



COMMUNITIES COMMITTEE MEETING

AGENDA

6 OCTOBER 2015

Your attendance is required at a meeting of the Communities Committee to be held in the Council Chambers, 232 Bolsover Street, Rockhampton on 6 October 2015 commencing at 12.30pm for transaction of the enclosed business.

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

CHIEF EXECUTIVE OFFICER
1 October 2015

Next Meeting Date: 03.11.15

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:

The Mayor, Councillor M F Strelow
Councillor S J Schwarten
Councillor C E Smith
Councillor C R Rutherford

In Attendance:

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

3 APOLOGIES AND LEAVE OF ABSENCE

Councillor Rose Swadling is a Leave of Absence from 29 September 2015 to 14 October 2015

4 CONFIRMATION OF MINUTES

Minutes of the Communities Committee held 1 September 2015

5 DECLARATIONS OF INTEREST IN MATTERS ON THE AGENDA

6 BUSINESS OUTSTANDING

Nil

7 PUBLIC FORUMS/DEPUTATIONS

Nil

8 OFFICERS' REPORTS

8.1 MUSIC BOWL

File No: 5785
Attachments: Nil
Authorising Officer: Michael Rowe - General Manager Community Services
Author: Cheryl Haughton - Manager Community Services

SUMMARY

Following an inspection by Councillors of the Music Bowl site basic repair works are to be undertaken to ready the venue for the 2015 Carols by Candlelight event.

OFFICER'S RECOMMENDATION

THAT Council resolves that:

- (1) the matter be lifted from the table;
- (2) no corrective action be undertaken at this time on the roof structure deterioration outlined in the report provided by Brown Consulting;
- (3) only basic repairs be undertaken to make the Music Bowl site available for the staging of Carols by Candlelight on 12 December 2015;
- (4) a community labour force be engaged to undertake refurbishment of the grounds;
- (5) additional funding of \$75,000 be provided via a revised budget to facilitate the repairs.

COMMENTARY

Council resolved at its meeting on 14 July 2015 that the information report outlining preliminary cost estimates provided by a Quantity Surveyor for the repair of the Rockhampton Music Bowl be received, and that the matter lay on the table pending an inspection of the site. This inspection was held on 14 August and direction provided to undertake basic repair only to make the site available for the staging of the 2015 Carols by Candlelight event on 12 December.

Estimates have been obtained for this work as follows:

- repairs to access road to sound shell building - \$10,000
- cleaning; plumbing and building repairs - \$27,500
- electrical repairs, replacements - \$18,300
- statutory servicing - \$2,200
- removal of vegetation adjacent to Amenities area - \$2,000

This does not include any painting, or corrective action with regard to the roof structure deterioration outlined in the report from Brown Consulting.

This estimate also assumes that Arts and Heritage staff will be responsible for the return and refitting of service grate covers to the stage area.

It is also understood that all ground work refurbishment on the site will be undertaken by the community labour force under Council's supervision. Council input into this element is estimated at \$15,000.

This expenditure has not been provided for in the 2015-16 budget and requires an additional allocation of \$75,000 through the revised budget process.

9 STRATEGIC REPORTS

9.1 COMMUNITIES AND FACILITIES MONTHLY OPERATIONAL REPORT

File No: 1464

Attachments: 1. Communities and Facilities Monthly Operational Report

Authorising Officer: Michael Rowe - General Manager Community Services

Author: Cheryl Haughton - Manager Community Services

SUMMARY

This report provides information on the activities of the Communities and Facilities section for the month of August 2015.

OFFICER'S RECOMMENDATION

THAT the Monthly Operational Report on the activities of the Communities and Facilities section for the month of August be received.

COMMENTARY

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

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

The attached report contains information on the activities of these program areas for the month of August 2015.

COMMUNITIES AND FACILITIES MONTHLY OPERATIONAL REPORT

Communities and Facilities Monthly Operational Report

Meeting Date: 6 October 2015

Attachment No: 1

**MONTHLY OPERATIONS REPORT
COMMUNITIES AND FACILITIES SECTION**

Period Ended 31 August 2015

VARIATIONS, ISSUES AND INNOVATIONS

Innovations

Nil to report for the month

Improvements / Deterioration in Levels of Services or Cost Drivers

LINKAGES TO OPERATIONAL PLAN

1. COMPLIANCE WITH CUSTOMER SERVICE REQUESTS

The response times for completing the predominant customer requests in the reporting period for August 2015 are as below:

	Balance B/F	Completed in Current Mth	Current Month NEW Requests		TOTAL INCOMPLETE REQUESTS BALANCE	Work Orders Issued	Under Long Term Investigation	Avg W/O Issue Time (days) 12 months	Completion Standard (days)	Avg Completion Time (days) Current Mth	Avg Completion Time (days) 6 Months	Avg Completion Time (days) 12 Months	Avg Duration (days) 12 Months (complete and
			Received	Completed									
Cemeteries (Asset)	0	0	1	1	0	0	0	16.44	30	● 2.00	● 21.13	● 35.19	35.19
Childcare (Asset)	2	0	2	1	3	1	0	0.42	30	● 2.00	● 15.07	● 15.71	12.90
Community Halls (Asset)	11	2	6	3	12	3	0	15.84	30	● 12.00	● 11.86	● 20.41	23.37
Admin and Depots (Asset)	7	2	8	2	11	6	0	21.43	30	● 1.00	● 12.12	● 20.81	22.51
Disaster Management (DEO Buildings) (Asset)	1	0	0	0	1	0	0	0.12	30	● 0.00	● 2.00	● 27.67	11.33
Dog Pounds (Asset)	1	0	2	1	2	1	0	31.80	30	● 2.00	● 24.00	● 17.76	18.37
Gardens (Asset)	1	0	0	0	1	0	0	11.38	30	● 0.00	● 4.83	● 4.13	6.33
Libraries (Asset)	21	8	26	11	28	15	0	4.96	30	● 4.73	● 11.96	● 22.12	23.02
Leased Premises - Maintenance (Asset)	0	0	0	0	0	0	0	0.97	30	● 0.00	● 0.00	● 178.00	178.00
Sport and Recreation (Asset)	14	3	10	2	19	8	0	12.71	30	● 4.00	● 18.30	● 28.72	30.05
TV Black Spot - Reception (Asset)	0	0	0	0	0	0	0	0.00		● 0.00	● 0.00	● 0.00	0.00
Venue & Events (Asset)	42	8	24	6	52	16	0	6.82	30	● 2.33	● 16.81	● 21.53	25.11

Comments and Additional Information

All requests received during the month of August were completed in accordance with the standard timeline.

