



# **COMMUNITY SERVICES COMMITTEE MEETING**

## **AGENDA**

**17 OCTOBER 2018**

*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 October 2018 commencing at 9.00am for transaction of the enclosed business.*

A handwritten signature in black ink, appearing to be "C. P.", written in a cursive style.

**CHIEF EXECUTIVE OFFICER**  
9 October 2018

Next Meeting Date: 21.11.18

**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 C R Rutherford  
Councillor N K Fisher  
Councillor A P Williams  
Councillor M D Wickerson

In Attendance:

Ms C Worthy – General Manager Community Services (Executive Officer)  
Mr E Pardon – Chief Executive Officer

**3 APOLOGIES AND LEAVE OF ABSENCE**

Councillor Margaret Strelow - Leave of Absence from 12 October 2018 to 21 October 2018

Councillor Rose Swadling - Leave of Absence from 2 October 2018 to 4 November 2018

**4 CONFIRMATION OF MINUTES**

Minutes of the Community Services Committee held 19 September 2018

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

**6 BUSINESS OUTSTANDING**

Nil

**7 PUBLIC FORUMS/DEPUTATIONS**

Nil

## 8 OFFICERS' REPORTS

### 8.1 COMMUNITY FACILITIES MONTHLY OPERATIONAL REPORT - JULY 2018

**File No:** 10097

**Attachments:** 1. Community Facilities Monthly Operation Report - July 2018 [↓](#)

**Authorising Officer:** Colleen Worthy - General Manager Community Services

**Author:** Sophia Czarkowski - Acting Coordinator Facilities

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#### **SUMMARY**

*This report provides information on the activities of the Community Facilities section for July 2018.*

#### **OFFICER'S RECOMMENDATION**

THAT the Community Facilities Monthly Operational Report for July 2018 be received.

#### **COMMENTARY**

The attached report contains information on the activities of the Community Facilities team.



# **COMMUNITY FACILITIES MONTHLY OPERATIONAL REPORT - JULY 2018**

## **Community Facilities Monthly Operation Report - July 2018**

**Meeting Date: 17 October 2018**

**Attachment No: 1**



## Monthly Operations Report

*Community Assets and Facilities*

*July 2018*

### 1. Highlights

Community Facilities carried out extensive renovations at the City Occasional Childcare Centre which included repainting the walls and ceiling and replacing the old worn vinyl. The renovations coupled with new furniture and branding has greatly improved the look and feel of the centre.

Facilities staff are further preparing for renovations to be carried out at the old library including repainting and carpet replacement. This work will see the old carpet removed from the walls and new walls sheet installed painted.

### 2. Innovations, Improvements and Variations

Community Facilities are working on improving access to and use of technology to create efficiencies in work and to reduce the reliance on paper. In addition to this the administration team are reviewing all processes and procedures to identify opportunities for improved processes.

3. Customer Service Requests

Response times for completing customer requests in this reporting period for July 2018 are:



**All Monthly Requests (Priority 3)  
Communities and Facilities 'Traffic Light' report  
July 2018**

	Balance B/F	Completed In Current Mth	Current Month NEW Requests		TOTAL INCOMPLETE REQUESTS BALANCE	On Hold	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							
Cemeteries (Asset)	1	0	5	3	3	0	30	● 0.67	● 4.33	● 10.84	6.88
Childcare (Asset)	4	1	4	1	6	0	30	● 0.00	● 17.53	● 14.96	14.66
Community Halls (Asset)	10	1	3	0	11	0	30	● 0.00	● 8.69	● 7.31	10.19
Admin and Depots (Asset)	33	3	81	60	46	0	30	● 0.73	● 3.41	● 7.08	9.54
Disaster Management (SES Buildings) (Asset)	2	1	1	0	1	0	30	● 0.00	● 11.00	● 13.21	14.07
Dog Pounds (Asset)	0	0	2	2	0	0	30	● 1.00	● 0.67	● 5.57	5.57
Gardens (Asset)	0	0	3	1	2	0	30	● 0.00	● 18.14	● 14.50	14.50
Libraries (Asset)	22	4	19	6	31	0	30	● 1.83	● 10.81	● 12.96	14.76
Leased Premises - Maintenance (Asset)	0	0	0	0	0	0	30	● 0.00	● 0.00	● 0.00	0.00
Sport and Recreation Facilities (Asset) Not Parks	25	6	8	7	20	0	30	● 3.29	● 10.14	● 12.40	15.42
TV Black Spot - Reception (Asset)	0	0	0	0	0	0		● 0.00	● 0.00	● 0.00	0.00
Arts & Heritage Services (Asset)	30	8	32	17	36	0	30	● 1.06	● 4.81	● 8.35	11.72

#### 4. Service Delivery

Service Level	Target	Current Performance	Service Level Type (Operational or Adopted)
Complete all planned maintenance projects in accordance with agreed schedule and budget	90%	On Target	Operational
Respond to all reactive requests in accordance with adopted responses schedule, budget, availability of materials and contractor if required	90%	On Target	Operational

#### 5. Legislative Compliance and Standards (including Risk and Safety)

##### Safety Statistics

The safety statistics for the reporting period are:

	First Quarter		
	July	August	September
Number of Lost Time Injuries	0		
Number of Days Lost Due to Injury	0		
Total Number of Incidents Report	0		
Number of Incomplete Hazard Inspections	0		

**Risk Management Summary**

All items from the Section Risk Register requiring treatment plans have been completed.

**Legislative timeframes**

Item	Due Date	Compliant? (Yes/No)	Status
Outdated employee immunisations, tickets and/or licenses	Various	No	All licences are up-to-date; one employee was outstanding on 31 July for CPR, the employee is scheduled to attend training on 14 August 2018.
Outdated legislative compliance mandatory training and/or qualifications	Various	No	Three (3) staff are overdue on Working Safely at Heights refreshers, the staff are finalising attendance at the next available course.
Statutory servicing of air conditioning, fire systems and switchboards	Monthly	Yes	Plant and equipment serviced as per schedule
Statutory servicing of lifts, generators, automatic doors, septic systems and grease traps	Quarterly	Yes	Plant and equipment serviced as per schedule
Statutory servicing of emergency lighting, residential smoke detectors, fire equipment, CCTV and security panels	Statutory servicing of emergency lighting, residential smoke detectors, fire equipment, CCTV and security panels	Statutory servicing of emergency lighting, residential smoke detectors, fire equipment, CCTV and security panels	Statutory servicing of emergency lighting, residential smoke detectors, fire equipment, CCTV and security panels
Statutory servicing of pool earth bonding, switchboard thermal imaging, fuel bowsers, I-bolts, roller doors, RPZ backflow, thermostatic mixing valves, water filters and boilers	Statutory servicing of pool earth bonding, switchboard thermal imaging, fuel bowsers, I-bolts, roller doors, RPZ backflow, thermostatic mixing valves, water filters and boilers	Statutory servicing of pool earth bonding, switchboard thermal imaging, fuel bowsers, I-bolts, roller doors, RPZ backflow, thermostatic mixing valves, water filters and boilers	Statutory servicing of pool earth bonding, switchboard thermal imaging, fuel bowsers, I-bolts, roller doors, RPZ backflow, thermostatic mixing valves, water filters and boilers
Property pole inspections	4 yearly	Yes	Sites inspected as per schedule

## 6. Operational Plan Targets by Section

The following Operational Plan actions and targets are required to be reported to Council on a monthly basis. This data will also form part of the Operational Plan quarterly report to Council:

Operational Plan Ref	Action	Target	Status
1.1.1.1	Operate, maintain and repair infrastructure as detailed in the annual maintenance programs	Achieve minimum 95% of annual Operating budget	The Unit is progressing through the annual maintenance programs.
1.1.4.1	Undertake required statutory maintenance	Compliance standards met	Statutory maintenance program underway.
1.1.4.2	Clean and maintain Council buildings	Buildings cleaned and maintained in accordance with the priority rating schedule and budget allocation	Council buildings being cleaned and maintained as required.
1.1.4.3	Develop and Implement conservation management plans for heritage listed buildings	Conservation Management Plan review conducted in accordance with schedule	Finalising three Conservation Management Plans (CMPs) from 2017/18 FY with CMP reviews for 2018/19 being determined at present.
1.2.1.1	Provide quality arts and cultural facilities throughout the Region	All venues are compliant with statutory requirements	Statutory maintenance program underway.
1.3.1.1	Maintain and monitor CCTV systems	System maintained in accordance with schedule, with less than 2% downtime	CCTV system maintenance in accordance with procedure.

## 7. Capital Projects

As at period ended July – 8.3% of year elapsed

Project	Planned Start Date	Planned End Date	Status	Budget Estimate	YTD actual (incl committals)
<b>CAPITAL WORKS PROGRAM</b>					
Rockhampton Showgrounds Switchboard Enclosure Renewal	01 July 2018	30 June 2019	Not yet Commenced	\$62,000	\$291
Planning has commenced					
Carpet Renewal Program	01 July 2018	30 June 2019	Underway	\$103,000	\$6,027
<ul style="list-style-type: none"> <li>City Occasional Child Care floor coverings replaced in July 2018</li> <li>Old Library Floor Coverings scheduled for August 2018</li> </ul>					
Access Road Renewal Program	01 August 2018	30 June 2019	Not yet Commenced	\$308,000	\$0
Priorities set in conjunction with Civil Operations					
CCTV Renewal Program	01 September 2018	30 June 2019	Not yet Commenced	\$103,000	\$0
To be coordinated with IT Services					
Pool Plant Renewal Program	01 August 2018	30 June 2019	Not yet Commenced	\$51,000	\$0
Not yet commenced					

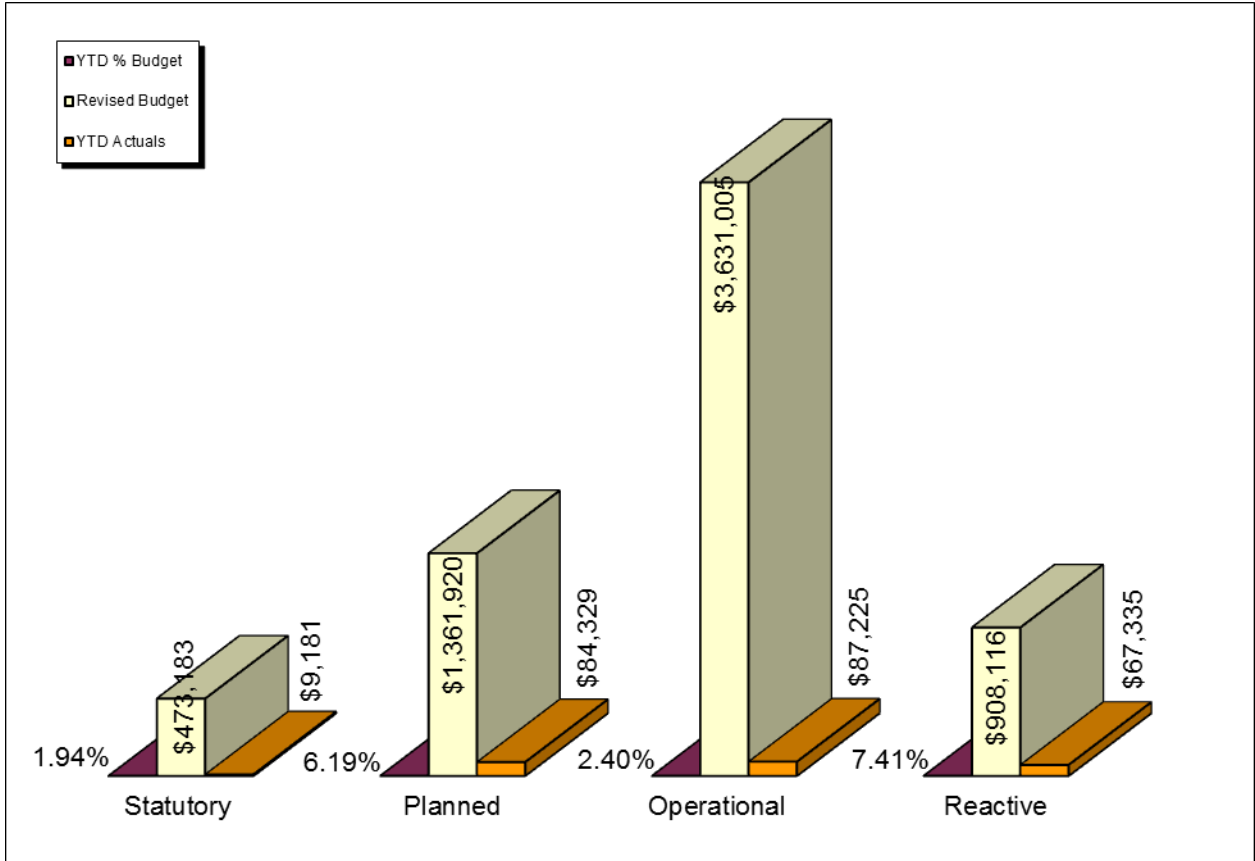
Project	Planned Start Date	Planned End Date	Status	Budget Estimate	YTD actual (incl committals)
Dwelling 239 Rockonia Road	01 August 2018	31 December 2018	Not yet Commenced	\$40,000	\$0
Not yet commenced					
Regional Library replace internal sliding security door	01 August 2018	30 June 2019	Not yet Commenced	\$25,000	\$0
Not yet commenced					
Parks Electrical Assets	01 August 2018	30 June 2019	Not yet Commenced	\$170,000	\$0
Not yet commenced					
Fairy Lights East Street Replacement	01 August 2018	30 June 2019	Not yet Commenced	\$65,000	\$0
Not yet commenced					
CCTV North Rockhampton Boat Ramp	01 August 2018	30 June 2019	Not yet Commenced	\$25,000	\$0
Not yet commenced					



8. Operational Projects

**Facilities**

904 work orders were created during July 2018, with 359 completed.



