



# **COMMUNITY SERVICES COMMITTEE MEETING**

## **AGENDA**

**18 JANUARY 2017**

*Your attendance is required at a meeting of the Community Services Committee to be held in the Council Chambers, 232 Bolsover Street, Rockhampton on 18 January 2017 commencing at 9.00am for transaction of the enclosed business.*

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

**CHIEF EXECUTIVE OFFICER**  
10 January 2017

Next Meeting Date: 15.02.17

**Please note:**

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

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**1 OPENING**

**2 PRESENT**

Members Present:

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

In Attendance:

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

**3 APOLOGIES AND LEAVE OF ABSENCE**

**4 CONFIRMATION OF MINUTES**

Minutes of the Community Services Committee held 7 December 2016

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

**6 BUSINESS OUTSTANDING**

Nil

**7 PUBLIC FORUMS/DEPUTATIONS**

Nil

## **8 OFFICERS' REPORTS**

### **8.1 ARTS AND HERITAGE MONTHLY OPERATIONS REPORT FOR NOVEMBER AND DECEMBER 2016**

**File No:** 1464

**Attachments:** 1. Arts and Heritage Monthly Operations Report for November and December 2016

**Authorising Officer:** Michael Rowe - General Manager Community Services

**Author:** Peter Owens - Manager Arts and Heritage

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#### **SUMMARY**

*The report provides information on the programs and activities of the Arts and Heritage section for November and December 2016.*

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

THAT the Arts and Heritage Monthly Operations Report for November and December 2016 be received

#### **COMMENTARY**

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

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



# **ARTS AND HERITAGE MONTHLY OPERATIONS REPORT FOR NOVEMBER AND DECEMBER 2016**

## **Arts and Heritage Monthly Operations Report for November and December 2016**

**Meeting Date: 18 January 2017**

**Attachment No: 1**

**MONTHLY OPERATIONS REPORT**  
**ARTS AND HERITAGE SECTION**  
**Period Ended 31 December 2016**

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**VARIATIONS, ISSUES AND INNOVATIONS**

***Innovations***

Nil to report

***Improvements / Deterioration in Levels of Services or Cost Drivers***

The Arts and Heritage unit provides a range of goods and services on a commercial fee for service basis. Areas of the business have seen a reduction in spend per user and a lower level of commercial activity across the past two quarters. The Manager and Coordinators are working to minimize impacts and maximize income generation potential in the remainder of the current financial year.

## 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 December 2016 are as below:



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

	Balance B/F	Completed in Current Mth	Current Month NEW Requests		TOTAL INCOMPLETE REQUESTS BALANCE	Under Long Term Investigation	Completion Standard (days)	Avg Completion Time (days) Current Mth	Avg Completion Time (days) 6 Months	Avg Completion Time (days) 12 Months	Avg Duration (days) 12 Months (complete and incomplete)	Avg Completion Time (days) Q2
			Received	Completed								
Community Events & Arts	0	0	0	0	0	0	10	● 0.00	● 45.60	● 29.00	35.33	● 10.00
Heritage Village General	1	1	0	0	0	0	1	● 0.00	● 6.00	● 6.00	6.00	● 6.00
Showgrounds	0	0	0	0	0	0	5	● 0.00	● 0.00	● 0.00	0.00	● 0.00

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

### ***Safety Statistics***

The safety statistics for the reporting period are:

	THIRD QUARTER		
	Oct	Nov	Dec
Number of Lost Time Injuries	0	0	0
Number of Days Lost Due to Injury	0	0	0
Total Number of Incidents Reported	0	0	0
Number of Incomplete Hazard Inspections	0	2	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	30/06/17	95%	Training Completed – system build to be completed by Coordinator Major Venue by 30 June 2017

### ***Legislative Compliance & Standards***

Legislative Compliance Matter	Due Date	% Completed	Comments
Outdated employee immunisations, tickets, and/or licenses	Various	100%	As at 31/12/16 all Arts and Heritage employees are compliant
Outdated legislative compliance mandatory training and/or qualifications	Various	100%	As at 31/12/16 all Arts and Heritage employees are compliant.
Overdue performance reviews	31 August 2016	100%	As at 31/12/16 Council records indicate that all Arts and Heritage performance reviews have been completed

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

Project	Start Date	Expected Completion Date	Status	Budget Estimate	YTD actual (incl committals)
<b>ARTS AND HERITAGE CAPITAL WORKS PROGRAM</b>					
Art Gallery – 50 <sup>th</sup> Anniversary acquisition	01/07/16	30/06/17		80,000	80,000
Comment: Payments made as per agreed payment schedule					
Art Gallery - Artwork acquisitions	01/07/16	30/06/17		20,000	
Comment:					
Heritage Village - Replace CombiOven	01/12/16	31/01/17		32,000	27,405
Comment: Project completed					
Theatre – Stage Lighting Equipment	01/07/16	30/06/17		78,000	
Comment: Quotes requested – order to be place 02/17					
Theatre – Chain motor lift system	01/07/16	30/06/17		27,000	
Comment:					
Theatre – Radio Talkback System	01/07/16	30/06/17		25,000	
Comment:					
Theatre – Technical System Planning Report	01/07/16	31/12/16		20,000	
Comment:					

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

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

**Art Gallery**

In the month of December the Gallery hosted a consultant of significance assessments, Roslyn Russel of Roslyn Russel Museum Services. Funded by the National Library of Australia's Community Heritage Grant Roslyn spend 2 days viewing the Gallery's collection. In a bid to strengths the Gallery's outreach role, the Gallery facilitated Roslyn to visit additional collection form throughout the region, these included Arch Park Rail Museum, Rockhampton Heritage Village, Tennis Rockhampton Laver Collection, Mt. Archer Rail Museum, Emerald Art Gallery, and Pioneer Museum Capalla.