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

Safety Statistics

The safety statistics for the reporting period are:

	THIRD QUARTER		
	Jul	Aug	Sep
Number of Lost Time Injuries	0	0	
Number of Days Lost Due to Injury	0	0	
Total Number of Incidents Reported	0	4	
Number of Incomplete Hazard Inspections	1	2	

Risk Management Summary

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

Potential Risk	Current Risk Rating	Future Control & Risk Treatment Plans	Due Date	% Completed	Comments
Child Care Centre does not meet the National Quality Standard and is unable to operate resulting in loss of service to community, loss of income and reputation for Council.	Moderate 6	Ensure policies, procedures and programs are compliant with NQS for 2014 assessment	30/06/16	80%	Work undertaken by staff to review procedures and programs, but Department of Education and Training has not yet completed the second assessment
Council fails to maintain, train and supervise adequate numbers of volunteers to assist with operations across its sites resulting in inability to deliver some services, or injury to volunteers or public.	High 4	1. Training procedures for volunteers being updated 2. Responsibility for volunteers at some sites being transitioned to community organizations.	31/12/15	50%	Policy and procedure yet to be finalised
Inability to comply with regulatory obligations and conservation of heritage assets, asbestos inspections and treatment, resulting in	High 4	1. Complete the process of incorporating maintenance plans into Asset Register and Management Plan. 2. Develop a 5-10 year	30/06/16	70%	Project being worked on as resources permit

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

Legislative Compliance and Standards

Legislative Compliance Matter	Due Date	% Completed	Comments
Outdated employee immunisations, tickets, and/or licenses	Various	97%	As at 31 August 2015 Council records indicate that 4 employees were yet to supply a copy of a license deemed necessary for the role
Outdated legislative compliance mandatory training and/or qualifications	Various	100%	As at 31 August 2015 Council records indicate that no employees are non-compliant in this regard
Overdue performance reviews	31/08/2015	80%	As at 31 August 2015 18 staff performance reviews were due to be completed
Checking of Emergency lighting in Council buildings	6 monthly	100%	Sites inspected as per Inspections Schedule
Fire systems tested in Council buildings	Monthly	100%	Sites with systems in place inspected as per contract
Fire hose reel and blankets inspected	6 monthly	100%	Sites inspected as per Inspections Schedule
Maintain staff to child ratios in accordance with the Education and Care Services National Regulations	Daily	100%	Ratios are maintained per age grouping
Engage an early childhood teacher at the Centre for at least 6 hours per day	Daily	100%	Early childhood teacher employed, with other staff with Advanced Diplomas able to cover periods of leave

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

Project	Start Date	Expected Completion Date	Status	Budget Estimate	YTD actual (incl committals)
COMMUNITIES AND FACILITIES CAPITAL WORKS PROGRAM					
August 2015					
Walter Reid Cultural Centre storage area	1/07/2015	30/09/2015	In progress	\$153,254	\$125,328
Comment: construction of storage facility in garage area for use by Venues and Events					
Walter Reid Cultural Centre – façade refurbishment	07/09/2015	19/01/2016	Tender awarded	\$658,341	\$651,782
Comment: tender awarded, work to commence in September					
Botanic Gardens – awning to workshop	13/07/2015	9/10/2015	In progress	\$30,000	\$23,016
Comment: replacement of existing unsound structure with provision for storage and outside lunch area					
Customs House roof	13/07/2015	30/10/2015	In tender stage	\$200,000	\$553
Comment: replacement of leaking roof					
Rockhampton Showground Switchboard upgrade	20/07/2015	21/12/2015	Design stage	\$50,000	\$4,500
Comment: replacement of existing with new stainless steel switchboard enclosures					
Kershaw Gardens – shed demolition	20/07/2015	27/9/2015	Completed	\$27,000	\$20,880
Comment: demolition of old Foreman's shed containing asbestos					
Mt Morgan Library – structural upgrade	16/03/2015	31/07/2015	Completed	\$40,000	\$45,625
Comment: rectification of structural defects, fitting of ducted split air-conditioning system, replacement of floor coverings, minor modifications and internal repaint					

Project	Start Date	Expected Completion Date	Status	Budget Estimate	YTD actual (incl committals)
North Rockhampton Library rear access	1/8/2015	21/9/2015	Order placed	\$28,000	\$11,837
Comment: replacement of damaged pathways from emergency exit which present a major safety hazard					
Gracemere Depot Stores building	12/01/2016	3/03/2016	Not yet started	\$10,000	\$0
Comment: address issues of non-compliant access					
Rockhampton Heritage Village Shearing Shed floor	1/02/2016	16/02/2016	Order placed	\$40,000	\$29,884
Comment: sand and reseal badly weathered floor					
Huish Drive RCD upgrade	1/03/2016	11/04/2016	Quote stage	\$12,500	\$415
Comment: replace existing circuit breaker with RCD protection, install 2 new switchboards including 3 phase outlet and 15amp GPOs for temporary power					
Southside Memorial Pool – timber work	14/03/2016	30/04/2015	Order placed	\$20,000	\$13,591
Comment: paint timber work on perimeter wall to 50m pool					
Upgrade furniture and fittings - Libraries	07/09/2015	29/01/2016	Not yet started	\$20,748	\$0
Comment: replacement of shelving deemed unsafe due to height					
Art Gallery – Anderson Room	29/10/2015	4/12/2015	Not yet started	\$30,000	\$0
Comment: repainting and other upgrade to room; cyclone damage issues to be addressed by Lend Lease					
Storage facility - Library	1/09/2015	26/02/2015	Not yet started	\$22,242	\$0
Comment: provision of facility for secure storage of exhibition crates, shelving and other bulky items					

