for appealing any decision regarding eligibility, allocation of services, the level of fees charged, reduction or waiver of fees, with such notice to be either verbal, or in writing, if the request has been received in writing.

5.4.1 Review of Decision

If an appeal is made the matter will be investigated promptly by the Manager Communities and Facilities.

However, where the Manager Communities and Facilities has been involved in the original decision, it will be escalated to the General Manager Community Services, provided that these employees have no personal interest in the matter.

The client will be provided with a written response to the appeal.

6 Review Timelines:

This procedure 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 General Manager.

7 Responsibilities:

Sponsor	Chief Executive Officer
Business Owner	General Manager Community Services
Procedure Owner	Manager Communities and Facilities
Procedure Quality Control	Corporate Improvement and Strategy

MICHAEL ROWE
GENERAL MANAGER COMMUNITY SERVICES

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8.4 ARTS AND HERITAGE MONTHLY OPERATIONS REPORT FOR JULY 2016**File No:** 1464**Attachments:** 1. Arts and Heritage Monthly Operations Report for July 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 July 2016.

OFFICER'S RECOMMENDATION

THAT the Arts and Heritage Monthly Operations Report for July 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 JULY 2016

Arts and Heritage Monthly Operations Report for July 2016

Meeting Date: 17 August 2016

Attachment No: 1

MONTHLY OPERATIONS REPORT
ARTS AND HERITAGE SECTION
Period Ended 31 July 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 31 July 2016 are as below:



**All Monthly Requests (Priority 3)
Arts and Heritage 'Traffic Light' report
July 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) Current Mth		Avg Completion Time (days) 6 Months	Avg Completion Time (days) 12 Months	Avg Duration (days) 12 Months (complete and incomplete)	
			Received	Completed										
Community Events & Arts	0	0	2	1	1	0	10	●	2.00	●	1.50	●	1.00	2.33
Heritage Village General	0	0	0	0	0	0	1	●	0.00	●	0.00	●	0.00	0.00
Showgrounds	0	0	0	0	0	0	5	●	0.00	●	0.00	●	0.00	0.00

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		
	Jul	Aug	Sep
Number of Lost Time Injuries	0	0	0
Number of Days Lost Due to Injury	0	0	0
Total Number of Incidents Reported	2	0	0
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	30/12/16	95%	Training Completed – system building underway

Legislative Compliance & Standards

Legislative Compliance Matter	Due Date	% Completed	Comments
Outdated employee immunisations, tickets, and/or licenses	Various	100%	As at 31/07/16 all Arts and Heritage employees are compliant.
Outdated legislative compliance mandatory training and/or qualifications	Various	100%	As at 31/07/16 all Arts and Heritage employees are compliant.
Overdue performance reviews	31 August 2016	100%	As at 31/07/16 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 – 50 th Anniversary acquisition	01/07/16	30/06/17		80,000	
Comment:					
Art Gallery - Artwork acquisitions	01/07/16	30/06/17		20,000	
Comment:					
Heritage Village - Replace CombiOven	01/12/16	31/01/17		32,000	
Comment: Quotes being sourced					
Heritage Village – Replace FF&E	01/12/16	31/01/17		30,000	
Comment: Quotes being sourced					
Theatre – Stage Lighting Equipment	01/07/16	30/06/17		60,000	
Comment:					
Theatre – Stage Lighting Dimmers	01/07/16	30/06/17		30,000	
Comment:					
Theatre – Radio Talkback System	01/07/16	30/06/17		25,000	
Comment:					
Theatre – Technical System Planning Report	01/07/16	31/12/16		20,000	
Comment:					

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

During the reporting period The Gold Award, Queensland's richest art prize was presented at the Rockhampton Art Gallery, as a joint initiative of Rockhampton Art Gallery Trust and Rockhampton Regional Council.

The winner of the \$50,000 acquisitive award was Jon Cattapan, a Melbourne-based artist with his work Raft City No. 4 (surveillance version). In 2008, Cattapan was an official war artist in Timor Leste with the Australian War Memorial. It was from this experience that he commenced painting in night vision green and utilising topographical map marks in his work.

The award was judged by Chris Saines CNZM, Director, Queensland Art Gallery | Gallery of Modern Art (QAGOMA).

The Gold Award honours the memory of Moya Gold, philanthropist and educator, who inspired and provided for this prize directly through a substantial bequest for the acquisition of Australian paintings. The exhibition runs to 4 September 2016.

Rockhampton Heritage Village

Construction has commenced on laying the new access road into the car park. Currently visitors to the site are still able to access the car park via the existing entrance. It is anticipated that the construction will take approximately another week, weather permitting. The watch-makers donga has been successfully relocated and volunteer, Dave Dwyer has already started to restore the gardens around the entrance. A temporary fence is currently being used to secure the Village during the construction phase.

The new desk for reception has been installed by 'Larges'. The timber was used from Bunya Pine stock on site, which beautifully matches the existing counter top. Construction of the greenhouse and Vehicle Show Room is now in progress. The slab has been laid for the Show Room and construction of the shed is about to commence. Concrete has also been laid for the new tool shed at the back of Arnolds Store. The shed is now complete and will be added to Arnolds in the near future.

Trevor Duffy is currently taking additional bookings for weddings at the Shearing Shed due to the recent closure of the Capricorn International Resort. The Village Café continues to grow in popularity, now attracting a return clientele.