In early December the Gallery opened Towers of Tomorrow. An entry fee exhibition, in its first three weeks of operation the exhibition has sold 2,771 tickets generating an income of \$12,980. Based on the 2016/2017 budgeted ticket income of \$86,000 this exhibition needs to generate \$43,000 over the 12 week period. To date the income is 1.77% above the average target for the period.

The Gallery's monthly visitation in November was 1139 and December was 3,668, the same time last year the Gallery was closed for renovations over November and December. Over the month of November the average daily attendance was 36 and Decembers was 118, this shows an average attendance is a growth of 227%. This growth is reasoned to the exhibition Towers of Tomorrow with Lego Bricks. Of this growth audience 25% males, 31% females and 43% children. The monthly average attendance for 2016 calendar year was 1520.25. This is a 2.9% growth of in the past 12 months, and 4.55% growth in the past 24 months. Financial year to date that Gallery attendance is 10,027. If the attendance trend stays the same the EOFY attendance is projected to be 20,054, which is a 3.16% increase in attendance .

This month the Gallery release two media releases promoting a Cultural Gift to the collection by Ken Done and the Masterclass with Ryan McNaught as part of the exhibition Towers of Tomorrow with LEGO® Bricks. Two electronic Direct Mailouts (EDMs) were distributed to the Ragazette contact lists. These communications were targeted lists for the Monthly News – December, and Quarterly Artist News. On social media platforms the Gallery has been promoting the current programs and overall facility. On Facebook this resulted in 62,148 impressions, 789 post engagements and 261 clicks. The Gallery's overall Facebook audience increased by 1.4%. On social media channels that Gallery's audience is dominated by females at 80.6%, with over half (58.9%) of the audience being aged between 25 – 44. At the end of the month the Gallery has a fan base of 2671, increasing from the previous month 1.44%.

In November the Gallery shop made 234 sales, generating an income of \$4,676.87 this monthly income is 87% above the average monthly shop income to achieved the 2016/ 2017 projected shop income. In December there was a 313% increase in sales from November. This is due to Christmas shopping and the increased exhibition attendance as a result of Towers of Tomorrow. The Gallery shop generated \$11,862.99 in sales in December, making g the monthly income 375.5% above the average monthly Shop income to achieve the 2016/2017 projected shop income. In the two months of November and December the average spend per transaction grew significantly from \$19.98 in November to \$50.70 in December. This is due to Christmas gifts and the Gallery Shop stocking higher priced items, particularly men's items like that of the Bi Fold wallet, Slim Line Wallets and Compact Card Holder. The pop up coffee shop, Dock Café also contributed to this growth generating an income of \$1,023.33 in December.

The Gallery was open for 186 hours in November and 206 hours in December. December's 10% increased hours is due to a mix of late night programs and extended daily hours by 1.5hrs for the exhibition Towers of Tomorrow.

Volunteer assistance has made the December achievements possible contributing 438 hours. This is a 135% increase from the standard monthly volunteer hours. This increased is a direct result of the extra assistance required for the exhibition Towers of Tomorrow. The December volunteer hours is valued at \$15,356.25.

### **Rockhampton Heritage Village**

November proved popular for school tours with visits by 12 groups with 139 students. Participating schools came from Gladstone, Carmilla, Jerico, Rockhampton and Gracemere. Christmas Markets drew a big crowd with the weather being more comfortable. Additional displays included a native bee hive split, water divining demonstrations, medieval display and the introduction of Malachi with his Basic Instincts program. While numbers were slightly down on the previous year takings were higher.

Jobs Queensland has provided an additional 40 volunteers to assist with maintenance and work around the Village. They have based their program at the Village. While all the volunteers are not always on site within a relatively short time they have made a noticeable contribution to the site by maintaining fences, painting buildings and equipment and general cleaning up.

A visit by 439 Singapore Armed Forces personnel, over two days, saw them enjoy horse, vintage car, double decker bus and coach rides. The fun loving crowd was particularly fascinated with the livestock and enjoyed feeding the cows and horses as well as taking selfies. Four pianists among the group spontaneously entertained the crowd on the piano in reception much to the delight of onlookers.

The SES located their annual competition day in the vicinity of Timber Cutters and along the boundary of the creek. They also used the double decker bus to undertake triage competition in confined spaces. The event was a resounding success and they have already booked for next year.

The floor on the new vehicle show room has now been painted and finishing touches are being added to the interior. Designs for security fencing are being considered. Shelving in the China Room is almost complete with the china and other memorabilia safely locked behind glass doors.

School Holiday Activities – 12 groups with 139 Students

Markets – 2893 attendance with 191 Stalls

### **Trip Advisor comment for November 2016:-**

“Take a step back in time!”

*Well worth a visit if you are in the Rockhampton area. With very friendly, knowledgeable volunteers to guide and assist, the Heritage Village encompasses a trip into the past of Australiana with so many excellent reproductions of life and times in early Queensland. With easy walking and excellent displays, you come away with a sense of "being" of how life was lived in the past.*

Visited October 2016  
Woolongong, Australia

**Major Venues****Pilbeam Theatre**

The Pilbeam Theatre was the venue for a variety of Council presented, community and commercial shows during November and December.