Project	Start Date	Expected Completion Date	Status	Budget Estimate	YTD actual (incl committals)
Gracemere Community Hall – defects	10/08/2015	31/08/2015	Completed	\$15,000	\$14,753
Comment: replacement of damaged floor covering in kitchen and bar area with seamless flooring					
Mt Morgan Depot – shed demolition	27/7/2015	23/11/2015	Completed	\$23,000	\$23,597
Comment: demolition of old Parks shed containing asbestos					
Rose Swadling Park Amenities block	1/09/2015	20/11/2015	In progress	\$100,000	\$93,080
Comment: construction of new amenities block					
North Rockhampton Pool	7/09/2015	30/10/2015	In progress	\$160,000	\$156,368
Comment: demolition of structures damaged by cyclone					
Littler-cum-Ingham Park Amenities	7/09/2015	18/12/2015	Not yet started	\$10,000	\$0
Comment: replace damaged asbestos roof					
Cyclone damage – works being delivered by Lend Lease through Insurance					
Acrow Shed – Dooley St Depot	Existing building to be demolished and rebuilt				
Alex Chisholm Park	Shade sail to be replaced				
McLeod Park	Amenities block roof to be replaced				
Mt Morgan Wading Pool	Shade sail to be replaced				
Mt Morgan Depot	Sign shed				

Project	Start Date	Expected Completion Date	Status	Budget Estimate	YTD actual (incl committals)
Pearson Family Park	Shade sail to be replaced				
Kershaw Gardens Slab Hut	Repair damage caused by falling trees				
Dorothy Ball Park	Shade sail to be replaced				
Duthie Park	Shade sail to be replaced				

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

As at the period ended 31 August 2015 – 16.7% of year elapsed, for funded programs:

Project	Revised Budget	Actual (incl. committals)	% budget expended	Explanation
Home Assist	(\$1,976,905)	\$490,766	24.8%	<p>Client services:</p> <ul style="list-style-type: none"> • 1049 home maintenance or minor modification services were provided during August for HAS and CHSP eligible clients • 81 new clients were added bringing the total number of active clients to 9810 as at 31 August • 12 new applications for major home modifications were received. These will be assessed for eligibility. <p>The Service Agreement with the Department of Housing for the period 1 October 2015 to 30 June 2018 has been received, with funding of \$2,485,588.81 to be provided over the 3 year period.</p> <p>Seniors Week expos held in Rockhampton and Gladstone provided an opportunity to promote the services provided to individuals and agencies.</p>

Highlights of other program areas included the following:

Community Assistance Program

8 applications to the Community Assistance Program were received during the month of August 2015. Following the withdrawal of one application from Tennis Rockhampton Limited the remaining 7 applications were assessed and 3 were recommended for funding for the total amount of \$1,331.00.

Community Development

6 people attended the 'Winning my Child's Heart' capacity building program held in August in partnership with Newstart Psychology and Counselling.

Access and Equity Reference group

The August meeting of the Rockhampton Access and Equity Reference Group discussed the future of the group, as well as the proposed redevelopment of the Riverbank, the Mount Archer Activation Master Plan information, and the Rockhampton Region Planning Scheme. Meetings were organized to allow for input to these projects.

An issue with the Library toilets not having braille signage was also raised.

The app Snap Send Solve was promoted to the group, along with the option of contacting Council via the Customer Service Centre so that the issue is referred to the correct area of Council.

The Energy+water Ombudsman reported on the issue of people with a disability having difficulty being able to read electricity and gas meters, along with accessing switchboards to reset power following an outage, and sought information on any regulation regarding the placement of these. The Ergon manual regarding house meter boxes was obtained and sent to members for review.

Libraries

During August the libraries recorded 37,510 loans and 20,160 visits.

Activities offered during the month attracted 1,141 participants. These included the regular story time sessions for different age groups and book clubs as well as other events:

- Lively Babies – 175 participants enjoyed a variety of activities designed to encourage a love of reading in a fun, relaxed setting, with balls, beanbags, rattles, scarves and bubbles used in creative ways to stimulate language learning. Many of the parents, grandparents and other carers with babies are also increasingly accessing the other family programs for older children and becoming more familiar with the range of opportunities for literacy development for their child.
- The Lively ToddlerTime – the August session attracted a keen group of mums and toddlers in the Kids Cove area at the Regional Library.



After a typical family literacy session

- Techno Tots – the inclusive nature of this program often entices adults and seniors to try their hand at navigating a new device, with the apps on the iPads showcasing different skillsets for the participants to try, with great intergenerational appeal.
- Lively Stories - as August was Oral Health month, 3rd year Bachelor of Oral Health students from the CQU visited the Mount Morgan Library to deliver a simple story and information session about dental health. The students took the opportunity to talk to other visitors at the library to share information about their free services. To celebrate Children's Book Week the prize winners from the Early Childhood and Picture Book categories were highlighted at all the Lively Storytelling sessions.
- Book clubs - Ana Sampson's book *Poems to learn by heart* highlighted a collection of classic poetry for members attending the Silver Wattle Book Club at the Mount Morgan Library while Sonya Hartnett's heartbreaking story *Of a boy* was under the microscope for the Lively Book Club participants at the Rockhampton Regional Library in August.
- Knitting and Crochet clubs - numbers continue to remain very consistent for the knitting groups at the libraries. For many of the participants their weekly visit is a much-loved and highly anticipated activity.
- Mahjong at the Mount Morgan Library - a welcoming space at the rear of the Mount Morgan Library, close to the small kitchenette and with lots of natural lighting has proved a perfect spot for the weekly games. The group has a strong core of players who attend regularly.
- First Five Forever – as part of this family literacy initiative for Queensland children from the City Childcare Centre visited the Regional Library to explore stories about emergency services.