<i>Activity</i>	<i>Adopted</i>	<i>YTD Actuals</i>	<i>YTD % Budget</i>
Statutory	\$ 473,183	\$9,181	1.94%
Planned	\$ 1,361,920	\$84,329	6.19%
Operational	\$ 3,631,005	\$87,225	2.40%
Reactive	\$ 908,116	\$67,335	7.41%
<b>Total</b>	<b>\$ 6,374,224</b>	<b>\$248,070</b>	<b>3.89%</b>

9. Budget

Financial performance as expected for the reporting period

End of Month Job Costing Ledger - (Operating Only) - COMMUNITY SERVICES



As At End Of 13 (Accruals)

Report Run: 09-Aug-2018 09:56:02 Excludes Nat Accts: 2802,2914,2917,2924

	Adopted Budget	d Budget	EOM Commitments	YTD Actual	Commit + Actual	Variance	On target Year Gone
	\$	\$	\$	\$	\$	%	
<b>COMMUNITY SERVICES</b>							
<b>COMMUNITY ASSETS &amp; FACILITIES</b>							
<u>Community Facilities</u>							
Revenues	(183,824)	0	0	(15,230)	(15,230)	8%	*
Expenses	12,862,822	0	0	1,268,562	1,268,562	10%	✓
Transfer / Overhead Allocation	182,768	0	0	(2,081)	(2,081)	-1%	✓
<b>Total Unit: Community Facilities</b>	<b>12,861,766</b>	<b>0</b>	<b>0</b>	<b>1,251,251</b>	<b>1,251,251</b>	<b>10%</b>	<b>✓</b>
<u>Community Projects &amp; Open Space Facilities</u>							
Revenues	(321,746)	0	0	(42,150)	(42,150)	13%	*
Expenses	4,055,019	0	0	199,867	199,867	5%	✓
Transfer / Overhead Allocation	642,589	0	0	83,569	83,569	13%	✓
<b>Total Unit: Community Projects &amp; Open Space</b>	<b>4,375,862</b>	<b>0</b>	<b>0</b>	<b>241,287</b>	<b>241,287</b>	<b>6%</b>	<b>✓</b>
<u>Community Assets &amp; Facilities Management</u>							
Revenues	(1,668)	0	0	(171)	(171)	10%	*
Expenses	378,798	0	0	12,087	12,087	3%	✓
Transfer / Overhead Allocation	6,500	0	0	0	0	0%	✓
<b>Total Unit: Community Assets &amp; Facilities M</b>	<b>383,630</b>	<b>0</b>	<b>0</b>	<b>11,916</b>	<b>11,916</b>	<b>3%</b>	<b>✓</b>
<u>Community Assets</u>							
Revenues	(134,265)	0	0	(26,103)	(26,103)	19%	*
Expenses	426,120	0	0	44,623	44,623	10%	✓
Transfer / Overhead Allocation	46,426	0	0	518	518	1%	✓
<b>Total Unit: Community Assets</b>	<b>338,281</b>	<b>0</b>	<b>0</b>	<b>19,038</b>	<b>19,038</b>	<b>6%</b>	<b>✓</b>
<b>Total Section: COMMUNITY ASSETS &amp; FAC</b>	<b>17,558,538</b>	<b>0</b>	<b>0</b>	<b>1,523,493</b>	<b>1,523,493</b>	<b>8%</b>	<b>✓</b>
<b>Total Department: COMMUNITY SERVICES</b>	<b>17,959,538</b>	<b>0</b>	<b>0</b>	<b>1,523,493</b>	<b>1,523,493</b>	<b>8%</b>	<b>✓</b>
<b>Grand Total:</b>	<b>17,959,538</b>	<b>0</b>	<b>0</b>	<b>1,523,493</b>	<b>1,523,493</b>	<b>8%</b>	<b>✓</b>

**8.2 COMMUNITIES AND CULTURE OPERATIONAL REPORT FOR JULY 2018**

**File No:** 1464  
**Attachments:** 1. **Monthly Operations Report - Communities and Culture July 2018**[↓](#)  
**Authorising Officer:** Colleen Worthy - General Manager Community Services  
**Author:** John Webb - Acting Manager Communities and Culture

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**SUMMARY**

*The report provides information on the programs and activities of the Communities and Culture section for July 2018.*

**OFFICER'S RECOMMENDATION**

THAT the Communities and Culture Operational Report of July 2018 be received

**COMMENTARY**

The Communities and Culture section has responsibility for the following areas:

1. Libraries
2. Childcare
3. Central Queensland Home Assist Secure
4. Art Gallery
5. Rockhampton Heritage Village
6. Major Venues (Pilbeam Theatre, Walter Reid Cultural Centre, Rockhampton Showgrounds, Mt Morgan Showgrounds and Rockhampton Music Bowl)

**COMMUNITIES AND CULTURE  
OPERATIONAL REPORT  
FOR JULY 2018**

**Monthly Operations Report -  
Communitites and Culture July 2018**

**Meeting Date: 17 October 2018**

**Attachment No: 1**



# Monthly Operations Report

*Communities and Culture*

July 2018

## 1. Highlights

There were a range of delivery highlights for the month including

- Guy Sebastian performing at the Pilbeam Theatre
- Artist Village section of the River Festival delivered by a cross disciplinary team of Communities and Culture
- Speedway Bikes at the Showgrounds
- Emergency Services Day at the Heritage Village which included an outreach booth by the Libraries team

## 2. Innovations, Improvements and Variations

This was the first month that the various units of Communities and Culture came together as an expanded section.

3. Customer Service Requests

Response times for completing customer requests in the reporting period for July were all within the set timeframes.

Major Venues, Art Gallery and Heritage Village only

	Balance B/F	Completed in Current Mth	Current Month NEW Requests		TOTAL INCOMPLETE REQUESTS BALANCE	On Hold	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	1	1	0	0	10	● 2.00	● 6.00	● 4.67	1.71
Heritage Village General	0	0	0	0	0	0	7	● 0.00	● 0.00	● 6.00	0.00
Showgrounds	0	0	0	0	0	0	5	● 0.00	● 0.00	● 0.00	0.00

## 4. Service Delivery

### Libraries, Childcare & CQ Home Assist Secure

Service Level	Target	Current FYTD performance	Service Level Type
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%	301 participants - 75%	Operational
Deliver a range of family literacy, learning and development programs to 7500 participants per annum	100%	1167 participants - 15.5%	Operational
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	Operational
Provide community access to technology and deliver 2000 contact hours of computer training each year	100%	216 hours – 10.8%	Operational
Deliver child care in accordance with the National Quality Standard, with 100% utilisation rate of long day care places	100%	92.44%	Operational
Provide the community with access to occasional child care places with an average utilisation rate of 50%	50%	51.38%	Operational
Provide 9301 hours of home maintenance services to eligible Home Assist clients per annum	90%	764 hours – 8.2%	Operational
Deliver 6448 hours of home maintenance services for CHSP eligible clients per annum	90%	1045 – 16.2%	Operational
Complete 17 major modification projects for CHSP and QCC eligible clients per annum	100%	0 – 0%	Operational
Complete all planned capital and maintenance projects in accordance with agreed schedule and budget	90%	0	Operational
Respond to all reactive requests in accordance with adopted responses schedule, budget, availability of materials and contractor if required	90%	Measure under review	Operational

**Major Venues, Art Gallery and Heritage Village**

Service Level	Target	Current FYTD Performance	Service Level Type (Operational or Adopted)
Deliver an annual program of Visual Arts exhibitions and program activities, with a target of 16,000 Art Gallery visits per annum	16,000	2683	Operational
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	100	7	Operational
Operate the Pilbeam Theatre Box Office as a profit centre for the unit with a target of 60,000 tickets sold per annum	60,000	5763	Operational
Operate the Rockhampton Heritage Village, with a target total site visitation of 30,000 per annum *	30,000	9737	Operational



## 5. Operational Plan Targets by Section

Performance against Operational Targets as at July 18

Operational Plan Ref	Action	Target	Status
1.2.1.1	Provide quality arts and cultural facilities throughout the Region	Deliver 100% of the See It Live program at the Pilbeam Theatre	2018 See it Live continued with successful delivery of Melbourne International Comedy Festival Roadshow, Qld Ballet's Swan Lake, Qld Theatre's Longest Minute and Sydney Dance Company's ab[intra]
		Community long-term use spaces at the Walter Reid Cultural Centre are 100% tenanted	All spaces have long term leases in place as approved by Council
		Deliver 100% of the Rockhampton Art Gallery program	All scheduled elements of the 2018 Gallery program have been presented.
1.4.1.2	Provide community sponsorship for activities in various sectors	Administer the Rockhampton Regional Australia Day Funding accordance with the guidelines	Funded events completed for 2018 delivering events in three communities
1.4.1.3	Deliver a range of performances, programs and activities for various age groups	Community programs and performances are delivered in accordance with contracts, schedules and funding agreements	Morning Melodies 2018 season is presented for more senior demographic. See it Live season offers pay-your-age tickets pricing and contains performances targeted to a range of audience age groups and interests - Swan Lake was strongly attended by family groups. Dedicated youth performances are presented across the year.
1.4.1.4	Provide Library Services	Successful on going delivery of services	Delivered on a continuing basis.

Operational Plan Ref	Action	Target	Status
1.4.1.5	Deliver funded home maintenance and modification services to support seniors and people living with a disability to continue living independently	Service delivered in accordance with eligibility and funding arrangements	Delivered on a continuing basis.
1.4.3.1	Libraries - Engage volunteers to assist with the delivery of free community training at the Library Technology Centre and library events  Pilbeam Theatre – Utilise services of Friends of the Theatre  Heritage Village – engage volunteers in service provision  Art Gallery – Utilise services of Friends of the Gallery	Increase number of volunteer trainers	Libraries- 185 hours FYTD  Pilbeam Theatre – 295.75 hours FYTD  Heritage Village – 4697 FYTD  Art Gallery – 566.5 FYTD
1.5.1.1	Deliver programs and activities that promote development, lifelong learning, social inclusion and capacity building	Programs delivered annually with in excess of 1000 person participation rate	1,167 participants in programs and activities during July  1,167 participants in programs for year to date
1.5.1.2	Provide facilities and training through the Library Technology Centre and libraries to develop digital skills and reduce social exclusion	Deliver 2000 contact hours of community training	228 contact hours of training provided in July  228 contact hours of training provided for the year to date
1.5.1.3	Provide a home delivery service to people who are housebound	Increase in home delivery loans	806 loans during the reporting period
1.6.2.1	Operate the Rockhampton Heritage Village, with a target total site visitation of 30,000 per annum	30,000 patrons	9737 FYTD

Operational Plan Ref	Action	Target	Status
1.6.2.3	Maintain documentary heritage of the Region through maintaining and developing the Local History Centre and its collection	Increase in research requests by 10%	87 research requests received FYTD
1.6.3.1	Deliver and support local events and celebrations	Conduct annual Rockhampton Cultural Festival	Final planning and preparation for event being completed in conjunction with community groups. Event to occur on Saturday 25 <sup>th</sup> August 18
		Conduct Heritage Festival event	Heritage Festival 'Collectique' antique and collectables fair was successfully delivered. Strong demand from stall holder and public for this style of event. Initial planning for 2019 event underway.
		Conduct Rockhampton Carols by Candlelight annual event	Planning underway for 2018 event
		Provide inclusive and culturally and linguistically diverse Library programs	Practices currently embedded and new opportunities being identified
		Deliver the CapriCon Steampunk and Pop culture Convention at Rockhampton Regional Library	Planning underway for 2019 event
1.6.3.2	Deliver and support major regional events	Deliver one large music theatre production attended by in excess of 3000 patrons at the Pilbeam Theatre	We Will Rock You successfully presented in March with 4800 patrons attending to universal acclaim. Review of 2018 event is occurring with selection of 2019 work and delivery team being refined.
		Deliver two major exhibitions delivering in excess of 4000 visitors at the Rockhampton Art Gallery	2018 exhibition attendances - Happy Birthday Play School 6,439  Draft: a collection of imperfect faces, with unfinished stories by Emma Ward 4,022

Operational Plan Ref	Action	Target	Status
			Alluvia by Tom Borgas: The Rockhampton riverside public art project 6,612 Collection intervention on track to exceed 6,000 Centenary of Rugby League 8,372 A Trip to Far away 5,137 The Gypsy Tinkerer 4,080 Del Kathryn Barton 9,934 Moving Around 9,934
		Rockhampton Showgrounds is used for 25 days for whole- of-grounds events	1 day whole-of-grounds events FYTD
1.6.4.1	Deliver a diverse range of creative arts programs	Programs are delivered in accordance with guidelines and schedules	100% of 18/19 public programs have been delivered in accordance with guidelines and schedules.
1.6.4.2	Deliver the Regional Arts Development Fund	All Regional Arts Development Fund applications are assessed in accordance with the guidelines	18/19 bid for funding submitted to Arts Qld for assessment and awaiting decision.
1.6.4.3	Support the creations of public art throughout the Region	Three public art commissions supported under the Public Art Program, within available budget and resourcing	Process of identifying suitable opportunities underway
2.2.2.1	Support community training programs/ education workshops held in the region	Provide 500 hours of Microsoft training courses through the Library Technology Centre	119 contact hours of training provided in July 119 contact hours of training provided FYTD
2.2.3.2	Provide access to resources and free community technology training courses to	Provide community access to technology and deliver 2000 hours of computer training	3,212 hours of public access provided; 228 hours of community training provided during

Operational Plan Ref	Action	Target	Status
	develop skills	Conduct satisfaction survey to determine effectiveness of training provided	July 3,212 hours of public access provided; 228 hours of community training FYTD Satisfaction measures being developed
2.2.3.3	Provide quality child care services	Services provided meet the national quality standard	4,393hours of long day care provided, with an 92.44% utilisation rate during July 333 hours of occasional care provided, with a 51.38% utilisation rate during July 92.44% utilisation rate of long day care places and 51.38% utilisation rate of occasional care places FYTD

## 6. Operational Projects

### Libraries

#### Regular programming:

- **Lively Storytelling** – Stories of resilience featured in the storytelling program at all libraries this month to coincide with NAIDOC (Because of her, we can) and promotion for the Emergency Services Day at the Heritage Village. Emergency services staff dropped into the Rockhampton library branches with their fire truck to extend the Storytime theme, with outreach at the North Rockhampton Library featured on WIN News.



*Checking out the Fire Truck after Storytime at the North Rockhampton Library*

- **Lively Babies** – The social aspect of the Lively Babies outreach at the libraries is an important part of early literacy programs. Parents, grandparents and siblings enjoy the chance to interact with each other, with many older people enjoying watching the action taking place in the library. Many parents with babies choose to attend programs targeting an older age group such as the Storytime program and link this with increasing their borrowing experience at the library.
- **Lively LEGO®** – The weekly LEGO® building activities at the libraries continue to attract good numbers with many children and parents enjoying the chance to develop creativity, use imagination and increase communication skills by negotiating with other players in the space. Each week LEGO® creations are displayed at each library branch to showcase building skills and mastery.



*Using DUPLO® at the Mount Morgan Library to develop literacy skills*

- **Lively STEAM Club** – Primary school age children use a range of skills in using Ozobots and mBots at the Gracemere Library as part of the monthly Lively STEM Club program. The Council Chambers meeting room is an ideal space to program and manipulate robots on the floor in a safe, contained space.
- **School Holiday Program-** The libraries were buzzing with robots, tinker spaces, crafts and science activities for an all age audience during the July school holidays. Robotics such as Lego® Mindstorm, Ozobots and 3D printing were popular, with space and constellation, bike science, finger knitting and leaf mobiles completing the range of activities on offer. The PlaySpace Pop-Up at the Regional Library proved an engaging space for families to play, create and read.



**Maker Space at the Mount Morgan Library**



**Coding for Ozobots attracted an all age audience**



**Finger knitting proved a hit at the North Rockhampton Library**

The classic anime movie *Spirited Away* was a popular event at the North Rockhampton Library during the school holidays attracting a keen group of participants.

- **Harry Potter Trivia-** Library staff with a passion for Harry Potter presented a colourful and interactive trivia event at the North Rockhampton Library at the end of the July attracting a group of keen fantasy enthusiasts. Patrons greatly enjoy the relaxed ambience of the literary sessions and have increasingly requested more trivia events from this enthusiastic Harry Potter duo.



**Library staff Sue Houghton and June Rattenbury presented a popular Harry Potter Trivia event at the North Rockhampton Library**

- **Anime/Manga Clubs** – The anime group continues to grow from strength to strength with a dedicated core group of drawing enthusiasts enjoying the social and artistic aspects of the club. The group completely fills the Fitzroy Room every second Monday with art roughs, mock-ups, storyboards and folios shared by participants.
- **Lively Book Clubs** – *Station Eleven*, *Girl waits with a gun*, *The pilot's wife* and *The way we roll* were discussed at each of the libraries this month at Gracemere, Mount Morgan and Rockhampton libraries respectively. Book Clubs provide the chance to talk about great books, genres and authors with other keen bibliophiles.
- **Lively Knitting and Crochet Clubs** – All the knitting groups at the libraries completed various projects in the final lead up to the Homeless Connect initiative in late July. The knitting group at the Southside Library squeezed in a Christmas in July party as a celebratory activity, complete with Secret Santa gifts and party food for participants. The social activity linked to the group is inclusive and highly anticipated by members.

Cr Swadling dropped into the Mount Morgan Library to officially receive the knitted and crocheted items from the Mount Morgan knitters in July, with a morning tea to celebrate. The library was filled with colourful blankets, scarves and beanies displayed on library shelves surrounding the morning tea event. Copy about the donation was featured in the Mount Morgan's *The Argus*, with posts about the activity proving popular on the LivelyLibraries Facebook page.



*The Lively Knitters Club at Mount Morgan Library*

Ladies from the Knitting group at the Rockhampton Regional Library came to the Homeless Connect event held in the Robert Schwarten pavilion to distribute warm items and chat to participants. This is a valuable opportunity for the group to find out the type of resources required by participants and to craft accordingly.



*Warm items made by the knitters at the Gracemere Library*



*The knitters and crocheters from the Rockhampton Library*

- **Monday Movies** – The Monday Movie event at the Rockhampton Library attracted a record crowd keen to view the 1951 film classic *Excuse my dust*. The movies at the library are promoted via the NDIS network as an inclusive, free event.