British rockers Smokie returned to the Pilbeam Theatre in early November. The group performed its greatest hits including Living Next Door to Alice, Back in the Arms of Someone and Oh Carol.

Comedian Frenchy performed his show World's Worst Adult at the Pilbeam Theatre for the first time, in November.

The end of the year is a popular time for local dance schools to perform their end of year concerts at the Pilbeam Theatre. Dance Infusion, Dance Star Studio, Puls8 Studio, Debbie's dance Studio all held their concerts at the Pilbeam Theatre in November-December.

The Rockhampton Girls Grammar School performed its annual production, Girls Rock, at the Pilbeam Theatre in November. The show celebrated girl power with dance, music, drama and poetry.

Popular rock band Boy & Bear performed at the theatre in November. The Rockhampton concert was part of a nationwide tour.

Rockhampton Regional Council's 2016 Morning Melodies concert season, sponsored by Bolsover Radiology, drew to a close on Monday 5 December when Brunie Riley performed A Tribute to Shirley Bassey. The show featured a selection of Bassey's greatest hits including Goldfinger, Big Spender, Kiss me honey Honey. Bolsover Radiology has just confirmed that it will continue its long running sponsorship of Morning Melodies in 2017.

The Pilbeam Theatre was the venue for the first of two Carols by Candlelight concerts for 2016. Hundreds of audience members attended the Pilbeam Theatre concert on Wednesday 7 December while thousands attended the Music Bowl Concert on Sunday 11 December, after the Saturday concert was postponed due to weather conditions. Proceeds both events will go to this year's charity, Rockhampton Horse Riding for the Disabled.

The Queensland Symphony Orchestra returned to the Pilbeam Theatre in December with its performance of Handel's immortal classic Messiah. The show featured members of The Australian Voices, along with local choristers in association with the Rockhampton Musical Union Choir

**Rockhampton Showgrounds**

Rockhampton Showgrounds hosted several events in November-December. These included-

- Crossfit Competitions
- CQ Wedding Expo
- Handmade Expo
- Speedway
- Children's Christmas Parties
- Meetings
- Hamper Distribution

**Walter Reid Cultural Centre**

Capricornia Printmakers held their exhibition, Narrative at the Walter Reid Cultural Centre in October-November.



Rockhampton Little Theatre performed the comedy Female of the Species, by Joanna Murry Smith, in the Walter Reid Cultural Centre auditorium in November.

The arts groups in the Walter Reid Cultural Centre opened their shop, Reid's Gallery and Gifts in the lead up to Christmas. Locally created paintings, photography, jewellery, prints, embroidery and more were on sale.

The Centre was also used for end of year performances, RRC meeting and hosted the opening Stage 1 of Quay Street and the presentation of the keys to the City to Anna Mears at short notice.

#### **Program Development**

##### **FOR LEASE Shop**

The exhibition space was taken back by the owners over the Christmas selling months for a commercial display. Artists will be back in the space from February 2017.

##### **Carols by Candlelight**

The artistic program was broadened in 2016 to include community groups. Crescent Lagoon State School singing Choir, RMU Youth Choir and the All Abilities Dance and Drama Group all performed.

Total funds raised for the Rockhampton Riding for the Disabled was \$6305.64.

##### **CBD Arts**

A mural was completed on East Lane on the wall of the Hair Moda building. Jim Kondalis the owner was very happy to see the wall transformed. Two local high school students completed the work alongside professional artist Bill Gannon. The works have a temporary lifespan of eight months that will be revisited at that time to determine condition of artwork and future use of the wall.

##### **RADF**

A community information session will be held in the Fitzroy room of the Rockhampton Southside Library on 18 January 2017 to encourage more application for Round 2 of the Regional Arts Development Program. The first of these community sessions was well attended and it is thought that regular opportunities to ask questions and work shop ideas will lead to more wide spread use of the funds.

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

<b>Service Delivery Standard</b>	<b>Target</b>	<b>Current Performance</b>
<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	10,027
<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	58
<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	30,537
<i>Operate the Rockhampton Heritage Village, with a target total site visitation of 32,000 per annum</i>	32,000	19,456
<i>Complete all planned capital projects in accordance with agreed schedule and budget</i>	100%	65%

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.

**6. FINANCIAL MATTERS**

Period ended 31 December 2016 report shows income and expenditure for the unit.

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**End of Month General Ledger - (Operating Only) - ARTS & HERITAGE**  
**As At End Of 31 December 2016**

	Adopted Budget	Adopted Budget (Pro Rata YTD)	YTD Actual	YTD Commit + Actual	Variance	On target 50.00% Gone
	\$	\$	\$	\$	%	
<b>Arts &amp; Heritage</b>						
1 - Revenues	(4,341,470)	(2,170,735)	(1,939,816)	(1,939,345)	45%	✗
2 - Expenses	7,068,526	3,534,263	2,905,555	3,343,010	41%	✓
3 - Transfer / Overhead Allocation	14,430	7,215	31,526	31,526	218%	✗
<b>Total Unit: Arts &amp; Heritage</b>	<b>2,741,486.39</b>	<b>1,370,743</b>	<b>997,264</b>	<b>1,435,189</b>	<b>36%</b>	<b>✓</b>

**8.2 COMMUNITIES AND FACILITIES MONTHLY OPERATIONAL REPORT**

**File No:** 1464  
**Attachments:** 1. Monthly Operations Report November 2016  
**Authorising Officer:** Michael Rowe - General Manager Community Services  
**Author:** Cheryl Haughton - Manager Communities and Facilities

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**SUMMARY**

*This report provides information on the activities of the Communities and Facilities section for November 2016.*

**OFFICER'S RECOMMENDATION**

THAT the Monthly Operational Report on the activities of the Communities and Facilities section for November 2016 be received.