Children's Book Week

Children were invited to dress up as a 'Favourite Storybook Character' and join in story fun and games at the Regional Library on Saturday 22 August. 'Mulga Bill' from Eaglehawk, Buzz Lightyear, pirates, Luke Skywalker, princesses, 'Puff' the Magic Dragon, cats, wizards and even a bumblebee were some of the beautifully dressed characters attending the session. Children received book vouchers and other prizes for their costumes.



Author visit

Ex-Rockhampton author Cheryse Durrant delivered a workshop on writing for Young Adults entitled 'Young at Heart' at the North Rockhampton Library on 1 August as part of the Queensland Writers Centre outreach program in regional Queensland. Feedback from the workshop was positive with ten participants attending.

Outreach

Actor, storyteller and narrator Stig Weymss proved a popular visitor at two schools during the month as part of an outreach activity to increase membership and awareness of BorrowBox. Stig is a narrator for many of the children's audio books in the collection, as well as the e-content available via BorrowBox. Stig presented a very interactive, high octane performance at the Mount Morgan State School and Allenstown State School in the lead up to Children's Book Week, with excellent feedback received from students, parents and teachers. A competition occurred concurrently at all the libraries during the week to encourage children's library membership.



The Library Facebook post about Stig Weymss

Cultural programs

- Cultural Teashop - Motiata Hooper was the guest speaker at the August Cultural Teashop held at the Rockhampton Regional Library. Motiata delivered a fascinating insight into the Kiribati community, bringing many props to show participants. These included a specially commissioned saw-toothed spear from her family collection, dresses and blouses for formal and every day wear, headpieces, flags, photographs and items made from coconuts. A simple meal made from tapioca was also shared with participants over morning tea. The Cultural Teashop was a bright and colourful activity held at the library during Queensland Multicultural Week.
- Lively Cultural Dance - the beautiful art-form of Chinese Exercise dance was shared at the Regional Library on a Saturday afternoon in the Fitzroy Room as part of the Lively Cultural Dance program. Participants were guided in dance sequences to gently exercise the entire body with a number of people electing to join in the session or just stop and watch.
- Rockhampton Cultural Festival - information about resources and services was showcased at the Rockhampton Cultural Festival, with a number of people taking the opportunity to join the library. Nicolai and Tony from the Capricorn Dance Exchange presented two interactive west African drumming workshops at the Festival using drums from the Library's Kraatz African Drum collection. A lucky draw saw two new members presented with a prize pack by Cr Rose Swadling.



New member Tamika being presented with her prize

Family History Month

The Rockhampton History Centre was busy during August with outreach talks, seminars, white gloves tours and general research enquiries. Over 243 patrons visited the Centre during Family History month.

Lyn Caldwell and Val Blomer from Convict Connections in Brisbane presented two community workshops on 'How to search for records of convict ancestors'. A daytime and evening session were presented in the Fitzroy Room at the Rockhampton Regional Library on Monday 3 August with excellent feedback regarding the event.

The Local and Family History officer was asked to be a guest speaker at the Rockhampton Art Gallery's exhibition 'Rockhampton: the forgotten port city' on 13 August. Many of the photographs, maps and original print documents on display were sourced from the library's Central Queensland collection, with Cheryl presenting an interpretive and interactive narrative about Rockhampton's development on the Fitzroy River.

A large group from the 60 and Better Rockhampton program visited the library during Seniors Week to take part in a White Gloves tour of the Rockhampton History Centre. Many items from the archival collection, such as rates books, letters, minute-books, photographs and other documentary heritage, were able to be gently handled by participants.

Year 3 students from St Peter's School visited the Rockhampton History Centre on 27 August as part of their 'The Local Area' unit to learn more about Rockhampton's history and architectural heritage.



St Peter's School students visit to the History Centre

Building works

The 28 August 2015 edition of the *Mount Morgan Argus* broadcast the news that the Mount Morgan Library had reopened after an impressive upgrade. A large amount of work was carried out including the upgrade of the roof substructure and removal of internal partitions to create a more open space; creation of a new accessible entry and customer service area, as well as painting, the installation new carpet and air-conditioning, and LED lighting. The entire space is now more open, fresh and welcoming for community members with an increasing number of visitors already accessing the library. Feedback about the changes has been positive, with many impressed with the new-look library.

New shelving installed in the North Rockhampton Library over two days in August has increased accessibility for patrons by lowering the height of shelving in the non-fiction area, as well as improving access in the adult fiction and youth fiction areas. The library was closed for two days whilst the move occurred. A slight change in shelving layout has also increased the aesthetics of the space and opened up more zones for flexible use.

A new STImaging STView Scan III was installed in the Rockhampton History Centre, replacing an older microfilm and fiche reader for which parts could no longer be obtained. The compact unit enables clients to scan and save multipage documents at high resolution (1200dpi) with the option to merge into one image. This time-saving capacity has immense appeal for patrons undertaking large volumes of research. The large monitor attached to the reader uses a portrait style which increases accessibility.



The new STImaging STView Scan III

Donations

A client donated scanned copies of a series of antique postcards showing Rockhampton's early history, for inclusion in the Central Queensland collection. The postcards record a rich social history of life and times at the turn of the 20th century and include images of East Street from a variety of angles. The donation also included four aerial photographs from William Mercer's Rockhampton aerial collection which complements the existing William Mercer collection already held.