#### Other programming

- **NAIDOC** – Library staff in conjunction with Communities staff attended the annual NAIDOC Expo at the Rockhampton Cricket Grounds during NAIDOC Week promoting library services and community initiatives. Library services such as the free computer training, digital content and First Five Forever programs proved of interest in this outreach.





**Libraries and Communities staff at the NAIDOC Expo**

A number of families gathering at the front of City Hall prior to the NAIDOC March dropped into the Regional Library to sign up as new library members.



**Brand new library members during NAIDOC week**



**Jigsaw tables prove addictive for many visitors**



**The PlaySpace Pop Up proved fascinating for an all age audience**

A screening of an indigenous classic and Beamafilm *Spear* was featured at the Regional Library during NAIDOC Week. *Spear* is a beautifully choreographed indigenous story with dance performed by the Bangarra Dance Company, with the film freely available via the Beamafilm portal.

The Early Literacy Officer also presented an outreach session at the Indigenous Immunisation Clinic at Queensland Health on the 25 July with some good discussions about libraries and the critical importance of the value of literacy.

- **First Five Forever (F5F)** – July was another busy month for the First 5 Forever team and the families who attend our events, both in the library and through outreach. In house and outreach sessions attracted 466 attendees throughout July, with 118 new members joining through the F5F program. In addition to these figures, we had approximately a further 650 library visitors using the SLQ PlaySpace Pop Up throughout July.

The PlaySpace Pop Up proved incredibly popular throughout the school holidays. While the PlaySpace Pop Up is normally self-facilitated for families, during the holidays City Centre Childcare staff were based in the space due to the centre's refurbishment- and interacting with families and presenting story, craft and play sessions. This was a great addition to the props and activities on offer in the space.

In response to several requests from families, and a Facebook survey on the Lively Kid page, it was decided that an afternoon Storytime session would be trialled for the rest of the year. The first session was well attended with numbers monitored over the next few months to determine if this is a viable addition to the suite of family programming.



*Afternoon Stories were held in the PlaySpace PopUp*

Bedtime Stories was a one-off session held in the evening at the Regional Library, with pyjama-clad children- and even some parents- joining in bedtime stories, a milk and cookies bedtime snack, and a simple craft activity.



*Bedtime Stories and Craft proved popular*

Outreach was again a large part of programming this month, with the Emergency Services Day at the Heritage Village the largest F5F outreach event attended in July. Lead in promotion for the Emergency Services Day involved a local QLD Fire and Emergency crew reading at the July Dads Read session (with fire truck a huge hit for children). Families were encouraged to attend the Emergency Services Day, where the F5F team held an information stall, as well as provided a rest area for families with mats and books for families to take a break during the day. The Early Literacy Officer also presented two 'Emergency' themed Storytime sessions during the day.



*Lead in promotion for the Emergency Services Day with guest Dads Read ambassadors*



*Emergency Services Day F5F outreach*

## Rockhampton History Centre

- **Conservation work** - History Centre Staff sorted through old records from the old Fitzroy Shire Council that were relocated from the Gracemere Library to the History Centre. The records were inwards correspondence to the Council from the 1930s until the 1970s. The correspondence was in fairly good condition, with only the outside cardboard folders requiring attention as they were pest, dust and environmentally damaged.



*Working on old Fitzroy Shire Council records*

- **Oral History Project** – Library Assistant Sarah Holland has been working on an oral history project to locate and interview residents from the Rockhampton and district who had first-hand recollections of former Mayor, the late R.B.J. (Rex) Pilbeam in establishing and building the now highly valuable collection of original artworks held by Rockhampton Art Gallery. The interviews cover the building of the significant collection with a Federal government grant offered in the 1970's.

Due to the timeframe, a number of people with significant stories to tell have passed away, although some oral histories have been recorded which provide a fascinating insight into this period of the art collection's establishment. The project is ongoing as some residents have been away on holidays or recovering after illness or hospitalisation. To date, three interviews have been recorded, with some excellent additional material for the CQ collection being discovered.

**Library Technology Centre** - This month, the LTC welcomed two new volunteer trainers into our team which brings the total number of volunteers to twenty-two.

Many of our volunteers attended the Mayor's VIP afternoon held in conjunction with the River Festival. They enjoyed a tasty light meal and ventured into the *Aboria – Architects of the Air* display.

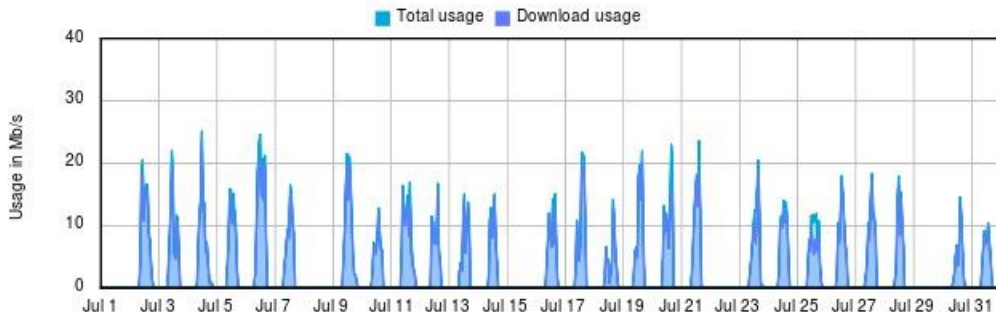
**Wi-Fi** – The statistics below refer to Wi-Fi\_\_33 usage across all Rockhampton Regional Council Library Service branches during July.

**Rockhampton Regional Council**

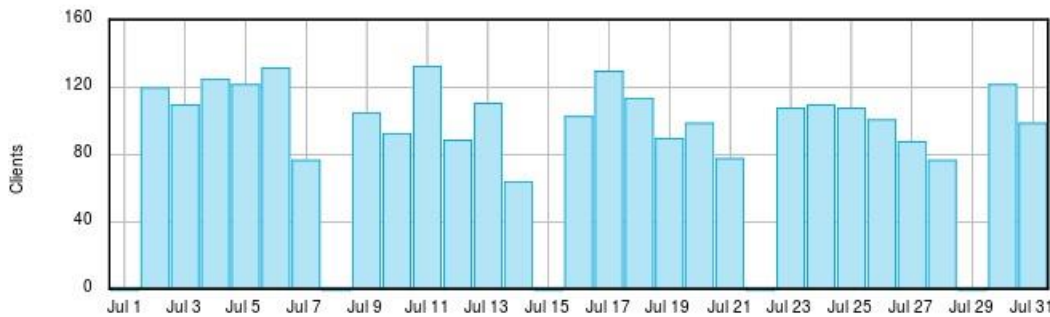
**Summary report for network 'RRC Library Wi-Fi - wireless' | July 2018**

- **Distinct clients:** 1182 (Daily average: 87)
- **Data transferred:** Total: 1.05 TB (↓ 964.75 GB ↑ 109.59 GB)

**Usage**



**Clients per day**



**Child Care Centre**

Utilisation of long day care increased this month to 92.44%, with occasional care places also increasing to 51.38%.

## Heritage Village

### July Visitor Numbers - 9737

- General entry 553
- School Tours 129
- School Holiday Activities 728
- Emergency Services Day 6282
- Markets 2045

The new financial year has seen the Village very busy with events, functions and tourists many of whom have travelled from as far away as Europe.

Emergency Services Day was again popular with over 6000 people in attendance. The Shearing Shed catered for the emergency services staff, volunteers and the award ceremony. The latest edition to the suite of rides available at the Village was 'Rory Road Train'. Rory proved extremely popular for children's rides and was kept busy throughout the event returning a \$1000 for the day. The venue was also busy with weddings each weekend as well as the NAIDOC Ball and the Regional Women's Networking Group.

Recent near perfect weather conditions drew a good crowd for the July markets as well as the School Holiday Activities. Children enjoyed interacting with the livestock and taking rides. An increase in the numbers of daily tourists to the Village has also been noted. School and bus tours have been steady including a group of Japanese students from CQ University.

A call out on Facebook for blacksmiths resulted in the appointment of three new keen volunteers to provide more activity on week days at the blacksmiths shop. They plan to hone their skills and provide small saleable items for the souvenir shop.

The Supervisor of the Village and the President of the Friends of the Village spent two day at Sovereign Hill in Ballarat examining the tourist destination including much of what happens behind the scenes. New ideas for a volunteer management software program and village activation ideas were gathered and proposed to management on their return. Staff and Volunteers at Sovereign Hill provided a packed two day program and treated the visitors to wonderful Victorian hospitality.

The Light Horse volunteers have been successful in gaining a grant for the purchase of display cabinets for the US Igloo. The igloo has also been lined with ply to help provide a ventilation channel. This together with lower louvres and a covered air vent in the roof has resulted in more efficient cooling of the building for the comfort of visitors and the storage and display of memorabilia.

**Trip Advisor** (Maintaining rating of #1 of 41 things to do in Rockhampton)

#### **Wonderful day out**

*We had planned on staying for one hour but actually stayed for six. Very friendly and helpful volunteers and staff. We had a wonderful, nostalgic day looking at all the buildings, vehicles, animals. We rode in a vintage car and in a horse drawn carriage. Highly recommended.*

#### **Something for everybody**

*Spending time in Rocky and not sure what to do? Add this to your itinerary if you want to get a feel for Australia's development early development as a country between 1850 and 1950. The sprawling site contains much more than you'd want to see in one visit, so be picky. We toured the hospital which was a bit grisly, the fire station, blacksmith, printing workshop and the WW2 exhibits as well as some of the houses. The friendly staff were only too willing to answer any questions. And a highlight for me was a guided tour of the site in a vintage car - a Canadian Rugby. Getting into the driver's seat for a pic was quite a challenge! Enjoy.*

*PS the tea room is great value for money.  
John R Greater Melbourne, Australia*

## Major Venues, Development & Public Programs

### Pilbeam Theatre

The Pilbeam Theatre hosted a variety of shows in July -

- Guys Sebastian performed to a sell-out audience on 12 July with his Then and Now Regional Tour.
- Internationally acclaimed contemporary dance company, Sydney Dance Company, performed its latest work ab[intra] at the Pilbeam Theatre on 18 July. Created by the company's artistic director, Rafael Bonachela, ab [intra] was described as discovering what drives our relationships and ignites our ambitions.
- Emmaus College's The Wizard of Oz from 27 to 28 July. This is the first show in what is typically the school musical season at the theatre.
- Circus Quirkus performed two shows to invited young people in the community.

### Rockhampton Showgrounds

The Rockhampton Showgrounds was the venue for the MEM Handlebar Heroes Speedway Bike Spectacular.

Other events included - CQ Eat Street, Mumma's Markets, Junior Beef Show and Homeless Connect.

### Walter Reid Cultural Centre

- The Rockhampton Chamber Music Society held its monthly concert on Sunday 8 July.
- Rockhampton Little Theatre performed Ira Levin's play Deathtrap over a four performance season from 20 to 28 July. The play was described as 'a play within a play'
- In conjunction with The Rockhampton River Festival, arts groups in the Walter Reid Cultural Centre presented an exhibition, from 12 to 16 July showcasing the art forms practised in the centre. On the Saturday of River Festival, 14 July, members of the arts groups conducted guided tours of the building, detailing its history and current usage.

### For Lease

The FOR LEASE space in the front of the Kern Arcade on East St is generously provided by the Coopers family for use by community arts groups and not-for-profit organisations.

July Displays

- Royal Queensland Art Society – Rockhampton Branch
- Making Our Mark – Lynette Howard, Aileen Hubbard,

### Regional Arts Development Fund

Funding agreement with Arts QLD for 18/19 is pending assessment. Arts Qld runs the funding of the RADF program from Sept-Sept. A request for funding for a Category 1 application was received. Category 1 applications can be accepted at any time. As the pool of grant funding was exhausted at the end of Round Three, Arts QLD has been approached about releasing some of the surplus advertising money to fund this application.

### Sydney Dance Company Engagement

Sydney Dance Company performed at the Pilbeam Theatre on Wednesday July 18. After the performance they offered a Q&A with rehearsal Director Chris Aubrey. Approx. 70 audience members stayed after the show to hear from Chris about the rehearsal and creation process behind the work. Audience members including a number of high school students took the opportunity to ask questions.

### Cultural Festival

As part of the arts program for the Cultural Festival RADF funding has made possible lantern workshops and a multicultural choir. The choir has been meeting weekly under the direction of Elizabeth McNally. LightnUp Inc. from Lismore have been engaged to run a lantern residency to teach local artists to make large scale sculptural lanterns. The second residencies took place in the last week of July. All 6 large lanterns have now been completed. Community workshops to create pyramid lanterns with commence in the Library on August 11. Follow up workshops will be arranged based on the number of lanterns completed.

### Opera QLD – Project G&S

Project G&S is an Opera Queensland community initiative giving aspiring local artists the chance to live out their stage dreams and perform with us in a professional production of Gilbert & Sullivan's *Ruddigore, or the Witch's Curse!* Weekly rehearsals have been occurring since the start of June under the guidance of Julie Layt.

### Pilbeam Theatre Tours

Free tours are available to educators and community groups to assist with engaging young people with the arts. Bookings for 2018 have been high with several schools booking a tour for each term.

### Monkey Baa Community Engagement

Monkey Baa Theatre Company are presenting *Josephine Wants to Dance* in the Pilbeam Theatre is August. Their education manager visited two Rockhampton schools over two days to deliver workshops. The workshops gave the performance context and prepared the students for their upcoming visit to the theatre. All schools who had booked tickets to the show were offered a free workshop. Schools were chosen based on their response.

### CQ Home Assist Secure

The new CQ Home Assist Contractor's Contractor Panel took effect on the 1<sup>st</sup> July, 2018.

The process to complete the required range of contractors on this services panel is typically a challenging process. Fortunately advertising to seek a wider geographical spread of contracts has been successful with additional contractors obtained in Emerald and the Central Highlands.

Reporting to the various funding bodies was completed including the state funding quarterly report and the federally funded CHSP six monthly report.

The Major Mods Field Officer Joel McLeod tendered his resignation effective 9<sup>th</sup> August, 2018. The Home Assist Secure team thanks Joel for his contribution to the programme across his five years of service. Applications for the Supervisor of CQ Home Assist position has also now been called internally, this position has been vacant since the end of March due to the untimely resignation of long term supervisor and programme coordinator, Sandra Ware.

### Rockhampton Art Gallery

#### Exhibitions and Collections

July saw the continuation of Del Kathryn Barton: *The Nightingale and the Rose*, *Moving Around* | moving images from Rockhampton Art Gallery Collection and *ReCollection: An exploration of the early history of Rockhampton and the surrounding region*, with all of the exhibitions continuing until August and September.



#### Programs

In the month of July Curatorial programs generated an income of \$1,825.00 through *The Gold Award*, *Meryl Luck Gallery* and *The Nightingale and the Rose: Del Kathryn Barton*.

The *Gold Award* - curatorial programs were delivered to further develop engagement, awareness and activation for the upcoming *Gold Award 2018*. The *Gold Award* Program brought together 6 artists participating in up to three programs or events, stimulating both attendance and generating income. This style of program and are targeted audience is an extension of the standard Gallery offering. The programs being held are under continuing review and will inform future operations. In the month of July the Gallery presented Artist *Tony Albert* in the format of a dinner, workshop, artist in conversation, and visit to the regions schools.



The Nightingale and the Rose: Del Kathryn Barton offered three different curatorial programs, delivered at different times, including - Stop Motion Animation, Del By Dark and Dirt, Dust and Del - Landscapes with Cajé.



ReCollection was supported by the programming of an Artist in Conversation. This program promotes our regions artists and provides the community with direct access to our creative practitioners through a conversation style Q&A.

21 Curatorial Programs and 30 Public Programs were held; totalling 51 programs held in the month, this is an average of 1.6 pragmas per day.

The Public Program consisted of the Gallery's ongoing programs as well as a series of new workshops and courses.