School holiday activities have been very successful with many also dropping into the café for refreshments after enjoying the activities in the Village. Plans are now underway for a Medieval Banquet on the long weekend in October and Halloween at the end of October. July Markets were the most successful over the past 12 months with 159 stall and 3128 visitors through the gates.

Trip Advisor Reviews

"Awesome day spent looking around at the historical sites and riding on the olden day fire engine and horse and cart, etc" Visited in July 2016

"Great day out looking in the old buildings and the old equipment. Wagon ride was fun and volunteer workers are very friendly. They sell herbs and can arrange group bookings also. Take your own lunch, hat, and water bottle." Visited July 2016

"Loved this visit. There is an entry fee but worth it. This little village is so well maintained it is like actually being in that time period. There is lots of old machinery etc for men to look at .What was also

amazing is that one residence tells you how one house was actually still being lived in exactly as it was (no electricity etc) until just a decade or so ago. Take a little Cobb and co coach trip pulled by Clydesdale horses. You can see just how it was in days gone by. We were there on a market day so that made it twice as interesting." Visited July 2016

Venue Operations

Pilbeam Theatre

The Pilbeam Theatre's 2016 See It Live Theatre Season continued in July with a performance the internationally acclaimed Sydney Dance Company. The production, CounterMove, was a double bill of contemporary dance featuring works Cacti by Alexander Ekman and Lux Tenebris by Rafael Bonachela

The Winter Cinema Club, presented by Rockhampton Regional Council, concluded in July with four movies screened over two weekends - Emerald City and Into the Woods (on Sunday 3 July) and One Man Two Guvnors and Nine (on Sunday 10 July).

The Pilbeam Theatre also hosted a variety of concerts from local and commercial hirers including:

- Sydney Comedy Festival
- Emmaus College's production of Peter Pan
- The Cathedral College's 25th Anniversary performance
- Carl Barron's return concert (after selling out his February performances)

Rockhampton Showgrounds

Rockhampton Showgrounds hosted several events in July. These included:

- Homeless Connect
- The Brick Event (a Lego fan event)
- Kennel Club Dog Show
- MEM Solos and Sidecars

Walter Reid Cultural Centre

Arts groups in the Walter Reid Cultural Centre held two events to coincide with the River Festival Week: an exhibition and open day. The exhibition, titled Downstream, was held from 12 to 17 July. The open day was held on 16 July. Despite the rain which led to cancellation of River Festival events on Saturday 16 July, both events continued, with reasonable turnouts considering the weather.

The Chamber Music Society held its monthly concert on Sunday 10 July. Rockhampton Little Theatre performed Summer of the Seventeenth Doll at the Walter Reid Cultural Centre auditorium on 22, 23, 29 and 30 July.

Program Development

During the month the Royal Queensland Art Society Rockhampton branch are exhibiting works in the FOR LEASE shop with weekend workshops to be held.

Planning for the 21 August, Rockhampton Cultural Festival continues with a lantern parade element having been introduced to conclude the event with the Parade of Nations. During the day seven performers from BEMAC will appear as part of the Culture Train tour and Ziggi Bey Jan – an African music group – will travel from Brisbane to perform. Local dancers will perform and run workshops for the audience from the stages and a tent of children's activities including weaving, rock painting and dress ups will be running throughout the day to entertain families.

Also during July, the Sydney Dance company ran an open workshop for high school students attending their performance of Countermove at the Pilbeam Theatre. The two hour workshop was held at the Walter Reid Cultural Centre auditorium.

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	1,687
<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	11
<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	6,227
<i>Operate the Rockhampton Heritage Village, with a target total site visitation of 32,000 per annum</i>	32,000	4,336
<i>Complete all planned capital projects in accordance with agreed schedule and budget</i>	100%	0%

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 31 July 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 31 July 2016

	Adopted Budget	Adopted Budget (Pro Rata YTD)	YTD Actual	YTD Commit + Actual	Variance	On target 8.33% Gone
	\$	\$	\$	\$	%	
Arts & Heritage						
1 - Revenues	(4,341,470)		(330,302)	(330,302)	8%	✓
2 - Expenses	7,216,076		438,177	814,218	11%	✗
3 - Transfer / Overhead Allocation	14,430		(359)	(359)	-2%	✓
Total Unit: Arts & Heritage	2,889,036		107,516	483,558	17%	✗

8.5 2017 ROCKHAMPTON SHOW PUBLIC HOLIDAY

File No: 456
Attachments: Nil
Authorising Officer: Michael Rowe - General Manager Community Services
Author: Peter Owens - Manager Arts and Heritage

SUMMARY

Each year the Queensland Government invites Council to nominate a date for the granting of a special public holiday for the holding of the annual agricultural show. The management committee of the Rockhampton Agricultural and Citizens Show Society has advised Council of its preferred date for this holiday in 2017.

OFFICER'S RECOMMENDATION

THAT Council authorises the Manager Arts and Heritage to complete the on-line form, nominating Thursday 15 June 2017 as a special agricultural show holiday for the Rockhampton Regional Council region.

COMMENTARY

The Office of Industrial Relations of the Queensland Treasury has contacted Council inviting Council to nominate a special holiday for the 2017 agricultural show.

For the first time this nomination is required to be completed via an on-line form, no later than Friday, 2 September 2016.

The Rockhampton Agricultural and Citizens Show Society has advised that the 2017 Rockhampton Show will be held over three days commencing on Wednesday 14 June 2017 and as a result has asked that Council nominate Thursday 15 June 2017 a special holiday for the 2017 Rockhampton Agricultural Show.

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 CLOSURE OF MEETING