One of the postcards gives a fascinating insight into Rockhampton life in the early 1900s with 'Wilfred' writing to 'Myrtle' and sharing with her that he is '21 years old on Easter Sunday. I hope I have not disappointed you by being so old. I hope we may be real good friends. I have not many friends outside Rockhampton. I am not going with any girl. I used to go with one but she began flirting as soon as I was away so I haven't bothered anymore. I like being free.'



Postcard showing a view of East Street looking west

Technology Centre

- 3847 hours of public access was provided to 3264 clients during August
- 510 contact hours of community training was provided to 119 participants
- 22 people participated in 165 contact hours of commercial training
- Tech Trouble sessions attracted 17 clients during August, with very positive feedback regarding the assistance received from the volunteers during the Wednesday evenings and Friday afternoon sessions

The value of the Library Technology Centre's volunteer trainers was highlighted by comments and feedback received from community members, including the following:

- The trainers give very patient and personal instruction and I enjoyed my classes a lot. I am feeling confident with PowerPoint now. A big thank you must go to both the instructors and the LTC.
- Thank you to our wonderful teachers and RRC for a great program
- The trainer and assistants were excellent; very helpful and accommodating with genuine knowledge and experience. In a word, the course is OUTSTANDING
- Volunteers such as Don are an asset to the community and are much appreciated
- Excellent course – Would be hard to get better trainers

Two new volunteer trainers were welcomed to the Centre during August, and will join the team of 'tech-savvy' volunteers in providing a range of support at various classes.

The Telstra Desktop Messaging Service will be trialed in the Technology Centre to enable contact with clients via SMS as part of the course enrolment system, and should greatly increase efficiencies.

Room Hire bookings have increased over the past few months highlighting the appeal of the technology and space at the Rockhampton Regional Library.

Child Care

The utilisation rate for long day care remained at 100% of the 32 available places. For the 10 occasional care places the utilisation rate was 48.33%.

Hours	August 2015		August 2014	
	Long day care 21 days	Occasional care 21 days	Long day care 21 days	Occasional care 21 days
Places	32	10	30	12
Hours available	7392	1890	6930	2268
Hours utilised	7392	913.5	7590	1156.50
Utilisation rate	100%	48.33%	100%	51%

The shade cover was completed providing a great space for the children to enjoy the outdoor area.

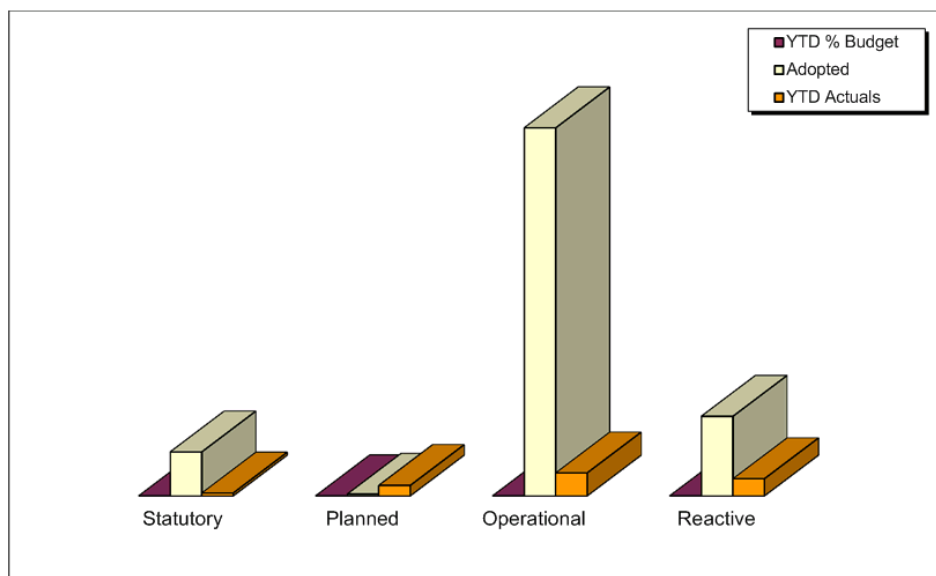
Facilities

144 work orders were completed during August. The following table gives an overview of the work completed:

Site	Completed Task
Mt Morgan SES	Repairs to roller door at new Centre
Southside Pool Complex	Electrical testing in the new plant room
Various Council sites	A fire systems contractor was engaged to carry out defect and breakdown repairs around various Council sites
Libraries	Repair all the down pipe feet and replace one concrete storm water pit and fit new grates in all pits at North Rockhampton Library. Raise concrete nib wall to prevent water flowing under building. Repair broken sewer vent lines in the ceiling at the History Library to stop venting into ceiling space
Mt. Morgan Showground	Jet rod sewer lines in preparation for the Show
Kele Park AFL Amenities block	Replace broken flush pipe and seal, and repair flush button to cistern
Schotia Place	Replace trap and seal leaking dishwasher
Queens Park	Supply stainless panels for toilet cubicle dividing walls to minimise unsavoury behaviour
Judd Park, Joyce Harding Park	Replace urinal SS dump flush cisterns and install pull chain SS cisterns
Art Gallery	Replace faulty humidifier including steam hose and condensate hose for the Anderson Room
City Hall Marketing and Engagement area	Repair faulty HPT and contactor to air-conditioning unit
City Hall verandah	Fit new filter box to AC unit.
Voss Park amenities	Install new concrete path as original unsafe and dangerous
Yaamba Rd – Farm Street	Pressure clean bus shelter to remove graffiti
Upper Dawson Rd	Pressure clean the bus shelter
All intersections	Traffic light inspections and repairs.
Parks section	Depot lights Kershaw Gardens; Huish Drive, Fraser Park and Conaghan Park lighting; irrigation pumps at Birdwood and Old Jim Lindley Parks, and Rockhampton Cricket Grounds.
East Street Precinct, Huish Drive, Quay St Sand wharf	Street lighting repairs
Council's building assets	Statutory work included checking of fire detection systems, emergency lighting, RCD testing and switchboard inspections, Auto door service, testing and tagging for Fleet Services