*Messy Mondays* continues to be well attended. An additional two sessions of *Messy Mondays*, called *Messy Mornings*, took place during the July school holiday. These were very successful averaging 9.75 per session (from a maximum of 15). School holiday workshops *School's Out Art Mash-Ups* were incredibly popular, with a total of 55 young people attending across the four workshops.

While regular public programs such as *Wine and Watercolour* ran well, with 14 tickets sold other similar regular programs such as *Lager and Landscapes* have struggled to attain a sustainable attendance level. Consequently *Lager and Landscapes* will not be continued following the July workshop.

Two term-length public programs have commenced this month: *A to Z of Oils* and *STEAM Experimenta*. Both of these workshops required intensive promotion via social media and EDMs to achieve last minute bookings. With this additional promotion both have achieved above breakeven targets. *A to Z of Oils* reached an attendance level of nine, above a breakeven of five, and *STEAM Experimenta* reached an attendance of 10 above a breakeven of seven. *Colourtherapy: Australian Landscapes* saw six participants. While this achieved breakeven attendance was far lower than the attendance of 16 achieved by term two's corresponding workshop *Colourtherapy: Seascapes*.

*Yoga in the Gallery* and *Pilates among the Paintings* resumed at the end of July for another seven-week block. *Yoga in the Gallery & Pilates among the Paintings* both recommenced for Term 3, both reaching above breakeven attendance.



## Education



In the month of July eight school visits were held.

- The Cathedral College x30 Year 10 students
- The Cathedral College x30 Year 10 students
- Rockhampton High School x16 Year 10 students
- Rockhampton High School x21 Year 10 students
- Rockhampton High School x18 Year 11 and 12 OP
- Rockhampton High School x10 Year 12 non-OP
- North Rockhampton High School x13 Year 10
- North Rockhampton High School x18 Year 10.

### Operations

In the month of July the Art Gallery shop took income \$2,997.41 from 479 individual sales. The Art Gallery's Retail Conversion Rate is calculated from overall visitation and number of retail sales. July reported a retail conversion rate of 17.94%, with the average for 2018 being 24.54%. The average spend per visitor, inclusive of ticketing was \$7.37, making July the second highest month for 2018 surpassed only by April at \$8.44.

Total visitation for the month was 22,995. This very high attendance was due to two off-site activities. Firstly the traveling exhibitions Cream: Four decades of Australian Art being exhibited at Winton attracting 5,212 visitors. The second factor was the Gallery programs and activities delivered at Rockhampton River Festival with a recorded engagement of 14,400. Additionally the Gallery has a selection of works on exhibitions at Perc Tucker Gallery, Townsville. Of which we are awaiting attendance figures for July. Women made up 46% of total visitation, men at 26% and children at 16%. Peak visitation was from 11.00am – 12.00pm, noticeably 1-2hrs later in the day than during summer months.

In calendar year comparison, the seven month attendance is tracking at 43,981 with 58 % of the year completed. Using economic calculators, the Gallery economic impact to the region in July was calculated as \$415,591 an 151% increase on July 2017.

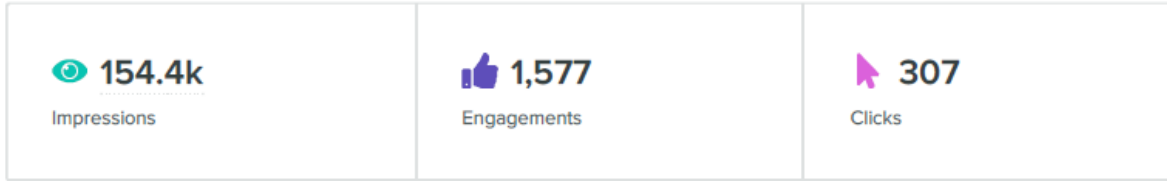
In June 428.7 volunteer hours were contributed across the Gallery's delivery areas, contributed by 30 active volunteers on an average of 4.67 hours per shift, and valued at \$15,004.50. To ensure that the Gallery volunteers are informed and knowledgeable to deliver on the services each month a Volunteer Information session is held. The July session was held 25 July 2018 providing information and training for volunteers from staff.

### Marketing and Media

The Gallery is active on social media, and the month of July resulted in a combined social media reach of 189,953. This was achieved via:

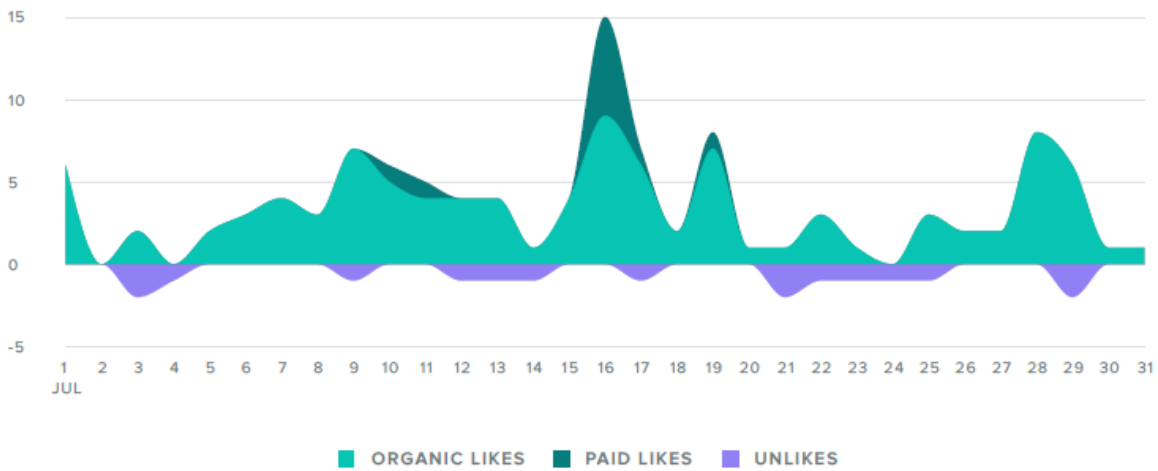
Monthly Social Media Engagement	
Facebook - impressions	154400
Facebook - post engagements	1577
Facebook - clicks	307
Facebook posts made	177
Facebook fans	4549
Instagram - impressions	1237
Instagram - Post engagements	1237
Instagram - posts made	69

Facebook Activity Overview



Facebook Audience Growth

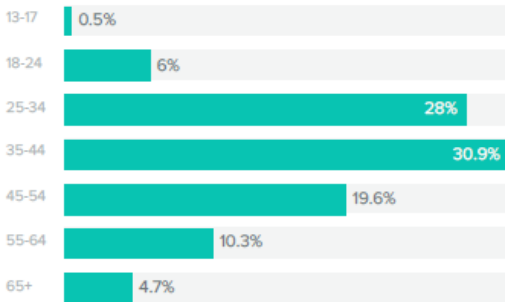
LIKES BREAKDOWN, BY DAY



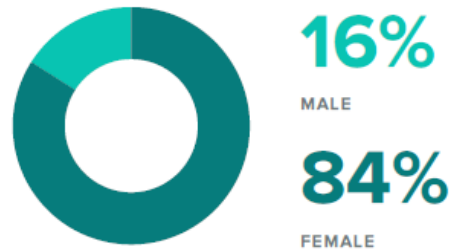
Facebook Audience Demographics

Page Fans | People Reached | People Engaged

BY AGE

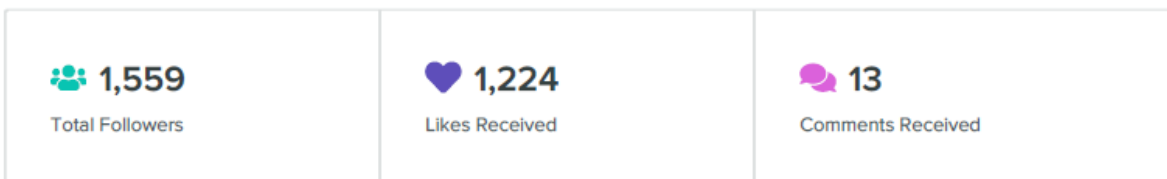


BY GENDER



Women between the ages of 35-44 appear to be the leading force among your fans.

Instagram Activity Overview



Instagram Top Posts



@rockhamptonartgallery  
57 Engagements



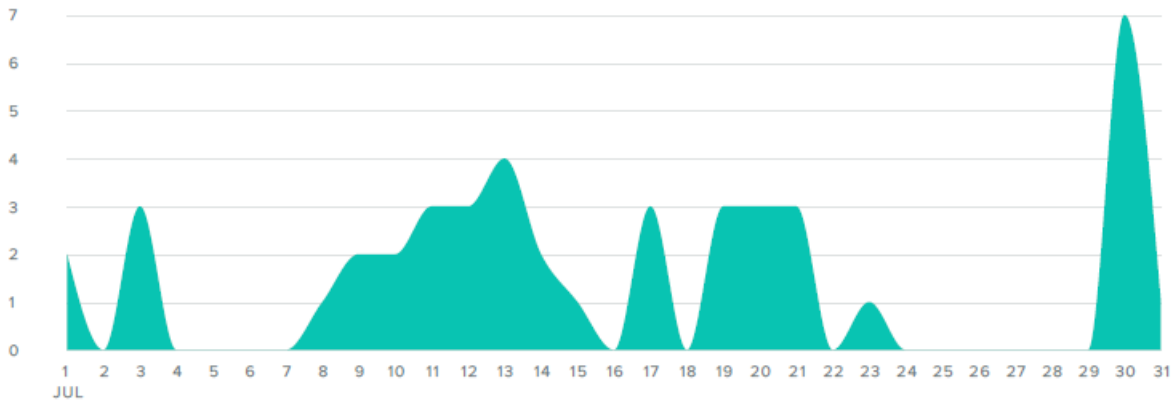
@rockhamptonartgallery  
37 Engagements



@rockhamptonartgallery  
31 Engagements

Instagram Audience Growth

AUDIENCE GROWTH, BY DAY



LinkedIn Activity Overview

<b>587</b> Impressions	<b>23</b> Engagements	<b>10</b> Clicks
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LinkedIn Top Posts

Rockhampton Art Gallery

Volunteer with Us Collection Volunteer | With guidance from the Gallery team, you will undertake research to contribute to the significance of the collection and assist with the digitization of condition reports of artwork in the collection. Find out more at <http://bit.ly/2riIJPu>



(Update) by Bianca A. July 16, 2018 7:49 am

**Rockhampton Art Gallery**

Join the Winter Artist Market | Rockhampton Art Gallery is seeking artists to express interest in a Winter Artist Market at the Gallery in 2018. The Winter Artist Markets will breathe life and creativity into the cultural precinct of Rockhampton. The Winter Artist Markets celebrate central Queensland artists and artisans. They offer publicity and profile for central Queensland's contemporary arts practitioners and create commercial and retail opportunities for central Queensland artists and artisans. Find out how you can become involved at <http://bit.ly/2rJsQbR>



(Update) by Bianca A. July 09, 2018 7:00 am

**Rockhampton Art Gallery**

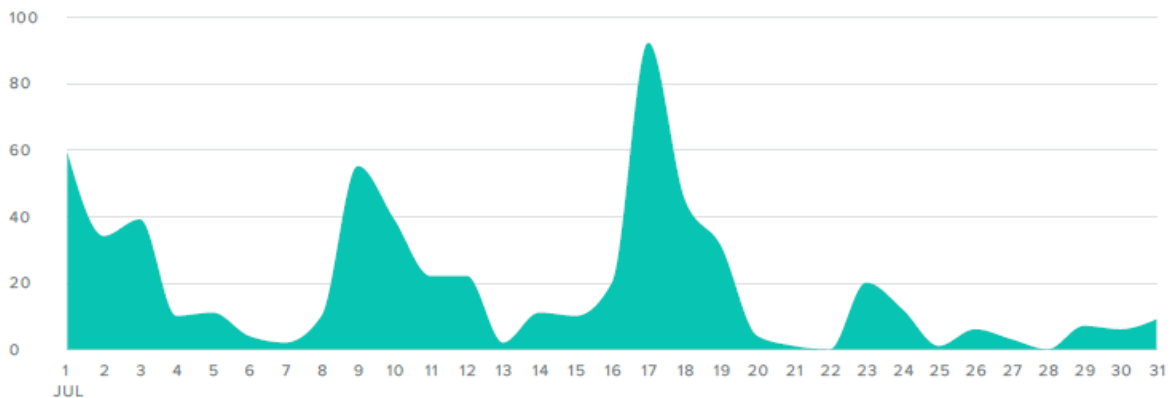
Volunteer with Us | Rockhampton Art Gallery Volunteers are an imperative part of our operations, manning our Reception Desk and Gallery Shop and ensuring our community and tourist visitors receive a friendly welcome and quality service. No previous experience is required, just a willingness to learn. Find out more at <http://bit.ly/2rIJPU>



(Update) by Bianca A. July 11, 2018 7:46 am

**LinkedIn Impressions**

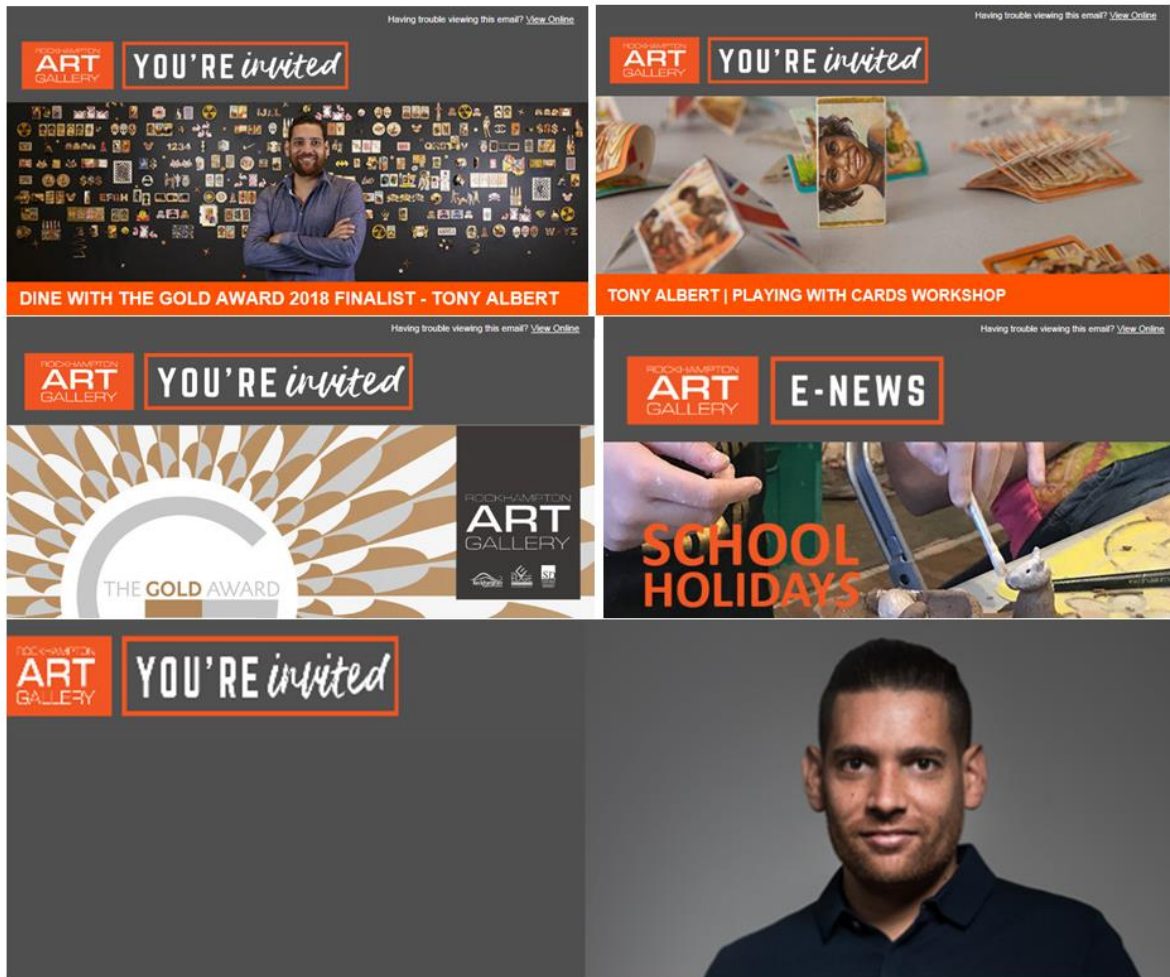
IMPRESSIONS, BY DAY



In addition to social media the Gallery sent 10 EDMs, sent out 2 press releases, undertook 2 media interviews, and featured in 9 newspaper articles.