**COMMENTARY**

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

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

The attached report contains information on the activities of these program areas for November 2016.

# **COMMUNITIES AND FACILITIES MONTHLY OPERATIONAL REPORT**

## **Monthly Operations Report November 2016**

**Meeting Date: 18 January 2017**

**Attachment No: 1**

**MONTHLY OPERATIONS REPORT**  
**COMMUNITIES AND FACILITIES SECTION**  
**Period Ended 30 November 2016**

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**VARIATIONS, ISSUES AND INNOVATIONS**

***Innovations***

Nothing to report for month

***Improvements / Deterioration in Levels of Services or Cost Drivers***

Nothing to report for month

## LINKAGES TO OPERATIONAL PLAN

## 1. COMPLIANCE WITH CUSTOMER SERVICE REQUESTS

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

	Balance B/F	Completed in Current Mth	Current Month NEW Requests		TOTAL INCOMPLETE REQUESTS BALANCE	Work Orders Issued	Under Long Term Investigation	Avg W/O Issue Time (days) 12 months	Completion Standard (days)	Avg Completion Time (days) Current Mth	Avg Completion Time (days) 6 Months	Avg Completion Time (days) 12 Months	Avg Duration (days) 12 Months (complete and
			Received	Completed									
Cemeteries (Asset)	0	0	0	0	0	0	0	1.20	30	0.00	3.55	2.15	0.63
Childcare (Asset)	0	0	2	2	0	0	0	2.41	30	4.00	7.06	6.68	5.24
Community Halls (Asset)	3	0	12	6	9	6	0	0.61	30	3.17	1.33	1.46	4.74
Admin and Depots (Asset)	12	3	15	8	15	6	0	6.86	30	5.13	3.00	2.65	3.80
Disaster Management (SES Buildings) (Asset)	2	0	3	2	3	1	0	0.98	30	0.50	1.19	1.27	3.76
Dog Pounds (Asset)	1	0	2	0	3	1	0	0.52	30	0.00	8.50	2.33	2.35
Gardens (Asset)	0	0	0	0	0	0	0	57.36	30	0.00	0.00	0.75	0.75
Libraries (Asset)	13	3	22	10	21	11	0	3.70	30	3.00	7.53	5.66	6.63
Leased Premises - Maintenance (Asset)	0	0	0	0	0	0	0	0.00	30	0.00	0.00	0.00	0.00
Sport and Recreation (Asset)	11	2	7	4	12	3	0	4.17	30	1.75	1.32	3.66	5.29
TV Black Spot - Reception (Asset)	0	0	0	0	0	0	0	0.00	30	0.00	0.00	0.00	0.00
Arts & Heritage Services (Asset)	21	5	38	14	40	22	0	2.37	30	2.50	4.91	4.27	6.60

## Comments and Additional Information

Requests received during the reporting period were all completed in accordance with the standard timeline.

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

### Safety Statistics

The safety statistics for the reporting period are:

	October 2016	November 2016	December 2016
Number of Lost Time Injuries	0	1	
Number of Days Lost Due to Injury	0	5	
Total Number of Incidents Reported	0	1	
Number of Incomplete Hazard Inspections	0	0	

### Risk Management Summary

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

Potential Risk	Current Risk Rating	Future Control & Risk Treatment Plans	Due Date	% Completed	Comments
Child Care Centre does not meet the National Quality Standard and is unable to operate resulting in loss of service to community, loss of income and reputation for Council.	Moderate 6	Ensure policies, procedures and programs are compliant with NQS for 2014 assessment	30/06/16	100%	Assessment completed with Centre receiving a Meeting National Quality Standard rating
Council fails to maintain, train and supervise adequate numbers of volunteers to assist with operations across its sites resulting in inability to deliver some services, or injury to volunteers or public.	High 4	1. Training procedures for volunteers being updated 2. Responsibility for volunteers at some sites being transitioned to community organisations.	31/01/17	100%	Policy and procedure adopted by Council, training documents completed and circulated to relevant sections.
Inability to comply with regulatory obligations and conservation of heritage assets, asbestos inspections and treatment, resulting in facilities being non-compliant and deemed unsafe and	High 4	1. Complete the process of incorporating maintenance plans into Asset Register and Management Plan. 2. Develop a 5-10 year maintenance and renewal strategy based on valuations and condition assessments. 3. Develop forward budget submission with	30/06/16	100%	Conservation Management Plans have been completed or reviewed for heritage listed buildings, and maintenance plans implemented in line with budget. Budget submissions developed based on reference to risk register, corporate plan and legislative requirements.