Other defects identified to be completed include the following:

- Bus shelter Yaamba Rd - Farm St - paintwork graffiti
- Green keeper's Shed Ward St - painting
- Athelstone Club house Building – rust treatment or replacement of foot plates to lighting poles on the north west corner and on the western side; replace all rusted bolts to the foot plate of the flag pole
- Parkana Hall - replace and paint external doors on the eastern side of the building; remove graffiti and paint section of external wall on the western side; paint section around kitchen window on the northern wall 1st floor; address different floor levels in the ground floor kitchen walkway area
- Swimming Pool Change Rooms / Amenities - Mount Morgan - repaint or provide seamless flooring to both the male and female amenities
- Cedric Jones shed - provide two roof ventilators to the roof ridge of the shed to address WHS concerns



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

Service Delivery Standard	Target	Current Performance YTD
Deliver services and activities that support and build the capacity of people from CALD backgrounds to connect with and live in the local community, with a target of 400 participants per annum	100%	58 participants, 14.5%
Deliver a range of family literacy, learning and development programs to 7500 participants per annum	100%	2040 participants, 27.2%
Provide the community with access to a collection of relevant library resources in a range of formats by maintaining an annual acquisition rate of 0.25 items per capita in accordance with the Queensland Standard	100%	0.03 per capita
Provide community access to technology and deliver 2000 contact hours of computer training each year	100%	1220 hours, 61%
Deliver child care in accordance with the National Quality Standard, with 100% utilisation rate of long day care places	100%	100%
Provide the community with access to occasional child care places with an average utilisation rate of 50%	50%	43.2%
Provide 11625 hours of home maintenance services to eligible Home Assist clients per annum	90%	2549 hours, 21.9%
Deliver 5612 hours of home maintenance services for HACC eligible clients per annum	90%	2547 hours, 45%
Complete 17 major modification projects for HACC eligible clients per annum	100%	0 projects, 0%
Complete all planned capital and maintenance projects in accordance with agreed schedule and budget	90%	90%
Respond to all reactive maintenance requests in accordance with adopted response schedule, budget, availability of materials and contractor if required	90%	90%

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

FINANCIAL MATTERS

	Adopted Budget \$	Adopted Budget (Pro Rata YTD) \$	EOM Commitments \$	YTD Actual \$	YTD Commit + Actual \$	Variance %	On target 16.7% of Year Gone
COMMUNITIES & FACILITIES							
Facilities							
1 - Revenues	(1,033,444)	(172,241)	0	448,615	448,615	-43%	✗
2 - Expenses	13,165,809	2,194,302	1,701,442	1,537,486	3,238,928	25%	✗
3 - Transfer / Overhead Allocation	171,811	28,635	0	35,354	35,354	21%	✗
Total Unit: Facilities	12,304,176	2,050,696	1,701,442	2,021,455	3,722,897	30%	✗
City Child Care Centre							
1 - Revenues	(761,800)	(126,967)	0	(130,015)	(130,015)	17%	✓
2 - Expenses	673,262	112,210	891	112,079	112,970	17%	✗
3 - Transfer / Overhead Allocation	0	0	0	165	165	0%	✗
Total Unit: City Child Care Centre	(88,538)	(14,756)	891	(17,772)	(16,881)	19%	✓
Comm & Facs Management							
2 - Expenses	443,512	73,919	0	68,463	68,463	15%	✓
3 - Transfer / Overhead Allocation	6,700	1,117	0	2,081	2,081	31%	✗
Total Unit: Comm & Facs Management	450,212	75,035	0	70,544	70,544	16%	✓
Library							
1 - Revenues	(528,643)	(88,107)	0	(25,693)	(25,693)	5%	✗
2 - Expenses	3,127,969	521,328	107,683	412,229	519,912	17%	✓
3 - Transfer / Overhead Allocation	20,500	3,417	0	2,585	2,585	13%	✓
Total Unit: Library	2,619,826	436,638	107,683	389,121	496,804	19%	✗
CQ Home Assist							
1 - Revenues	(1,976,905)	(329,484)	0	(610,884)	(610,884)	31%	✓
2 - Expenses	1,886,938	314,490	191,353	230,715	422,068	22%	✗
3 - Transfer / Overhead Allocation	89,967	14,995	0	8,038	8,038	9%	✓
Total Unit: CQ Home Assist	(0)	(0)	191,353	(372,131)	(180,778)	90389000%	✓
Community Programs							
1 - Revenues	(117,600)	(19,600)	0	(15,205)	(15,205)	13%	✗
2 - Expenses	1,020,138	170,023	21,678	210,063	231,741	23%	✗
3 - Transfer / Overhead Allocation	(89,763)	(14,961)	0	12,248	12,248	-14%	✗
Total Unit: Community Programs	812,775	135,462	21,678	207,105	228,784	28%	✗
Grand Total:	16,098,450	2,683,075	2,023,048	2,298,323	4,321,371	27%	✗

9.2 ARTS AND HERITAGE MONTHLY OPERATIONS REPORT FOR AUGUST 2015

File No: 1464
Attachments: 1. Arts and Heritage Monthly Operations Report for August 2015
Authorising Officer: Michael Rowe - General Manager Community Services
Author: Peter Owens - Manager Arts and Heritage

SUMMARY

The report provides information on the programs and activities of the Arts and Heritage section for August 2015.

OFFICER'S RECOMMENDATION

THAT the Monthly Operations Report of the Arts and Heritage section for August 2015 be received.