**EDMs**

- July e-news Rockhampton Art GALLERY
- Pre-Sale | VIP tickets Dine with Artist | Tony Albery
- Richard Lewer | Announced to The Gold Award
- Invitation | Opening and Winners Announcement The Gold Award 2018
- You're Invited | STEAM Experimenta
- You're Invited | Dining experience with Tony Albert, The Gold Award 2018 finalist
- Tony Albert Playing with Card Workshop
- You're Invited | A to Z Oils
- Richard Lewer caps of The Gold Award line up
- Tony Albert Program Announced



**Press Releases**

The Gold Award 2018 - CQ press release  
Richard Lower caps of The Gold Award line up



**Media Interviews**

Interview with Tony Albert and Emilia Terzon, News Reporter, ABC Capricornia  
Interview with Gordon Craig, Curator, Kerri-Anne Messer, the Morning Bulletin

Media Stories

POLITICS

Proposed new Rockhampton Art Gallery



Architectural rendering of the new \$31.5 million art gallery. Photo: Contributor



Five things to do these school holidays in Rocky and Yeppoon

By WENDY JURETT

09 Jul 2018 1:00 AM



Rocky Art Gallery shortlisted for extra Qld Govt funds

By MICHELLE GATELY

09 Jul 2018 4:51 PM



Rocky teacher Megan making jewellery by playing ear by ear



School holiday fun in the Rockhampton region



\$31.5m art gallery

16 Jul 2018 9:08 AM

9 Subscriber only



Paid parking is cut in two Rocky CBD car park



NEW CHIEF: Rockhampton Art Gallery's new curator Gordon Craig is looking forward to working with the gallery's renowned collection and the ambitious new art gallery building proposal. Kim-Anne McLean.



Artists paint a picture of success with award invitation

## 7. Section Statistics

### Libraries

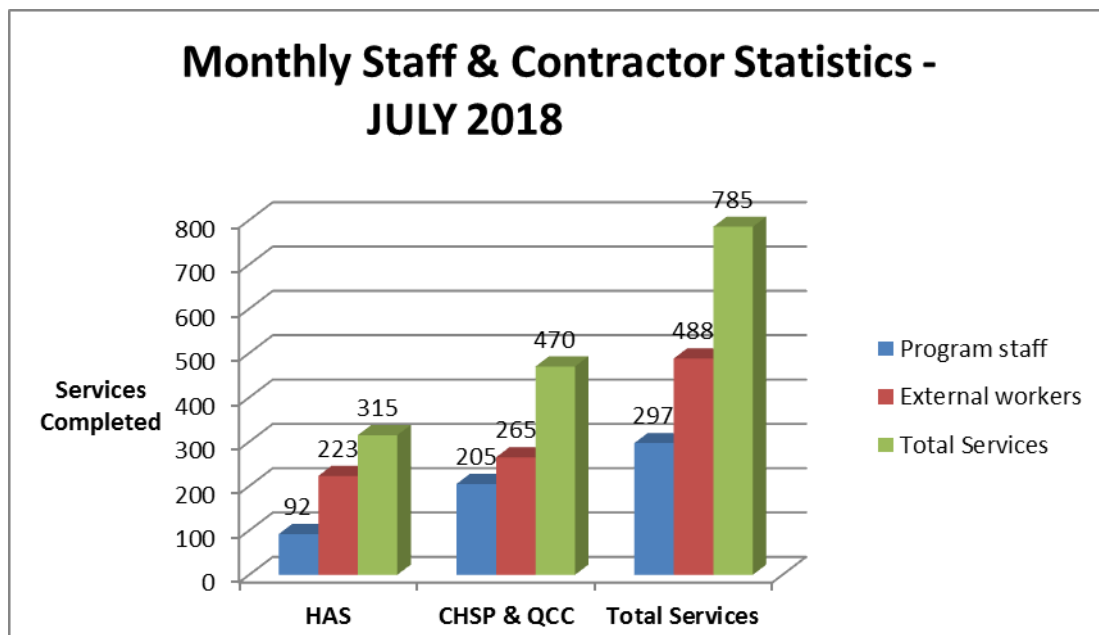
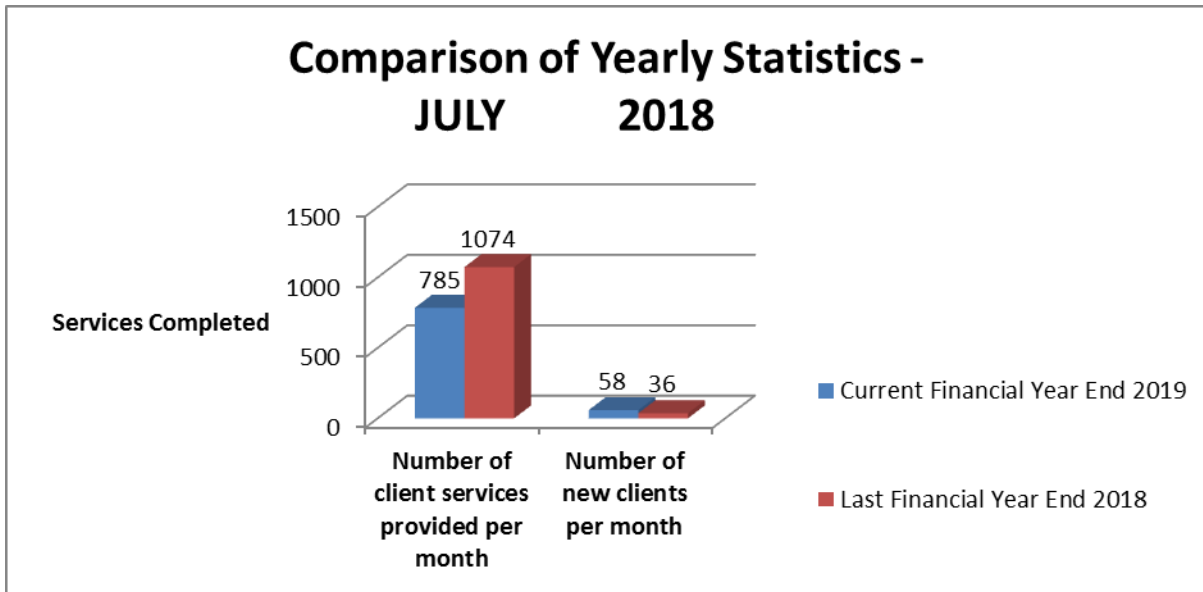
#### Volunteer hours

Location / Program Area	Total hours for July
School Holiday Program	3
Library Technology Centre	182
<b>TOTAL</b>	<b>185</b>

#### Utilisation

Activity	Regional Library	North Rockhampton	Mt Morgan	Gracemere	e-Content	Anytime Library	Total
Loans	19594	8271	2287	1263	5425	23	<b>36863</b>
Returns	20647	9420	3082	1568	-	10	<b>34727</b>
Reservations	1860	756	154	337	1153	-	<b>4260</b>
Inter-library loans	27	7	5	24	-	-	<b>63</b>
<b>Total Transactions</b>	<b>42128</b>	<b>18454</b>	<b>5528</b>	<b>3192</b>	<b>6578</b>	<b>33</b>	<b>75913</b>
Public Computer Access Hours	2286	478	273	175	-	-	<b>3212</b>
Visits	12735	4549	2538	1977	-	-	<b>21799</b>
Program Participation	705	208	128	126	-	-	<b>1167</b>

**CQ Home Assist Secure**



**Services Provided – HAS, CHSP & QCC Maintenance & Minor Modifications**

Service	July 2018	July 2017	2018 – 19 YTD	2017 – 18 YTD
HAS hours (estimated)	764	532	764	532
CHSP & QCC hours (estimated)	1045	1029	1,045	1029
Jobs completed	785	1074	815	1074
New clients	58	36	58	36
Total active clients	7834	7143		



**CHSP & QCC Major Home Modification Services**

<b>Service</b>	<b>July 2018</b>	<b>July 2017</b>	<b>2018 – 2019</b>	<b>2017 - 2018</b>
<b>New applications</b>	11	10	11	10
<b>Jobs completed</b>	0	2	0	2
<b>Funding provided</b>	\$0	\$20,972	\$0	\$20,972
<b>Client contribution</b>	\$0	\$5,700	\$0	\$5,700

**Total Clients Assisted by CQ Home Assist**

<b>2018-2019 YTD</b>	<b>2017-2018 Year End</b>
644	8288

**8.3 COMMUNITIES AND CULTURE OPERATIONAL REPORT FOR AUGUST 2018**

**File No:** 1464  
**Attachments:** 1. **August 18 Monthly Operations Report Communities and Culture**[↓](#)  
**Authorising Officer:** Colleen Worthy - General Manager Community Services  
**Author:** John Webb - Acting Manager Communities and Culture

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**SUMMARY**

*The report provides information on the programs and activities of the Communities and Culture section for August 2018.*

**OFFICER'S RECOMMENDATION**

THAT the Communities and Culture Operational Report of August 2018 be received

**COMMENTARY**

The Communities and Culture section has responsibility for the following areas:

1. Libraries
2. Childcare
3. Central Queensland Home Assist Secure
4. Art Gallery
5. Rockhampton Heritage Village
6. Major Venues (Pilbeam Theatre, Walter Reid Cultural Centre, Rockhampton Showgrounds, Mt Morgan Showgrounds and Rockhampton Music Bowl)

**COMMUNITIES AND CULTURE  
OPERATIONAL REPORT  
FOR AUGUST 2018**

**August 18 Monthly Operations Report  
Communities and Culture**

**Meeting Date: 17 October 2018**

**Attachment No: 1**



# Monthly Operations Report

*Communities and Culture*

August 2018

## 1. Highlights

There were a range of delivery highlights for the month including

- Art Gallery's presentation of The Gold Award
- Libraries outreach programs at the Cultural Festival and opening of the Kershaw Gardens
- Pilbeam Theatre delivering a very successful Seniors Week Morning Melodies performance hosted by the Mayor
- Delivery of the 2018 Cultural Festival at the Heritage Village

## 2. Innovations, Improvements and Variations

3. Customer Service Requests

Response times for completing customer requests in the reporting period for August were all within the set timeframes.

Major Venues, Art Gallery and Heritage Village only



All Monthly Requests (Priority 3)  
Arts and Heritage 'Traffic Light' report  
August 2018

	Balance B/F	Completed in Current Mth	Current Month NEW Requests		TOTAL INCOMPLETE REQUESTS BALANCE	On Hold	Completion Standard (days)	Avg Completion Time (days)		Avg Completion Time (days) 12 Months	Avg Duration (days) 12 Months (complete and incomplete)
			Received	Completed				Current Mth	6 Months		
Community Events & Arts	0	0	1	1	0	0	10	● 3.00	● 5.00	● 4.50	1.88
Heritage Village General	0	0	0	0	0	0	7	● 0.00	● 0.00	● 6.00	0.00
Showgrounds	0	0	0	0	0	0	5	● 0.00	● 0.00	● 0.00	0.00

## 4. Service Delivery

### Libraries, Childcare & CQ Home Assist Secure

Service Level	Target	Current FYTD Performance	Service Level Type
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%	583 participants, 146%	Operational
Deliver a range of family literacy, learning and development programs to 7500 participants per annum	100%	4547 participants, 61%	Operational
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%	0.04 per capita	Operational
Provide community access to technology and deliver 2000 contact hours of computer training each year	100%	438 hours, 21.90%	Operational
Deliver child care in accordance with the National Quality Standard, with 100% utilisation rate of long day care places	100%	91.98%	Operational
Provide the community with access to occasional child care places with an average utilisation rate of 50%	50%	No longer defined due to change in funding	Operational
Provide 9301 hours of home maintenance services to eligible Home Assist clients per annum	90%	1850 hours – 19.8%	Operational
Deliver 6448 hours of home maintenance services for CHSP eligible clients per annum	90%	2649 – 41%	Operational
Complete 17 major modification projects for CHSP and QCC eligible clients per annum	100%	1 – 5.8%	Operational
Complete all planned capital and maintenance projects in accordance with agreed schedule and budget	90%	0	Operational
Respond to all reactive requests in accordance with adopted responses schedule, budget, availability of materials and contractor if required	90%	Measure under review	Operational

**Major Venues, Art Gallery and Heritage Village**

Service Level	Target	Current FYTD Performance	Service Level Type (Operational or Adopted)
Deliver an annual program of Visual Arts exhibitions and program activities, with a target of 16,000 Art Gallery visits per annum	16,000	18839	Operational
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	100	9	Operational
Operate the Pilbeam Theatre Box Office as a profit centre for the unit with a target of 60,000 tickets sold per annum	60,000	17778	Operational
Operate the Rockhampton Heritage Village, with a target total site visitation of 30,000 per annum *	30,000	13549	Operational

## 5. Operational Plan Targets by Section

Performance against Operational Targets as at August 18

Operational Plan Ref	Action	Target	Status
1.2.1.1	Provide quality arts and cultural facilities throughout the Region	Deliver 100% of the See It Live program at the Pilbeam Theatre	2018 See it Live continued with successful delivery of Melbourne International Comedy Festival Roadshow, Qld Ballet's Swan Lake, Qld Theatre's Longest Minute, Sydney Dance Company's ab[intra] and Opera Qld Ruddigore, the Witches Curse
		Community long-term use spaces at the Walter Reid Cultural Centre are 100% tenanted	All spaces have long term leases in places as approved by Council
		Deliver 100% of the Rockhampton Art Gallery program	All scheduled elements of the 2018 Gallery program have been presented.
1.4.1.2	Provide community sponsorship for activities in various sectors	Administer the Rockhampton Regional Australia Day Funding accordance with the guidelines	Funded events completed for 2018 delivering events in three communities
1.4.1.3	Deliver a range of performances, programs and activities for various age groups	Community programs and performances are delivered in accordance with contracts, schedules and funding agreements	Morning Melodies 2018 season is presented for more senior demographic. See it Live season offers pay-your-age tickets pricing and contains performances targeted to a range of audience age groups and interests - Swan Lake was strongly attended by family groups. Dedicated youth performances are presented across the year such as Josephine Wants to Dance.