Potential Risk	Current Risk Rating	Future Control & Risk Treatment Plans	Due Date	% Completed	Comments
unusable, with loss of service to community, possible injury to staff and public, and damage to reputation of Council.		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	96%	As at 30 November 2016 Council records indicated that 4 employees are yet to supply a copy of a license deemed necessary for their role
Outdated legislative compliance mandatory training and/or qualifications	Various	98%	As at 30 November 2016 Council records indicated that 2 employees were non-compliant in this regard
Overdue performance reviews	31/08/16	97%	As at 30 November 2016 Council records indicated that 3 performance reviews were outstanding
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)
<b>COMMUNITIES AND FACILITIES CAPITAL WORKS PROGRAM</b>					
<b>November 2016</b>					
<b>Borough Chambers</b>	09/01/17	03/04/17	Works scheduled for Jan 2017	\$45,900	\$6,700
Comment: installation of under floor ventilation					
<b>Botanic Gardens Amenity</b>	01/08/16	12/09/16	Awaiting quotes	\$25,500	\$159
Comment: relining of sewer pipe work to toilets near kiosk					
<b>Kershaw Gardens Igloo Nursery</b>	03/10/16	19/6/17	Awaiting final direction from Parks	\$300,000	\$1,461
Comment: construction of new facility					
<b>Mount Morgan Basketball Court</b>	18/07/16	12/08/16	Completed	\$25,500	\$21,932
Comment: replacement of non-complaint basketball structure; repainting concrete area and squash court wall; replacement of vandalised switchboard for external lighting and power					
<b>Showground Hideaway Bar Toilets</b>	29/07/16	30/08/16	Completed	\$30,600	\$25,381
Comment: various works including repainting and installation of seamless flooring					
<b>Botanic Gardens Admin</b>	08/08/16	12/08/16	Completed	\$11,500	\$13,253
Comment: new kitchen and storage cupboards to administration area					

<b>Dooley Street Depot</b>	29/08/16	23/09/16	Completed	\$47,000	\$56,582
Comment: replacement of roof to Grace Brothers shed					
<b>Kershaw Gardens</b>	19/09/16	28/02/17	Awaiting stakeholder approval	\$16,000	-
Comment: concrete to greenhouse					
<b>Mount Morgan School of Arts</b>	04/01/17	24/02/17	In progress	\$100,000	\$59,992
Comment: internal renewal works					
<b>Rockhampton Cricket Ground</b>	01/02/17	19/05/17	On hold	\$53,000	-
Comment: repairs to grandstand, change room, caller's box and other damages					
<b>Bond Store</b>	01/09/17	20/03/17	In progress	\$324,200	\$5,704
Comment: façade refurbishment					
<b>City Hall</b>	01/02/17	31/03/17	Order placed	\$47,000	\$39,000
Comment: lift upgrade					
<b>Customs House Amenities</b>	05/09/16	28/02/17	In progress	\$55,000	\$35,577
Comment: roofing and improvements					
<b>Customs House</b>	15/02/17	31/03/17	Order placed	\$35,000	\$23,025
Comment: external repaint to all previous painted surfaces					

<b>Customs House stables</b>	30/09/16	31/1/17	In progress	\$15,500	\$13,680
Comment: replacement of roofing					
<b>Dooley Street Admin Building</b>	03/04/17	31/05/17	Order placed	\$47,000	\$39,000
Comment: lift upgrade					
<b>Gracemere Admin Building</b>	29/08/16	31/05/17	In progress	\$125,000	\$115,120
Comment: replacement of air-conditioning					
<b>Gracemere Admin Building</b>	12/12/16	30/06/17	Quotes received, awaiting timeline for completion	\$57,000	-
Comment: replacement of carpet					
<b>Gracemere Community Hall</b>	01/08/16	10/08/16	Completed	\$15,500	\$13,653
Comment: resealing of timber floor					
<b>Heritage Village Shearing Shed</b>	01/11/16	22/11/16	Completed	\$42,000	\$25,463
Comment: installation of fans					
<b>Heritage Village Wool Shed</b>	01/08/16	07/10/16	Completed	\$46,000	\$33,558
Comment: addressing storm water issues					
<b>Mount Morgan Swimming Pool</b>	01/05/17	31/05/17	Awaiting design details	\$42,000	\$2,150
Comment: repairs to east grandstand					

<b>Newman Oval</b>	19/09/16	20/10/16	Completed	\$30,000	\$29,942
Comment: repairs to roofing of amenities and change room; demolition of termite affected area					
<b>Pilbeam Theatre</b>	29/07/16	31/12/16	Completed	\$16,000	\$11,340
Comment: changes to air-conditioning control loop and chiller staging					
<b>Rockhampton Regional Library</b>	15/01/17	31/03/17	Order placed	\$35,000	\$14,870
Comment: repairs to roof					
<b>Rockhampton Regional Library plant room</b>	18/07/16	30/11/16	In progress	\$20,000	\$38,549
Comment: water proofing floor and replacement of rusted louvre frames					
<b>Robert Archer Pavilion - Grandstand</b>	05/08/16	31/08/17	Awaiting engineering scope for quoting	\$255,000	\$27,453
Comment: refurbishment					
<b>Robert Archer Pavilion - Grandstand</b>	22/08/16	01/05/17	Awaiting quotes	\$14,000	-
Comment: drainage upgrade to prevent water flowing under building					
<b>City Hall</b>	03/08/16	30/11/16	In progress	\$70,000	\$48,578
Comment: replacement of air-conditioning unit in Records area and extension of plant walkway					
<b>Schotia Place</b>	06/08/17	31/03/17	Order placed, work commencing in Jan 2017	\$87,000	\$128,444
Comment: replacement of curved roof, installation of suspended ceiling and LED lighting					