COMMENTARY

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

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

ARTS AND HERITAGE MONTHLY OPERATIONS REPORT FOR AUGUST 2015

Arts and Heritage Monthly Operations Report for August 2015

Meeting Date: 6 October 2015

Attachment No: 1

MONTHLY OPERATIONS REPORT
ARTS AND HERITAGE SECTION
Period Ended 31 August 2015

VARIATIONS, ISSUES AND INNOVATIONS

Innovations

Nil to report

Improvements / Deterioration in Levels of Services or Cost Drivers

Nil to report

LINKAGES TO OPERATIONAL PLAN

1. COMPLIANCE WITH CUSTOMER SERVICE REQUESTS

The response times for completing the predominant customer requests in the reporting period for 31 August 2015 are as below:



All Monthly Requests (Priority 3) Arts and Heritage 'Traffic Light' report August 2015

	Balance B/F	Completed in Current Mth	Current Month NEW Requests		TOTAL INCOMPLETE REQUESTS BALANCE	Under Long Term Investigation	Completion Standard (days)	Avg Completion Time (days) Current Mth	Avg Completion Time (days) 6 Months	Avg Completion Time (days) 12 Months	Avg Duration (days) 12 Months (complete and incomplete)
			Received	Completed							
Community Events & Arts	0	0	0	0	0	0	10	● 0.00	● 4.67	● 4.71	2.17
Heritage Village General	1	1	0	0	0	0	1	● 0.00	● 6.00	● 5.50	0.00
Showgrounds	0	0	0	0	0	0	5	● 0.00	● 0.00	● 0.00	0.00

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

Safety Statistics

The safety statistics for the reporting period are:

	SECOND QUARTER		
	Jul	Aug	Sep
Number of Lost Time Injuries	1	0	0
Number of Days Lost Due to Injury	14	5	0
Total Number of Incidents Reported	3	1	0
Number of Incomplete Hazard Inspections	1	0	0

Risk Management Summary

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

Potential Risk	Current Risk Rating	Future Control & Risk Treatment Plans	Due Date	% Completed	Comments
Damage to Council facilities and equipment due to non-compliance by Hirers resulting in financial loss and loss of reputation	Moderate 6	Standardization of hirer agreement process across all venues. Purchase and installation of industry standard venue hire system	30/06/16	70%	Project is with ITC – quotes requested by end 30 Sept. 2015.

Legislative Compliance & Standards

Legislative Compliance Matter	Due Date	% Completed	Comments
Outdated employee immunisations, tickets, and/or licenses	Various	90%	As at 31/08/15 Council records indicate that 3 Arts and Heritage employees have not lodged copies of their current driver's licence with W&S
Outdated legislative compliance mandatory training and/or qualifications	Various	100%	As at 31/08/15 all Arts and Heritage employees are compliant in this regard
Overdue performance reviews	29 August 2015	100%	As at 31/08/15 Council records indicate that all Arts and Heritage performance reviews have been completed for staff not currently on long term leave (two outstanding)

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

Project	Start Date	Expected Completion Date	Status	Budget Estimate	YTD actual (incl committals)
ARTS AND HERITAGE CAPITAL WORKS PROGRAM					
Art Gallery - Replace Track Lighting	01/01/16	30/06/16		30,000	0
Comment:					
Art Gallery - Artwork acquisitions	01/07/15	30/06/16	Ongoing	20,000	15,641
Comment:					
Heritage Village - Replace CombiOven	01/02/16	31/03/16		37,000	0
Comment:					
Theatre - Stage Lighting Equipment	01/10/15	01/02/16		55,000	0
Comment:					
Theatre – Add 5 flylines	01/01/16	29/02/16		25,000	0
Comment:					
Theatre – Follow Spots	01/10/15	31/12/15		35,000	0
Comment:					
Theatre – Moving Lights	01/10/15	31/12/15		40,000	0
Comment:					
Theatre – Masking	01/10/15	31/05/16		35,000	0
Comment:					
Showgrounds – PA system	01/10/15	31/05/16		25,000	0
Comment:					

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

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

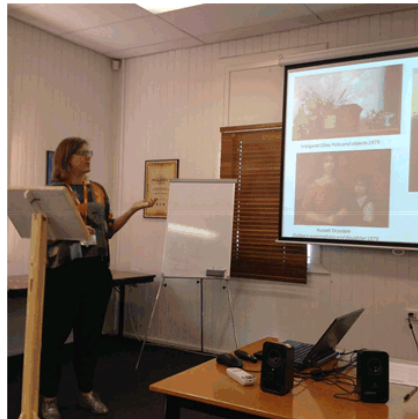
Art Gallery

The exhibition *Rockhampton: the forgotten port city* continues to be extremely popular with visitors and has assisted in increasing visitor numbers to the Gallery. Rockhampton Regional Library History Centre loaned several rare and fragile photographs for the exhibition and we were pleased to host Cheryl Rickard, Local and Family History Officer from the Library's History Centre who presented a guided tour discussing these loans to visitors. The exhibition publication also continues to sell well through the Gallery shop.

August saw the launch of a new exhibition *Bimblebox: art-science-nature*; a toured by Museums and Galleries Queensland. The exhibition opening weekend included a guided tour by the exhibition curator Beth Jackson and included short talks by artists Fiona MacDonald and Liz Mahood.

The Gallery was also delighted to host important Australian designer and jeweller Robert Foster from *Fink! Designs*. Foster presented an illustrated talk on his practice to coincide with the exhibition *Bodywork: Australian jewellery*.

The Gallery Director and Curator participated in the Queensland Museum and Gallery State Conference in Ipswich. The Curator presented a paper on '*Cream*' and the curriculum, and the Director was a representative on the conference planning committee and chaired a plenary session.



Diana Warnes presenting her talk at the Museum and Gallery conference

Rockhampton Heritage Village

Facebook - 1383 'likes' and 6794 posts reached for August.

3281 people attended the Cultural Festival which was organised by Venues and Events

2921 hours were volunteered for September 2015.

The Friends of the Village have paid for the construction of a \$45,000 shed to house stationery engines and the steam roller.