Operational Plan Ref	Action	Target	Status
1.4.1.4	Provide Library Services	Successful on going delivery of services	Delivered on a continuing basis.
1.4.1.5	CQHAS - Deliver funded home maintenance and modification services to support seniors and people living with a disability to continue living independently	Service delivered in accordance with eligibility and funding arrangements	Delivered on a continuing basis.
1.4.3.1	Libraries - Engage volunteers to assist with the delivery of free community training at the Library Technology Centre and library events  Pilbeam Theatre – Utilise services of Friends of the Theatre  Heritage Village – engage volunteers in service provision  Art Gallery – Utilise services of Friends of the Gallery	Increase number of volunteer trainers	Libraries- 357 hrs YTD  Pilbeam Theatre – 797.25 hrs YTD  Heritage Village – 9375 hrs YTD  Art Gallery – 1106 hrs YTD
1.5.1.1	Libraries Deliver programs and activities that promote development, lifelong learning, social inclusion and capacity building	Programs delivered annually with in excess of 1000 person participation rate	3,380 participants in programs and activities during August  4,742 participants in programs for year to date
1.5.1.2	Libraries Provide facilities and training through the Library Technology Centre and libraries to develop digital skills and reduce social exclusion	Deliver 2000 contact hours of community training	222 contact hours of training provided in August  450 contact hours of training provided for the year to date
1.5.1.3	Libraries - Provide a home delivery service to people who are housebound	Increase in home delivery loans	969 loans during the reporting period
1.6.2.1	Operate the Rockhampton Heritage Village, with a target total site visitation of 30,000 per	30,000 patrons	13549 FYTD

Operational Plan Ref	Action	Target	Status
	annum		
1.6.2.3	Maintain documentary heritage of the Region through maintaining and developing the Local History Centre and its collection	Increase in research requests by 10%	108 research requests received
1.6.3.1	Deliver and support local events and celebrations	Conduct annual Rockhampton Cultural Festival	2018 event successfully delivered on Sat 25 <sup>th</sup> August with attendance of approximately 3000.
		Conduct Heritage Festival event	Heritage Festival 'Collectique' antique and collectables fair was successfully delivered. Strong demand from stall holder and public for this style of event. Initial planning for 2019 event underway
		Conduct Rockhampton Carols by Candlelight annual event	Planning underway for 2018 event
		Provide inclusive and culturally and linguistically diverse Library programs	Currently embedded practices and new opportunities being identified
		Deliver the CapriCon Steampunk and Pop culture Convention at Rockhampton Regional Library	Planning underway for 2019 event
1.6.3.2	Deliver and support major regional events	Major Venues - Deliver one large music theatre production attended by in excess of 3000 patrons at the Pilbeam Theatre	We Will Rock You successfully presented in March with 4800 patrons attending to universal acclaim. Review of 2018 event is occurring with selection of 2019 work and delivery team being refined.
		Deliver two major exhibitions delivering in excess of 4000 visitors at the Rockhampton Art Gallery	2018 exhibition attendances - Happy Birthday Play School 6,439 Draft: a collection of imperfect faces, with

Operational Plan Ref	Action	Target	Status
			unfinished stories by Emma Ward 4,022 Alluvia by Tom Borgas: The Rockhampton riverside public art project 6,612 Collection intervention on track to exceed 6,000 Centenary of Rugby League 8,372 A Trip to Far away 5,137 The Gypsy Tinkerer 4,080 Del Kathryn Barton 9,934 Moving Around 9,934
		Rockhampton Showgrounds is used for 25 days for whole- of-grounds events	4 days whole-of-grounds events FYTD
1.6.4.1	Art Gallery & Major Venues Deliver a diverse range of creative arts programs	Programs are delivered in accordance with guidelines and schedules	100% of 18/19 public programs have been delivered in accordance with guidelines and schedules.
1.6.4.2	Major Venues - Deliver the Regional Arts Development Fund	All Regional Arts Development Fund applications are assessed in accordance with the guidelines	18/19 bid for funding submitted to Arts Qld for assessment and awaiting decision.
1.6.4.3	Art Gallery - Support the creations of public art throughout the Region	Three public art commissions supported under the Public Art Program, within available budget and resourcing	Process of identifying suitable opportunities underway
2.2.2.1	Support community training programs/ education workshops held in the region	Provide 500 hours of Microsoft training courses through the Library Technology Centre	84 contact hours of training provided in August 203 contact hours of training provided FYTD
2.2.3.2	Provide access to resources and free	Provide community access to technology and	2,378 hours of public access provided; 222 hours of community training provided during

Operational Plan Ref	Action	Target	Status
	community technology training courses to develop skills	deliver 2000 hours of computer training Conduct satisfaction survey to determine effectiveness of training provided	August 5,590 hours of public access provided; 450 hours of community training provided FYTD Satisfaction measures being developed
2.2.3.3	Provide quality child care services	Services provided meet the national quality standard	966 places of long day care provided, with an 91.51% utilisation rate during August 91.98% utilisation rate of long day care FYTD

## 6. Operational Projects

### Libraries

#### Regular programming:

- **Lively Storytelling** – Over 150 children, parents and carers attended eight story sessions at the libraries this month, with themes ranging from Dogs (Local Laws), Crocodiles, Fathers' Day and Children's Book Week. The Local Laws officers presented an age appropriate story session with dog puppets at the Northside Library, answered lots of questions and encouraged responsible pet ownership. A local AUSLAN translator extended the accessibility of story sessions for deaf and hearing impaired children and carers at the Southside and Northside libraries as well as the Gracemere Library this month. The Play Space Pop-Up at the Southside Library continues to be vital part of the story and baby programs held at the library with the various props used with songs, stories and rhymes to embed literacy learning for families of young children.



*Local Laws officer Charmaine and Ross at Storytime*

Visitors to the Gracemere Library in August were delighted to take part in a special German story session facilitated by Library Assistant Henrike Niemeyer. The monthly Storytime in Other Languages program introduces young children and carers to the diversity of languages and literacy learning, with positive feedback from this very successful session.



*German speaker Henri preparing for Storytime*

- **Lively Babies** – The baby programs attract numbers ranging from small to large in the different library spaces. The Council Chambers meeting room at the Gracemere Library is an ideal space for babies, toddler and parents to learn together – with the Fitzroy Room at the Southside Library accommodating up to 50 participants. Both the Northside Library and Mount Morgan Library have more intimate spaces for delivering these sessions.



*The Lively Babies program at the Southside Library*

- **Lively LEGO®** – Children and teens in the Mount Morgan community have embraced the weekly LEGO® activity with extension activities planned by Library Assistant Kath Lloyd to engage and delight participants. This month nearly 150 attendees dropped into the libraries to play and build imaginatively with bricks. Constructions are displayed at the Gracemere and Mount Morgan Library to highlight the creative endeavours of young people.
- **Lively STEAM Club** – Young people attending the monthly STEAM Club at the Gracemere Library set up a futuristic world in the Council Chambers meeting room to set the scene for a contest and battle of the Spheros robots. Coding is an essential component of this activity to create a highly effective and efficient tactical machine.



*Lively STEAM Club in action at the Gracemere Library*

- **Anime/Manga Club** – Nearly 50 teens attended the Anime/Manga club held fortnightly at the Southside Library with many of the participants enjoying accessing the manga DVDs and graphic novel collections for young adults and adults. The group continues to flourish under the direction of a talented local anime illustrator.
- **Wii Gaming** – Children attending schools close to the Northside Library frequently join in the Wii gaming each month. This month the students battled each other in a game of Super Smash Bros Racing.
- **Lively Book Clubs** – Themes appealing to an older readership were selected to tie in with Seniors Week activities in the region during August. Agatha Christie's classic murder mystery *Murder on the Orient Express* and Morais' *100 foot journey* provided food for thought for book clubs in Rockhampton and Gracemere libraries' respectively, with the comedic drama of Flagg's *Fried green tomatoes* novel proving ideal for Mount Morgan Silver Wattle Book Club readers. A small group of teen readers enjoyed dissecting the post-apocalyptic survival skills required for Claire Zorn's *Sky so heavy* novel at the Southside Library.
- **3D Printing** – Adults were invited to learn about 3D printing in the Library Technology Centre training room this month. The 3D classes are held for adults, teens and children – with sessions alternating between evening, daytime and Saturdays. These sessions are very popular and book out quickly.
- **Lively Knitting and Crochet Clubs** – The numbers attending the Gracemere Library Knitting group continue to steadily increase with a strong core of original crafters encouraging friends to join the action every Tuesday afternoon. Over 220 attendees happily knitted and stitched at three library branches during the month, with no signs of abating with the warmer spring weather.

A member of the Southside Library knitting group made trauma teddies for the RFDS which were picked up by a very appreciative nursing director.



Knitted teddies in the RFDS neocot



A recent addition to the Southside Library entrance

- **Monday Movies** – Monday Movies on offer at the Southside Library are particularly attracting the interest of older members of the community. The charming musical comedy *42<sup>nd</sup> Street* released in 1933 and screened at the Gracemere Library was a popular choice, with the streamed Beamafilm *Monsieur Mayonnaise* delighting participants at the Southside Library.

- **Mah-Jong** – The back area of the Mount Morgan Library is transformed every Thursday afternoon with games of Mah-jong fiercely contested in the space.
- **Lively Scrabble** – Games of scrabble are now set up at the Gracemere Library every Monday afternoon attracting small but keen groups of players.
- **Lively Laughter Yoga** – Many people find the sound of laughing at the Southside Library at 6.30pm every Wednesday a novel idea, with some joining the action in the Fitzroy Room with trained laughter facilitators. This group is attracting a core group of devotees every week.

**First Five Forever (F5F)** – With 1265 attendees at First 5 Forever events and 119 new Library members, August once again proved to be very busy. The F5F team attended the opening of the new Kershaw Gardens playground, and met with over 380 parents, carers and children, promoting the importance of early literacy. Mayor Strelow and Premier Palaszczuk visited the library tent, along with Member for Rockhampton, Barry O'Rourke and Member for Keppel, Britany Lauga. It was wonderful to have the opportunity to have a very quick chat about Rockhampton Regional Libraries' First 5 Forever program, and have Barry O'Rourke give a resounding endorsement of the library and the libraries' early literacy programming.

This month's Dad's Read session celebrated both Children's Book Week and Seniors Week with a Children's book character dress up competition judged by members of Rockhampton's U3A (University of the Third Age, an international movement whose aims are the education and stimulation of mainly retired members of the community) group, a reading of "Josephine Wants to Dance" by Philip from U3A, and a special performance of "A night in the Library" by the Access Recreation drama group.

We were also fortunate to have 'Cultural Learning Made Fun' creator and presenter, Roushini, visit from Brisbane and present four sessions (one at each library branch) of her playful meditation story "The Magical Rainbow Inside You".

To finish of the month, the annual First 5 Forever Teddy Bear Picnic was once again held on the back lawn of Northside Library. Lots of happy children and teddies listened to stories, sang songs and enjoyed a range of fun games and craft activities, before sitting in a shady spot under the trees and sharing in a picnic snack. With 126 attendees, this event was once again a huge success, with visitors already looking forward to next year's picnic.



*Library and Childcare outreach at the opening of the new Kershaw Gardens Playground*





*Roushini at the Mount Morgan Library*



*U3A judges and Children's Book Week participants*



*The talented Access Rec Drama group performed 'A night at the library'*



*Teddy Bears' Picnic at the Northside Library*



*Teddy Bears' Picnic*

**Seniors Week** – Library staff attended various Seniors Expos held at aged care centres to promote the Tech Savvy Seniors and Be Connected workshops. The History Officer presented two free workshops at the Southside Library on databases and newspapers to research family history attracting a keen response. Mystery enthusiasts enjoyed an informal Trivia event at the Northside Library followed by a morning cuppa.



The Seniors Week Trade Show at the Rocky Sports Club

Editorial in the local media for Seniors Week highlighted different library services on offer with many people enquiring about the free Home Delivery Service, the History Centre, Technology Training and digital resources.



Library information in the Morning Bulletin Seniors insert



*Home Delivery Officer Rebecca Kipling*

**School visit-** An entire year level of Prep students from Heights College attended the Southside Library for an orientation session. While the Early Literacy officer reinforced the messages of the First Five Forever initiative with the core group, each class had the opportunity to visit the Rockhampton History Centre and enjoy a tour of the Southside Library.

**Outreach** – An effective outreach session to residents followed a talk at the Community Care unit, Queensland Health Housing by library staff. The free, inclusive activities at the library proved ideal to promote to the group as a way of integrating into social community networks.

**Rockhampton Cultural Festival** – Visitors to the Cultural Festival were encouraged to try their hand at coding ozobots in hands-on workshops during the day; become a library member; discover how to create a 360 degree photo and view on a virtual reality headset – and join in a drumming circle with drum facilitator Geoff Waller. Visitors to the Library Tent received a cardboard VR headset which was part of successful grant from STEM Australia and the Rockhampton STEM Club for National Science Week. The distribution of the headsets allowed a conversation to start about digital learning opportunities at the Rockhampton Regional Council Library Service.



*Rockhampton Cultural Festival Library Tent*



*Drumming in the Library Tent*



*360 degree photo of the Library Tent used with the VR headsets*



*Ozobot action at the Cultural Festival*

**Exhibition** – Heritage exhibition panels created for the Kershaw Gardens Open Day were displayed at the Southside Library in August following the Gardens re-opening.

### **Rockhampton History Centre**

A special afternoon tea was held at the Mount Morgan Library on 29 August to acknowledge the Mr Joseph (Joe) James collection of films which was recently digitised and donated to the Central Queensland collection at the Rockhampton Regional Library. Mr Joe James and his family, along with Naomi Brownless, the Libraries and Childcare Coordinator and Cheryl Rickard, the Local and Family History officer attended the celebration. Dr Ray Boyle, who was instrumental in the donation, spoke about Joe's involvement in the Mount Morgan community and the rich social history reflected in the films documenting the region during the 1970s to 1990s.

### Mount Morgan home movie collection becomes part of CQ Collection



Library late last year," Cr Swadling said.

"Dr Ray Boyle attended the night, and being the wonderful advocate for Mount Morgan that he is, mentioned a number of VHS tapes and 8mm films belonging to Mr James that were in need of digitisation."

The films were successfully digitised in July, with the original film content donated to the CQ Collection.

A collection of 8 mm films showcasing Mount Morgan has become the newest addition to the Rockhampton Regional Library's History Centre.

The footage was captured between the 70s and 90s by Mount Morgan resident, Joe James, and features scenes of the Mount Morgan Mine as well as gatherings and trips around the local area.

The collection was donated to the History Centre by Mr James, with a special screening and presentation held at the Mount Morgan Library last Wednesday.

Chair of Council's Communities Committee, Councillor Rose Swadling, said the team were thrilled to accept the 'Joe James Collection' and see it made available to the Region.

"On behalf of the team at the Rockhampton Regional Library, I would like to sincerely thank Mr James for his wonderful contribution to the History Centre," Cr Swadling said.

"The Mount Morgan Mine played a huge role in developing Central Queensland and it only seems fitting to see further footage of the Mine and township added to the CQ Collection.

"These kinds of personal donations are very special and it's exciting that hundreds of locals and visitors will now be able to access and share this history captured by Mr James.

"Just think - the videos we capture of and around our Region today could become part of a local history collection decades from now."

Cr Swadling said a special thanks also goes to Dr Ray Boyle, who initially contacted the Regional History Centre about seeing the collection digitised.

"How this all came about was during a "Home Movie" night that was held at the Rockhampton Regional

More about the Joe James collection:

The 'Joe James Collection' consisted of 3 x VHS tapes and 28 x 8mm films showing scenes of the Mount Morgan Mine and Smelter, the Dee Coppermine, Fires at the Olympia Theatre, MM Centenary Celebration, MM school camps at Camarvon, MM Scouts, Capricana 1976 and 1977, travel and vehicles at the Gemfields, CQ Coastguard, Keppel Bay, and various other places - and Mount Morgan Rotary parties, dances, official engagements and conferences from the 1970s - 1990s.

If you have a collection to donate:

Do you have a personal local history collection that you would like added to the Rockhampton Library's History Centre?

By donating old films, VHS, Beta video, negatives, photos or other print material starting to corrode or disintegrate to the Rockhampton History Centre, precious memories of our region's history can be preserved for future generations.

Please contact the library on phone 4936 8040 or 4936 8043 for more information or email [libraries@rsc.qld.gov.au](mailto:libraries@rsc.qld.gov.au)

Pictured above: Naomi Brownless, Cheryl, Bette Broom, Christine O'Leary, Dr Ray Boyle, Joe James, Darryl Watts and Edna James.



Page 4 MOUNT MORGAN ARGUS 12 - 26 September 2018

Two poems written either in the early 1900s or in the 1920s from the family collection of Bertie Beaumont Donovan were donated to the Central Queensland collection. These charming and hilarious poems described life as a bushman in the Wowan district.

The History Centre received a donation from the Mackay family relating to Donald Jule Mackay and his wife Betty Louise Mackay. Donald Mackay was a long term secretary of the RAAF Association (Rockhampton) and records from the branch were donated. The collection also includes general information about Donald and Betty, colour slides of a Capricana procession, general publications and programmes from different local theatres from the 1950s, and a scrapbook of the Queen's visit to Australia in 1954.