<b>Rockhampton School of Arts</b>	01/09/16	31/05/17	Order placed	\$54,000	\$48,521
Comment: replacement of roof					
<b>Dooley Street wash down facility</b>	19/06/17	03/04/17	Awaiting redesign as per FRW requirements	\$100,000	\$608
Comment: compliance upgrade					
<b>City Child Care Centre</b>	19/12/16	06/01/17	Order placed	\$30,000	\$26,386
Comment: addressing drainage issues to prevent water ingress to building					
<b>Mount Morgan School of Arts</b>	25/07/16	28/02/17	In progress	\$62,000	\$37,823
Comment: replace structural members					
<b>Gracemere Admin Building</b>	01/11/16	31/03/17	Awaiting scope of works	\$110,000	\$4,953
Comment: install solar system					
<b>Southside Pool</b>	01/09/16	28/02/17	In progress	\$26,000	\$20,597
Comment: install shade structure over 50m pool sand filters					
<b>Mount Morgan Council Office</b>	05/12/16	23/12/16	Completed	\$70,880	\$50,859
Comment: external repainting					
<b>City Hall Precinct</b>	08/10/16	31/01/17	In progress	\$159,820	\$77,538
Comment: pilot program for energy efficient lighting					

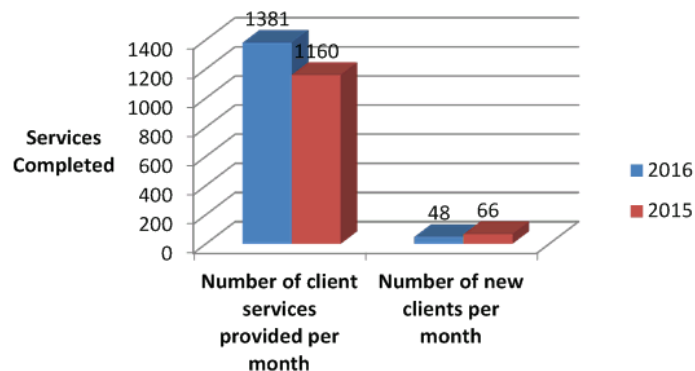
<b>Robert Schwarten Pavilion</b>	01/12/16	31/10/16	Completed	\$35,000	\$35,095
Comment: modernisation of grease trap					
<b>Robert Schwarten Pavilion</b>	01/02/17	28/02/17	Order placed	\$20,400	\$19,650
Comment: modernisation of down pipes					
<b>Showgrounds</b>	05/06/16	28/02/17	In progress	\$40,000	\$54,133
Comment: modernisation of switchboard enclosure					
<b>Memorial Gardens</b>	29/08/16	10/10/16	Completed	\$23,500	\$27,416
Comment: replacement of failed septic system					
<b>Gracemere Pound</b>	11/07/16	31/08/17	In progress	\$1,215,647	\$1,124,049
Comment: construction of new facility					

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

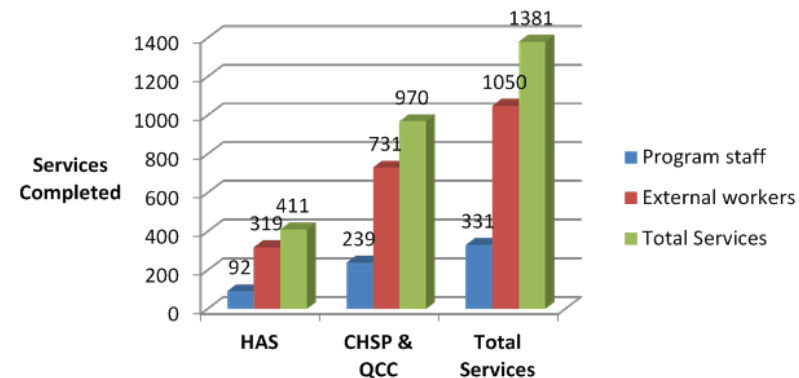
As at the period ended 30 November 2016 – 41.9% of year elapsed, for funded programs:

Project	Revised Budget	Actual (incl. committals)	% budget expended	Explanation
Home Assist	(\$2,097,977)	\$1,228,391	58.5%	<p>Client services:</p> <ul style="list-style-type: none"> <li>1,381 home maintenance or minor modification services were provided during November for HAS, CHSP and QCC eligible clients</li> <li>3 major modifications were completed, and 7 new applications received</li> <li>48 new clients were added</li> </ul> <p>Recruitment was finalised for the administration trainee position, with the successful candidate due to commence in the New Year.</p> <p>Schotia Place Senior Citizens Association presented Home Assist staff with a certificate of appreciation for their help and support throughout 2016.</p>

**Comparison of Yearly Statistics  
November 2016**



**Monthly Staff and Contractor Statistics  
November 2016**





Highlights of other program areas included the following:

### Community Programs

#### Community Assistance Program

Six applications to the Community Assistance Program Small Projects Scheme were received during the month of November 2016. All applications were assessed and funded for the total amount of \$2,000.00.

Details of the successful applications are as follows:

Applicant	Purpose of Grant/Sponsorship	Amount
Cancer Council Queensland	Rockhampton's Annual Christmas Parade	500.00
Central Queensland University	Rockhampton Regional Council Prize	500.00
Wycarbah Hall and Sports Association Inc.	Hall Insurance	500.00
Rockhampton and District Junior Rugby League Inc.	Rockhampton and District "Charity" Super 9's Shield	500.00

#### Community Hall Hire

Facility	Total Sessions for November
Gracemere Community Hall	20
Mt Morgan School of Arts	36
Calliungal Youth Centre	6
Bauhinia House	20
Schotia Place	33

#### CCTV

Footage requests - three requests for CCTV footage were received from the Queensland Police Service during November, with images supplied for all requests.