New Powerhouse display shed

Trip Advisor Reviews

“Take a drive through history”

Vintage clocks, guns, dolls, fire station, village, even an iron lung. There's so much to see here. It's not going to suit everyone, but this place is pretty amazing. The ambiance of the whole estate will take you back in time. When we were there, there was plenty of maintenance happening. That's not a bad thing. They're really looking after it all very well. There is a lot of walking, so take that into consideration when you set aside the time to visit. Allow yourself a few hours.

TIP: hop in the old car for a drive with the old bloke. I can't remember his name, but he's full of information. Clearly he loves what he does. He's definitely a highlight of the day.

“A trip back in time”

While in Rockhampton we visited the Heritage Village and I was amazed by all the memorabilia.

It was a step back in time to see the cottages with many familiar items that I saw that my grandparents had on the farm. The simplicity of how they lived in this era was such a contrast to today.

The school room reminded me of an old school located on a relatives property.

The Hospital was an eye opener in comparison to the equipment and uniforms worn today. Very worthwhile visiting.

“A very pleasant morning reflecting bygone days”

Today's visit began shortly after 10 am, the two ladies in reception took time to explain the layout of the village and gave us a pamphlet detailing some of the attractions. As we left the reception area we were met by another volunteer, a sprightly 84 year old called Robert who suggested that we climbed aboard his ford model A for a comfortable tour around the village. We stopped at all places mentioned in the pamphlet and had added information given to us by our knowledgeable guide Robert. The tour ended close to the refreshment area where there was a good selection of food and drink to finish our pleasant look back in time.

Venue Operations

Rockhampton Showgrounds

The Rockhampton Showgrounds hosted the annual Rocky Swap in August. This not for profit fundraising event featured over 1000 stalls and attracted thousands of locals and visitors. The Rockhampton Kennel Club held its regular dog show at the Rockhampton Showgrounds in August. The 2015 Rockhampton Home Show and Caravan, Camping, 4x4 and Fishing Expo was held at the showgrounds in August, attracting thousands of people. The regular Handmade Expo was also held at the Showgrounds during August.

Pilbeam Theatre

The Pilbeam Theatre was the venue for a variety of shows in August with commercial, not for profit and Council-presented events being performed.

Commercial shows included:

The Laughing Samoans, who performed their first ever show at the Pilbeam Theatre.

X Factor contestant Dean Ray who performed for the first time at the Pilbeam Theatre.

Xavier Rudd, who returned to the Pilbeam Theatre, with his band, The United Nations.

The annual Sydney Comedy Festival Showcase which featured comedians Dave Williams, Randy, Luke Heggie, Gearard McGeown, Becky Lucas and Tien Tran.

Not for profit shows included:

The Cathedral College's production of Xanadu over July/ August.

The Rockhampton Grammar School's production of Beauty and the Beast

Rockhampton Regional Council presented several shows during August. These included the Morning Melodies - Seniors were given a 'Mayor's treat' for Seniors Week when they were given a special \$5 ticket deal to Morning Melodies. A large number of theatregoers took up the cheap ticket price and enjoyed the concert by 1960s pop/country music idol and man who has "been everywhere", Lucky Starr.

Cranky Bear - Patch Theatre Company performed Cranky Bear at the Pilbeam Theatre in August. The company performed two shows for schools, both of which were sold out.

Head Full of Love - Queensland Theatre Company performed Alana Valentine's play Head Full of Love at the Pilbeam Theatre in August. The show is described as being "a story about friendship and beanies," and is centred around the friendship that develops between two women that develops through the Alice Springs Beanie Festival.

The Pilbeam Theatre Box Office sold tickets to Plush Dust Cocktail party, which was held in late August.

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

Service Delivery Standard	Target	Current Performance
<i>Deliver an annual program of Visual Arts exhibitions and program activities, with a target of 16,000 Art Gallery visits per annum</i>	16,000	1790
<i>Operate a range of performing arts, event and function venue in a cost effective and effective manner delivering on budget services, with a target of 100 performances at the Pilbeam Theatre per annum</i>	100	32
<i>Operate the Pilbeam Theatre Box Office as a profit centre for the unit with a target of 60,000 tickets sold per annum</i>	60,000	19,191
<i>Operate the Rockhampton Heritage Village, with a target total site visitation of 32,000 per annum</i>	32,000	3795
<i>Complete all planned capital projects in accordance with agreed schedule and budget</i>	100%	5%

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

FINANCIAL MATTERS

Period ended 31 August 2015 report shows income and expenditure within expect trend for the unit.

End of Month General Ledger - (Operating Only) - ARTS & HERITAGE
As At End Of 31 August 2015

	Adopted Budget \$	Adopted Budget (Pro Rata YTD) \$	YTD Actual \$	YTD Commit + Actual \$	Variance %	On target 16.1% Gone
Arts & Heritage						
1 - Revenues	(4,312,250)		(930,243)	(930,243)	22%	✓
2 - Expenses	7,086,586		1,084,861	1,374,455	19%	✗
3 - Transfer / Overhead Allocation	97,570		7,893	7,893	8%	✓
Total Unit: Arts & Heritage	2,871,906		162,510	452,105	16%	✓
Grand Total:	2,871,906		162,510	452,105	16%	✓

10 NOTICES OF MOTION

Nil

11 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.

12 CLOSED SESSION

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

RECOMMENDATION

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

13.1 Acquisition for the Rockhampton Art Gallery Gift Fund

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

13 CONFIDENTIAL REPORTS

13.1 ACQUISITION FOR THE ROCKHAMPTON ART GALLERY GIFT FUND

File No: 465

Attachments: Nil

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

Author: Tracy Cooper-Lavery - Gallery Director

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

SUMMARY

Acquisition of the work "Painting II" (1960) by Ian Fairweather to commemorate the 50th anniversary of Rockhampton Art Gallery.

14 CLOSURE OF MEETING