### Library Technology Centre



A Microsoft Windows 10 class in the LTC Training room

## Child Care Centre

Utilisation of long day care decreased this month to 91.51%, with occasional care places no longer classified as such due to changes in funding. Alternative appropriate measures will be developed.

## Heritage Village

### August Visitor Numbers - 3941

- General entry 524
- School Tours 359
- Other Tours 58
- Cultural Festival 3000

Once again the Village and Shearing Shed have been busy with weddings, functions and tours. The Shearing Shed has hosted a Dance Concert, 25 Year Club celebrations, a Chamber of Commerce breakfast and several weddings.

Out in the Village school tours have been popular with students as far away as Springsure who after returning from their trip sent in a lovely email of thanks saying how much they enjoyed the Village.

The MX5 Car Club rolled into the oval for a photo opportunity as a finale to their 'Show and Shine' and concluded with a barbeque at Arnolds.

The Cultural Festival lit up the Village at night with a spectacular lighting show and wonderful display of international culture and cuisine.

With the structure of the new extension to the Vintage Vehicle Display room completed, activity has now turned to painting and concreting a pad and preparing the space for the new petrol bowlers and other memorabilia to complete the look of the building. FOTV sourced funding of \$2000 from Menzies Towing Service towards the cost of the new structure and have agreed to lend their name of their business to the building. Menzies started their original business at Baree near Mt Morgan in 1938 and are still operating locally today.

New stands have been built along the southern fence line to stack and store building supplies for the Village. The stands are created from railway line helping to avoid the timeless problem of white ants and general deterioration. It has also meant that the area has now become tidy and more presentable.

### Trip Advisor (Maintaining rating of #1 of 42 things to do in Rockhampton)

Sondra-Powell  
Mackay, Australia

Reviewed 1 week ago  via mobile Fascinatinf

*Simply fascinating and a great day time activity. Myself and my husband thoroughly enjoyed how well kept this village is. Great family activity.*

Alison P 2087

Reviewed 4 weeks ago Living history

*We love a heritage village and Rockhampton Heritage Village is a good example of its kind. Kudos to all the wonderful volunteers who have worked so hard over the years to preserve the best of FNQ's vernacular architecture. It's a shame that there were so few visitors to share the experience with us, as sadly this type of tourist attraction seems to have fallen out of favour. Just remember folks - love it or lose it ... do yourselves a favour: pay this place a visit and support all the wonderful work that's been done to try and preserve OUR history.*

## Major Venues, Development & Public Programs

### Pilbeam Theatre

The Pilbeam Theatre was busy in August with a range of Council-presented, community and commercial shows.

- Rockhampton Regional Council presented Opera Queensland's Ruddigore or The Witch's Curse at the Pilbeam Theatre in August. The Gilbert and Sullivan operetta also featured a chorus of local performers. Ruddigore was part of the 2018 See It Live Theatre Season.
- Council also presented Monkey Baa Theatre's stage adaptation of Jackie French and Bruce Whatley's book Josephine wants to dance at the Pilbeam Theatre for three shows in August.
- Seniors' Week was celebrated at the Pilbeam Theatre with Morning Melodies – Just a Couple of Song and Dance Men. The show, which relived the golden years of Hollywood, played to a larger than usual audience due to the "Mayor's Treat – all tickets \$5' promotion.
- The Pilbeam Theatre hosted two school productions in August, The Little Mermaid by Heights College, and Strictly Ballroom by the Rockhampton Grammar School.
- Popular 1960s rockers Herman's Hermits performed at the Pilbeam Theatre in August as part of a national tour. The group had several hits in Australia including Mrs Brow You've Got a Lovely Daughter and No Milk Today.
- The CQ All Schools Battle of the Bands was held at the Pilbeam Theatre on 31 August. Band from schools throughout Central Queensland took part.

### Rockhampton Showgrounds

One of the biggest events to happen at the Showgrounds each year, the Rockhampton Swap, was held on 4 August. The event attracted thousands to buy swap and sell.

The Rockhampton Expo was held at the Showgrounds from 24 to 26 August. The event featured products and services for home, lifestyle and outdoors.

### Walter Reid Cultural Centre

- The Rockhampton Chamber Music Society held their monthly concert in their rooms at the Walter Reid Cultural Centre in August.
- The Central Queensland Christian College performed the popular Broadway classic Annie Jr in the auditorium at the Walter Reid Cultural Centre in August.
- Two psychic mediums performed in the auditorium at the Walter Reid Cultural Centre in August – Peter Williams on 11 August and Sue Nicholson on 30 August.

### For Lease

The FOR LEASE space in the front of the Kern Arcade on East St is generously provided by the Coopers family for use by community arts groups and not-for-profit organisations.

August Displays:

Making Our Mark – Lynette Howard, Aileen Hubbard,

Rockhampton Girls Grammar School

Vanessa Eyles – photography

### Regional Arts Development Fund

Funding agreement with Arts QLD for 18/19 is awaiting final confirmation.

First round for 18/19 financial year is expected to close October 29. Round 2 and 3 will be decided once the schedule of Council meetings for 2019 has been released.

An EOI have been released to the public to encourage more members of the community assessment committee.



**Cultural Festival**

The festival was held on Saturday 25 August. Attendance of approximately 4000 people. As part of the arts program for the Cultural Festival RADF funding has made possible lantern workshops and a multicultural choir. The choir has been meeting weekly under the direction of Elizabeth McNally. LightnUp Inc. from Lismore have been engaged to run a lantern residency to teach local artists to make large scale sculptural lanterns. 6 large lanterns and 35 small lanterns were created through community workshops.

**Opera QLD – Project G&S**

Project G&S is an Opera Queensland community initiative giving aspiring local artists the chance to live out their stage dreams and perform with us in a professional production of Gilbert & Sullivan's *Ruddigore, or the Witch's Curse!* The performance was held on August 8. The company stayed for a social event with the local chorus after the performance.

**Pilbeam Theatre Tours**

Free tours are available to educators and community groups to assist with engaging young people with the arts. Bookings for 2018 have been high with several schools booking a tour for each term. Rockhampton Grammar School were able to give younger students a tour of the Venue during their production of *Strictly Ballroom*.

**Monkey Baa Community Engagement**

Monkey Baa Theatre Company presented *Josephine Wants to Dance* in the Pilbeam Theatre on August 21. The company ran QandA sessions after both school shows, giving the young audience a chance to engage with the cast and investigate the story further.

**CQ Home Assist Secure**

August began with the sombre news that the much respected Supervisor of seventeen years with CQ Home Assist Secure, Sandra Ware had lost her battle to cancer. Sandy had resigned early in the year due to ill health. Staff attended the funeral at Sandy's Yeppoon home the following Saturday and offered our condolences to family and friends. Sandy will be remembered by many, especially by CQ Home Assist Secure for developing the program into a coveted community service in Central Qld.

The recruitment process for the position Supervisor of CQ Home Assist position had commenced in July and Maree Prow was appointed to the position in August. Maree was an internal applicant and had previously acted in this role and will bring recent experience to the position.

A review of the unit's software management tool, TRACCS I is underway to allow for altered activity management and reporting for the National Disability Insurance Scheme and the aged care Client Direct Care Packages, also known in the industry as Home Care Packages.

The vacant Major Mods Officer position was advertised in August. In the interim this arm of the program to be managed by Admin Officer and the Rockhampton Field Officer to deal with urgent requests from occupational therapists..

With regard to the Monthly Report tendered to council, in the August report we have now included some statistics and reported on the NDIS work and the Client Direct Home Care Packages for the elderly. These two programmes have a different business model but are now considered an integral part of the CQ Home Assist programme.

## Rockhampton Art Gallery

This month Rockhampton Art Gallery opened The Gold Award 2019. *The Gold Award 2018* presents a select group of nine invitational artists, from a diversity of artistic practices. The resulting exhibition represents a range of artistic styles including abstraction, figuration, landscape, appropriation and symbolism. From politically-charged statements, to sublime contemplation of the very act of mark-making, The Gold Award 2018, features artists Tony Albert, Richard Bell, Dale Frank, Richard Lewer, Jan Nelson, Bundit Puangthong, Paul Ryan, Huseyin Sami and Gemma Smith, with each artist offering us a snapshot of contemporary painting in Australia.



In the Anderson Room a new exhibition *Jon Cattapan: The Spaces of and Between* was opened. *Jon Cattapan: The Spaces of and Between* reveals depictions of urban topographies and the way human beings claim territory. With a navigatory lens, inclusive of both land and objects, this collection shines a light on decisions and outcomes of the kept and the discarded in our highly consumerised and increasingly throwaway society.

Exploring the way in which we consume and surveil, both physically and metaphorically, with the lens of light and perspective, *The Spaces of and Between* includes Li Hui's *Cage*. An immersive artwork which physically inserts the viewer into unknown territory, as though injected in to the very midst of one of Cattapan's artworks. Within this view the viewer, the human being, is central to the way forward, fundamental to the actions and resulting outcomes of the time we live in.

*Jon Cattapan: The Spaces of and Between* was programed to align with the opening of *The Gold Award 2018* as Jon was the winner of *The Gold Award 2016*.



The Merylyn Luck Gallery also present a new exhibition this month, showcasing *Some things on the table: Still lifes by Anitha Menon*. *Some things on the table* peels back the layers on the ordinary objects of life. Artist Anitha Menon explores her immigrant background and the act of homemaking, through a study of inanimate objects while posing: 'are people more important than things'?



### Programs

12 Curatorial Programs and 30 Public Programs were held; totalling 40 programs held in the month, this is an average of 1.3 programs per day.

In the month of July Curatorial Programs generated an income of over \$4,000 through The Gold Award, Marilyn Luck Gallery, The Nightingale and the Rose: Del Kathryn Barton and Jon Cattapan: The spaces of and between.

August was the month of The Gold Award 2018 opening. With changeovers to all of the Galleries the beginning of the month was dedicated to program preparation and coordination of The Gold Award 2018 Opening. Looking at the programming for The Gold Award 2018 and debriefing on what worked in programming and what we should continue moving forward.



Jon Cattapan was welcomed by our friends of the Gallery and regional artists flocked to attend his Master Tutorial Workshop which also signifies the beginning of Bayton's preparation (2019).



In the month of August 2018, Rockhampton Art Gallery held 30 public programs. These consisted of the Gallery's ongoing programs as well as a series of new workshops and courses.

Yoga in the Gallery got off to a fantastic start in August, with 13 in attendance, including the purchase of an additional seven-session pass. A total of 90 tickets were sold for Messy Mondays during August, averaging 11.25 tickets sold per session. This is an increase on the 73 tickets sold in July, which averaged 7 per session. This Month The Capricornian signed on to Sponsor Messy Monday for 12 months, as part of their community partnerships program.



The first Collection Up Close workshop was cancelled due to low booking numbers. Despite attempts to promote and boost the workshop on social media, booking numbers also remained low for the second workshop and the decision was made to cancel the four-week course. Pencils and Portraiture achieved greater interest in its second workshop, in comparison to the first workshop which ran in July. In August, Pencils and Portraiture saw 13 in attendance compared to 3 in July. Acrylic Pour and More was a successful new program, which saw 9 tickets sold. Interest remains high for the second workshop, which takes place on 1 September, with 7 tickets already sold.



The Resin Jewellery Making workshop in August ran with 23 tickets sold. With the third Resin Jewellery Making workshop of 2018 set for 13 October. There remains strong interest for these kinds of workshops in Rockhampton with the 20-space class is already fully booked. An additional Resin Jewellery Making workshop is planned for term four, with a thematic focus on Christmas and Christmas jewellery/decorations.



Rockhampton Art Gallery saw three school group visits during August. Two of these were Preparatory age groups, who visited the Art Gallery alongside seeing a performance for young children at the Pilbeam Theatre. The third of these was a Year 11 group who came to see The Gold Award exhibition

### Education

In the month of August 3 school visits were held.

- 21 August, Stanwell Prep, 20 attended
- 21 August, St Peters Prep, 20 attended
- 21 August, St Joseph's Primary, 20 attended

### Operations

In the month of August the Art Gallery shop took in income \$4,245.55 from 559 individual sales. The Art Gallery's Retail Conversion Rate is calculated from overall visitation and number of retail sales. August reported a retail conversion rate of 25.36%, with the average for 2018 being 24.63%. The average spend per visitor, inclusive of ticketing was \$6.49.

Visitation for the month was 9,491 inclusive of traveling exhibitions, and 2,250 excluding traveling exhibitions, Cream: Four decades of Australian Art being exhibited at Winton and collection loans to Perc Tucker Art Gallery, Townsville. Attendance was made up of Women 50% of total visitation, men at 29% and children at 10%. Peak visitation was from 100am – 11.00am.

In calendar year comparison, the 7 month attendance is tracking at 57,836 including off site activities like traveling exhibitions, projecting to be the highest attendance by calendar year on record. Using economic calculators, the Gallery economic impact to the region in July was calculated at \$380,912.31 an 172% increase on August 2017.

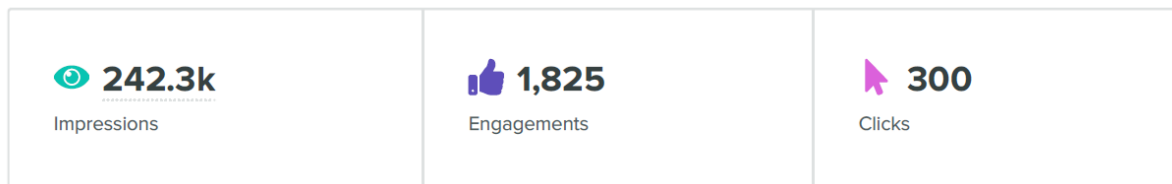
In August 539.5 volunteer hours were contributed across the Gallery's delivery areas, contributed by 30 active volunteers on an average of 4.52 hours per shift, and valued at \$18,882.50. To ensure that the Gallery volunteers are informed and knowledgeable to deliver on the services each month a Volunteer Information session is held. The August session was held 20 August July 2018 providing information and training for volunteers from staff on emergency procedures and manual handling.