#### Access and Equity

Issues addressed at the meeting were:

Issue	Action
Chair meeting with Mayor	<ul style="list-style-type: none"> <li>Met to discuss RCAERG future and Council's support – Chair reported that Council is willing to work with group on issues that align with Council priorities</li> </ul>
Consideration of formation of community group	<ul style="list-style-type: none"> <li>Terms of Reference and logo to be developed to reflect the new community group's aspirations, review local transport committee model</li> <li>Name to be Rockhampton Community Access and Equity Group</li> <li>Area of operation to be the Rockhampton Regional Council area</li> <li>Issues on Human Rights to be prioritised</li> <li>Invite relevant officers to address/action issues in their area of expertise</li> <li>Form working groups to deal with specific issues</li> </ul>

## Libraries

During November the libraries recorded 36,106 loans and 20,923 visits.

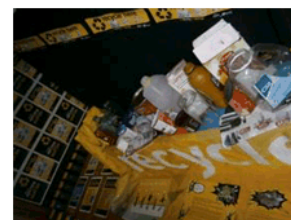
### Library Usage Statistics

Activity	Rockhampton Regional	North Rockhampton	Mt Morgan	e-Content	Anytime Library	Total
Loans	22,173	10,063	1,584	2,264	22	36,106
Returns	1,701	667	114	-	9	2,491
Reservations	1,406	753	206	-	-	2,365
Inter-library loans	51	17	42	-	-	110
Public Computer Access	2,647	435	62	-	-	3,144
<b>Total Transactions</b>	<b>25,331</b>	<b>11,500</b>	<b>1,946</b>	<b>2,264</b>	<b>31</b>	<b>44,216</b>
Visits	13,899	5,103	1,921	-	-	20,923
Program Participation	1,852	141	89	-	-	2,082

### Regular programs

**Lively Babies** – babies bounced, giggled and enjoyed learning about language, reading and books as part of the regular Lively Babies program at the library. Sessions were held on alternate weeks at the North Rockhampton and Rockhampton Regional Library.

- **Lively Stories** – as this month featured 'Recycling', Camille from the Waste unit of Council shared some special stories with children and carers at the North Rockhampton Library, with these being well received. Other stories featured 'big and little', 'get active' and 'colour'. Sessions were offered at all three libraries.



*Recycling Week display at the North Rockhampton Library*

- **Lively Toddler Time** – a 'silly' theme was used to good effect with toddlers and parents/carers attending toddler sessions at the libraries. The sessions were complemented by resources such as books, CDs, toys and games on display.
- **Anime/Manga Clubs** – the anime clubs continued to grow in popularity with some very strong participants promoting the sessions. Two local graphic artists who are passionate about anime and manga shared their skills and expertise with visitors at the fortnightly workshops held at the Southside and Northside libraries.
- **Lively Book Clubs** – *The hare with the amber eyes* by Edmund De Waal and Peter Twohig's *The cartographer* were successfully critiqued at the Rockhampton Regional Library and Mount Morgan Library book clubs respectively. The groups also discussed other books of note, media and political and social history.
- **Lively Knitting and Crochet** – this month Cr Rose Swadling took the ladies from the Mount Morgan Library knitting group to lunch in appreciation for their fine efforts over the year. The luncheon was enjoyed greatly by the group with increased vigour for knitting and craft projects over the coming twelve months. Both groups are in the process of finalising their Christmas party plans for December.
- **Mahjong** – the mahjong tables set up every Thursday afternoon at the Mount Morgan Library invited a group of dedicated mahjong enthusiasts to take their seats. This program has been very successful, particularly in the Mount Morgan area.
- **Lively Games** – chess, colouring and jigsaws set up on tables in the libraries continued to attract and engage different visitors in the space. Surprisingly, the jigsaws have proved immensely popular with patrons of all ages.
- **Lively Music** – the Brick by Brick Exhibition has had a number of local musicians sharing the exhibition space at the Regional Library, with pianists often playing classical, jazz or popular music on the Hélène Jones piano.

- **Monday Movies** – the classic western movie *No blade of grass* (1970) offered a cool reprieve for visitors to the Regional Library on Monday 28 November. Monthly movies are screened from the Foxtel Turner Classic Movies channel on the last Monday of the month.

#### Other Activities

**First Five Forever (F5F)** – over 313 attendees participated in eighteen First 5 Forever sessions during the month, with opportunities to cross-promote the Brick by Brick Exhibition with childcare groups visiting the library for a special F5F session plus an orientation activity. The popular Dads Read story session on Saturday 26 November attracted a good response, with guest reader Neil Beckett from the Central Queensland Capras engaging dads, children and young families.

The First 5 Forever program aims to increase parent awareness and confidence around their role as their child's first and most important teacher. It has been encouraging to see this in action with the increased confidence shown by both parents and children who have been attending regular sessions. November saw a number of queries from parents concerned about whether their child is old enough to read books with, and of the need to do so with young babies. These queries have provided excellent opportunities to both reassure parents and provide them with the tools and tips necessary for them to make sharing books with their children a fun and regular activity.

The comments below from one mum with a three month old baby provide an excellent example of this:

*"Peta recommended these books [Baby Touch: First Focus high contrast books] to us, and I first thought 'Hmmm, I don't think a three month old is going to sit and read through books' but we borrowed them from the library and took them home. And we have read them over and over and over again, and he [baby] is so into the books and we talk about all the pictures. We've actually gone out and bought ourselves a set of them so that we can read them all the time now."*

**Local Author Expo** – 16 local authors shared stories of their writing experiences with the audience at the Rockhampton Regional Library on Saturday 19 November. The writing styles ranged from autobiography, children's picture books, teen fiction and poetry to early Rockhampton history, speculative fiction, horror, urban fantasy, science fiction and memoir cookery books – with over 300 participants joining the action. Visitors could purchase a book and have it signed by the author Dr Richard Arnot from the Rockhampton Hospital as he officially launched his second publication, *The virgin chicken*. The networking opportunity afforded by the expo was invaluable to authors at various stages on the writing and publishing spectrum.