**Marketing and Media**

The Gallery is active on social media, and the month of July resulted in a combined social media reach of 301,676. This was achieved via:

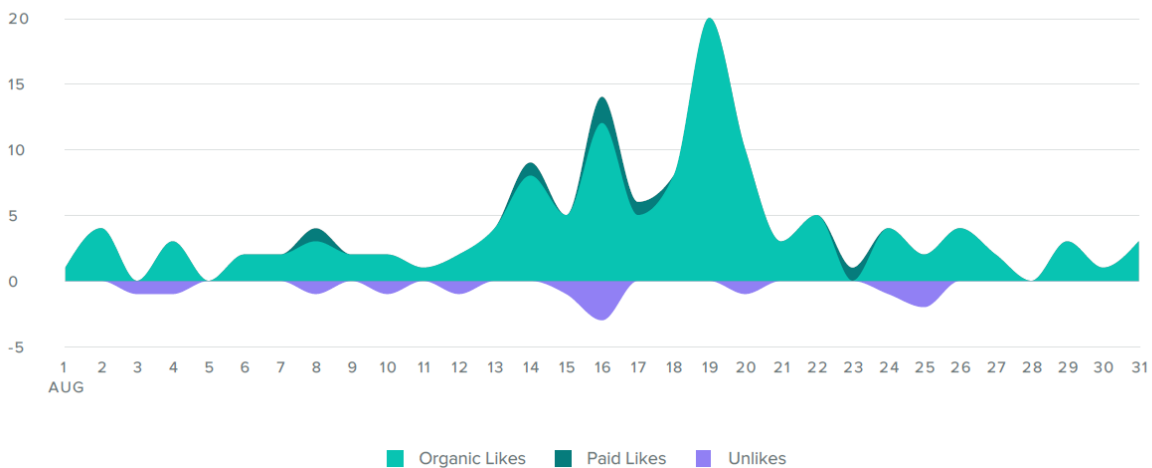
Monthly Social Media Engagement	
Facebook - impressions	242300
Facebook - post engagements	1825
Facebook - clicks	300
Facebook posts made	120
Facebook fans	4662
Instagram - impressions	36000
Instagram - Post engagements	1685
Instagram - posts made	81

**Facebook Activity Overview**

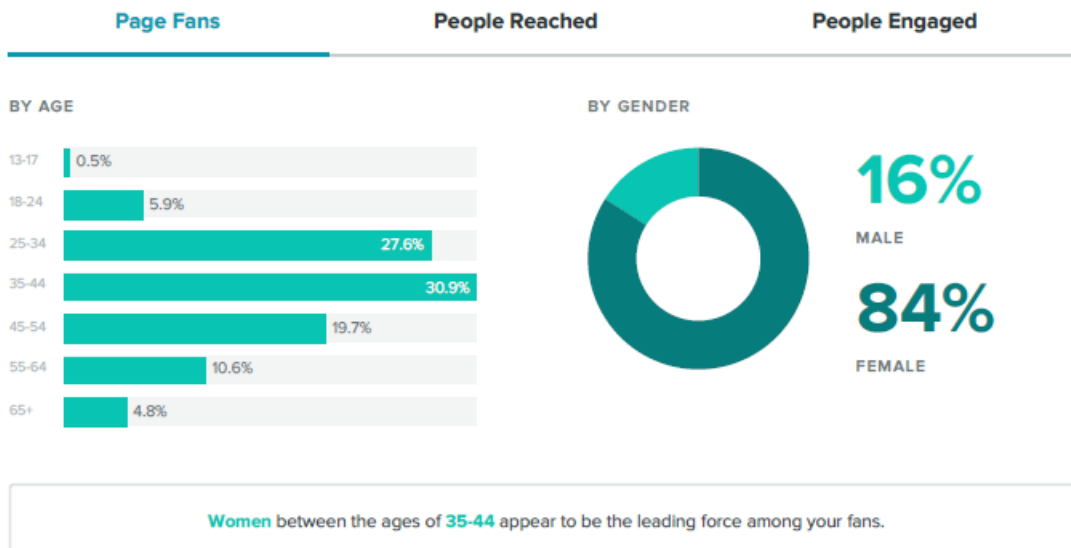


**Facebook Audience Growth**




LIKES BREAKDOWN, BY DAY



**Facebook Audience Demographics**



Instagram Activity Overview

 <b>1,702</b> Total Followers	 <b>1,650</b> Likes Received	 <b>35</b> Comments Received
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Instagram Top Posts



@rockhamptonartgallery  
98 Engagements



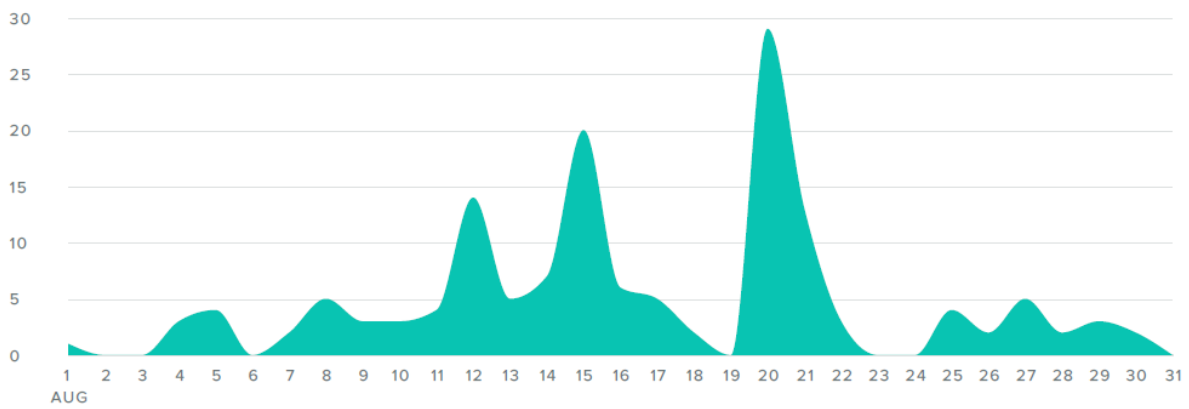
@rockhamptonartgallery  
49 Engagements






@rockhamptonartgallery  
43 Engagements

Instagram Audience Growth

AUDIENCE GROWTH, BY DAY



LinkedIn Activity Overview

 <b>2,547</b> Impressions	 <b>162</b> Engagements	 <b>85</b> Clicks
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LinkedIn Top Posts

Rockhampton Art Gallery
AN ARTIST and political activist | AN ARTIST and political activist who grew up on a farm outside Rockhampton is the latest to be honoured with the \$50,000 Gold Award for contemporary art.



(Update) by Bianca A. August 21, 2018 7:30 am

Rockhampton Art Gallery

The Gold Award 2018 | Conceived in 2010 and first presented in 2012, The Gold Award has showcased 33 finalists on four separate occasions. From this opportunity, the artists, and by virtue of the Award, have explored new concepts and challenged expected limitations of painting as an art form.



(Update) by Bianca A. August 14, 2018 8:34 am

Rockhampton Art Gallery

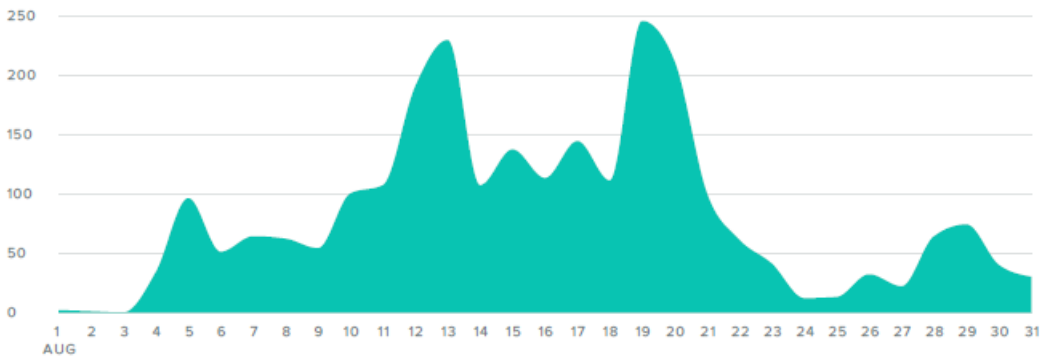
Opening at Rockhampton Art Gallery on the 18 August | The Gold Award 2018 will open in Rockhampton on the 18 August bringing together 9 leading Australian artists. The Gold Award is an invitation award of contemporary Australian art.



(Update) by Bianca A. August 10, 2018 9:42 am

LinkedIn Impressions

IMPRESSIONS, BY DAY



EDMs - 7 sent



**ART GALLERY E-NEWS**

Jon Cattapan: 25 AUG - 25 NOV

**THE SPACES OF AND BETWEEN**

Two years ago, artist Jon Cattapan won the prestigious Gold Award at Rockhampton Art Gallery for his work *Raft City No. 4 Surveillance Version*. Now he returns to the Gallery with his own exhibition, *Jon Cattapan: The Spaces of and Between*.

Through the lens of surveillance and conflict, Cattapan's vistas and their 'hard waste' detritus also invoke questions around the makeshift nature of contemporary urban life and its fluid sociology. These paintings are for the first time brought together with works that were made directly as a result of his experience in Timor-Leste, including a suite of haunting night vision photographic images recorded on night patrols.

[FIND OUT MORE](#)

**Gold Award Winner Returns for Solo Exhibition**

**ART GALLERY YOU'RE invited**

**COLLECTION UP CLOSE**  
A BIBLE LIFE DRAWING WORKSHOP WITH A TWIST  
INVITATION TO SENIOR STUDENTS COMPLETING PORTFOLIOS

**ART GALLERY YOU'RE invited**

**Resin Jewellery Making**  
CALLING ALL YOUNG ARTISTS!

**Press Releases**

- 18 August – The Gold Award winner
- 23 August - The Spaces of and Between

**Media Interviews**

- 10 August – The Morning Bulletin – The Gold Shop, Meg
- 19 September – ABC Capricornia - Richard Bell, The Gold Award winner
- 19 September - The Morning Bulletin - Richard Bell, The Gold Award winner
- 24 September – The Morning Bulletin - The Spaces of and Between

**Media Stories**

**art guide** EDITORIAL WHAT'S ON STUFF ARTS VIDEO GALLERIES

Five on Five: Huseyin Sami and Bernard Frize's *Suite Segond*

**COUNCIL NEWS**

**Expressions of Interest open for new art gallery build**

**NEWS**

**72 Hours Across the Region**

20th Sep 2018 7:00 PM

**NEWS**

**Home's where the heart is for award-winning artist**

**NEWS**

**Haunting vision recorded on night patrols**

**NEWS**

**Award-winning artist inspired by political activism**

**NEWS**

**Aboriginal artist, political activist wins \$50K art award**

**BUSINESS**

**Rocky teacher Megan making jewellery by playing ear by ear**



## 7. Section Statistics

### Libraries

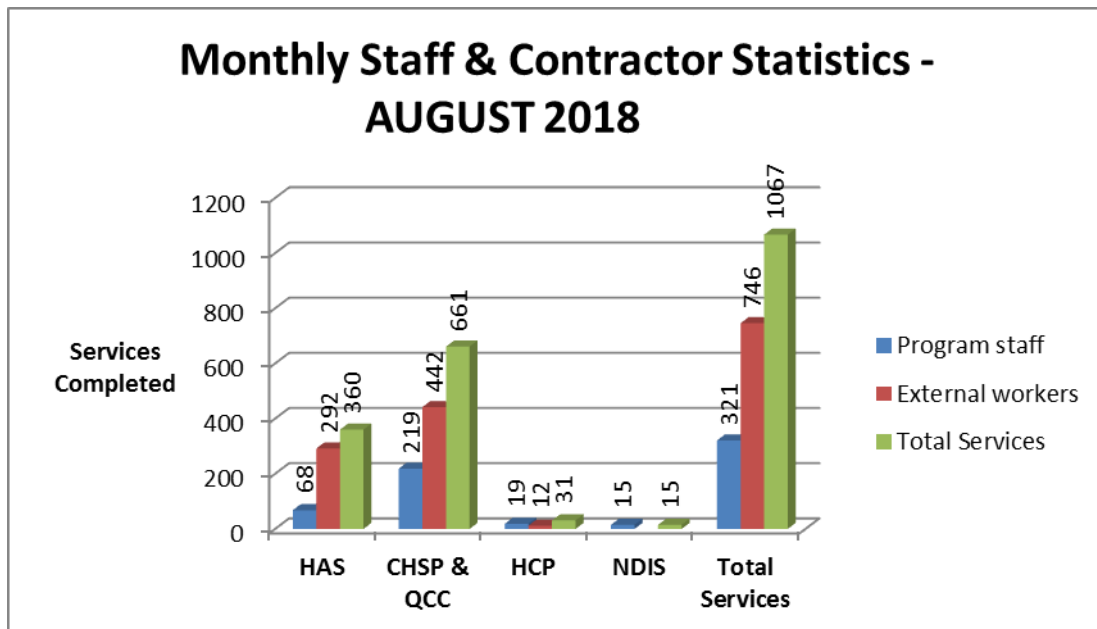
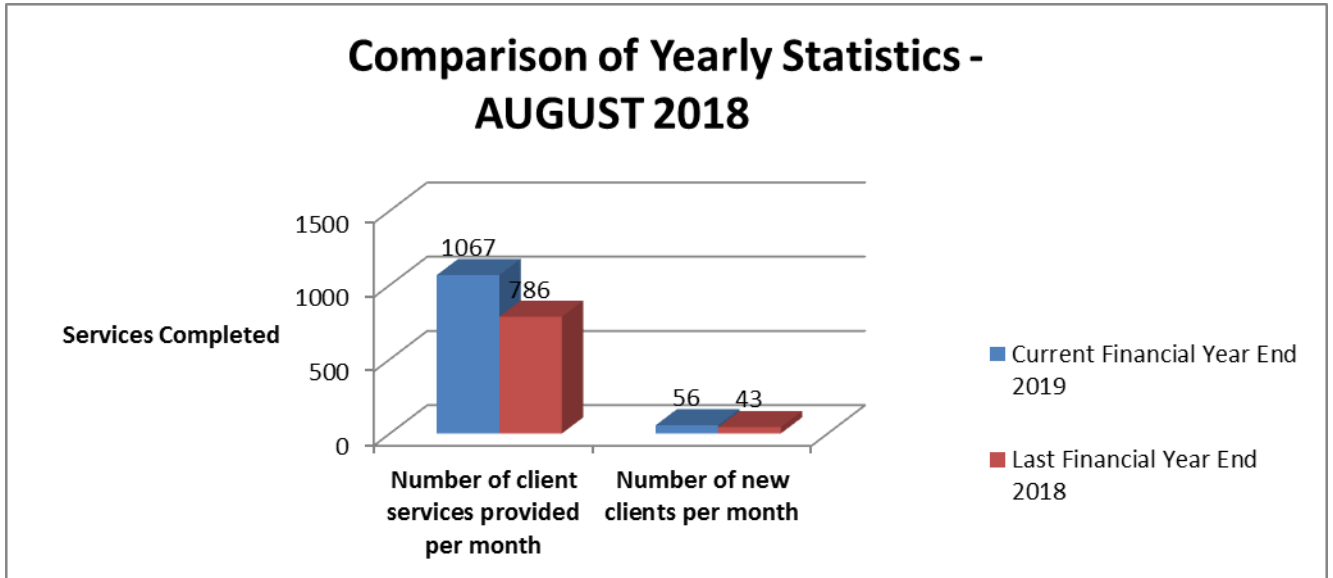
#### Volunteer hours

Location / Program Area	Total hours for August
School Holiday Program	1
First Five Forever	6
Library Technology Centre	172
<b>TOTAL</b>	<b>179</b>

#### Utilisation

Activity	Regional Library	North Rockhampton	Mt Morgan	Gracemere	e-Content	Anytime Library	Total
<b>Loans</b>	18815	8586	1975	1313	5645	-	<b>36334</b>
<b>Returns</b>	21037	9449	2650	1481	-	1	<b>34618</b>
<b>Reservations</b>	1660	777	260	360	1	-	<b>3058</b>
<b>Inter-library loans</b>	57	16	15	38	-	-	<b>126</b>
<b>Total Transactions</b>	<b>41569</b>	<b>18828</b>	<b>4900</b>	<b>3192</b>	<b>5648</b>	<b>1</b>	<b>74136</b>
<b>Public Computer Access Hours</b>	2494	347	274	150	-	-	<b>3265</b>
<b>Visits</b>	12339	4778	2749	2060	-	-	<b>21926</b>
<b>Program Participation</b>	2584	323	207	266	-	-	<b>3380</b>

**CQ Home Assist Secure**



**FUNDED SERVICES PROVIDED**

**Services Provided – Funded Services Home Assist, CHSP & QCCS Maintenance & Minor Modifications**

Service	August 2018	August 2017	2018 – 19 YTD	2017 – 18 YTD
HOME ASSIST hours (estimated)	1086	1062	1850	1594
CHSP & QCCS hours (estimated)	1604	1879	2649	2908
Jobs completed	1021	786	1776	1864
New clients	56	43	114	79
Total active clients	7902	7203		

## CHSP &amp; QCCS Major Home Modification Services

<i>Service</i>	<i>August 2018</i>	<i>August 2017</i>	<i>2018 – 2019</i>	<i>2017 - 2018</i>
New applications	12	12	23	22
Jobs completed	1	2	1	4
Funding provided	\$2,825	\$6,000	\$2,825	\$26,972
Client contribution	\$2,825	\$6,000	\$2,825	\$11,700

## SERVICES PROVIDED TO PACKAGED CLIENTS

<i>Jobs completed</i>	<i>August 2018</i>
NDIS Simple Modifications	15
NDIS Major Modifications	NIL
Home Care Packages – Simple Modification	19
Home Care Packages – Major Modification	Nil
Home Care Packages – Home Maintenance	12

## TOTAL HOUSEHOLDS ASSISTED

<b>Current Month - August</b>	<b>Financial Year to Date Total</b>	<b>Average Monthly Households assisted For 2017-2018 Financial Year</b>
948	1592	690

**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**