Author Nirmala Kumar at the Author Expo

**Robot Training** – school students from the Rockhampton Special School attended an Ozobots robotic workshop at the Rockhampton Regional Library designed to showcase simple coding with the miniature robots. Feedback from participants at the session was very positive.

**Brick by Brick-Build the Capital Exhibition** - was developed by the National Capital Authority to encourage visitors to create their own National Capital of the future, or replicate iconic buildings in Canberra, using 30,000 Lego bricks. The interactive exhibition celebrates Australian culture through national institutions such as the High Court of Australia; the Carillon; Commonwealth Bridge; Blundell's Cottage; National Museum of Australia; National Library of Australia and of course, the seat of Federal Parliament. The activity space has been set up in the Exhibition space at the Rockhampton Regional Library to engage Australians with their National Capital. Build sheets have been developed to assist children and adults to recreate major institutions, bridges and attractions that contribute to the identity of their National Capital. A successful marketing campaign by Council's Communication unit attracted a core team of volunteers who will assist in manning the space for the duration of the exhibition from 9 November – 15 January 2017.

Her Worship the Mayor Margaret Strelow officially opened the exhibition on Wednesday 9 November with a group of Year 9 students from The Cathedral College taking part in the 'first build'. The exhibition space was filled with noisy and interactive play, followed by cake and cordial to celebrate the launch.

The volunteers attended training prior to the launch and also took the opportunity to attend the first school workshop, providing 261 hours of assistance during November.



Brick by Brick Volunteers



TCC students at the exhibition launch

**BorrowBox** – Library staff prepared a very imaginative display entry in an Australian/New Zealand competition to promote the Harry Potter books available on Borrow Box. Books, props, dress and other creative elements were used to good effect to promote the entire series in e-format as well as the physical books.



### Rockhampton History Centre

**Q ANZAC 100 Workshops** - staff from the John Oxley Library, State Library of Queensland presented a series of very well-received workshops at the Rockhampton Regional Library in late November, as part of the Q ANZAC 100: Memories for a New Generation. The workshops ranged from 'First World War treasures: a white gloves experience,' and 'Caring for your First World War collections' focusing on conservation and preservation of documentary heritage, through to sessions on 'Promoting and sharing collections online' for historical and community heritage organisations.

**Donations** – family members often look through an elderly relative's photographs and memorabilia, and recognise the significant historical content it contains. The family of a police officer stationed in Rockhampton during the 1960s had a series of photographic slides of the local area which were donated to the collection. These included images of several buildings taken during the 1960s including; The Wintergarden, the Rockhampton Police Station, Earl's Court Theatre, Town Hall, Customs House, 2<sup>nd</sup> World War Memorial Pool, Rockhampton Ambulance Centre, Rockhampton Fire Brigade Centre, the Court House, Rockhampton Railway Station, Commonwealth Building, Munro's book store and a photograph of pineapples growing on a farm.



Earl's Court Theatre (1960s)

Two copies of *A history of shaping financial success : Joseph Kenna and Co., 120 years 1896 - 2016* by author Robert Macfarlane (2016) were donated to the Library, one for lending and one copy placed in the History Centre's Central Queensland Collection.



**Orientation** - as part of their history curriculum, two groups of year 5 students from St Mary's Catholic Primary School visited the History Centre to learn more about Rockhampton's history. The students learnt about the background behind the 1956 Olympic torch and were also told the yarns behind the photographs that are on the History Centre's walls – the photographs including the old Fitzroy Bridge, the Technical College on Bolsover Street, Mount Morgan Mine, and an early image of the police station. They were then taken on a tour through the Special Collections cold room where they were impressed by the temperature, the age of the ledgers on the shelves, and by the replica bullet shell. The students were also introduced to the oldest book in the Council archives collection, the 1865 Archer Ward rates book. Their teachers explained that the book was 151 years old which drew several gasps. Overall the students were quite receptive to the tour and the history talk which worked the narrative of Rockhampton's history into the curriculum component in the classroom.



*Looking at old ledger books in the History Centre*

### **Technology Centre**

**Trivia Net** – the popular monthly trivia competition held in the Library Technology Centre training room focused on a travel theme for November. Participants learnt a range of search strategies to increase their confidence with technology and the internet, with learners of all ages encouraged to attend.

**Tech Savvy Seniors** – the popular hands-on digital workshops for seniors have once again been offered free to the community at both Rockhampton and North Rockhampton libraries. The ability to ask questions with appropriate pacing has been greatly appreciated by participants, with sessions offered in using social media, android tablets and online shopping and banking.



*Hands on workshop using the iPad*

**Sound Studio** – two local musicians have been assisting with community use of the Sound Studio. The studio includes recording hardware and editing software, and young musicians from Heights College who won the 2016 CQ Battle of the Bands competition worked with a local sound engineer and musician to record three original tracks for an EP launch.

### **Volunteers**

The volunteers provided 350 hours of assistance during November with community training and the Tech Troubles sessions.

### **Child Care**

#### **Utilisation**

Utilisation of long day care remained at 100% during November with utilisation of occasional care places at 65.5% for the 6 places available.

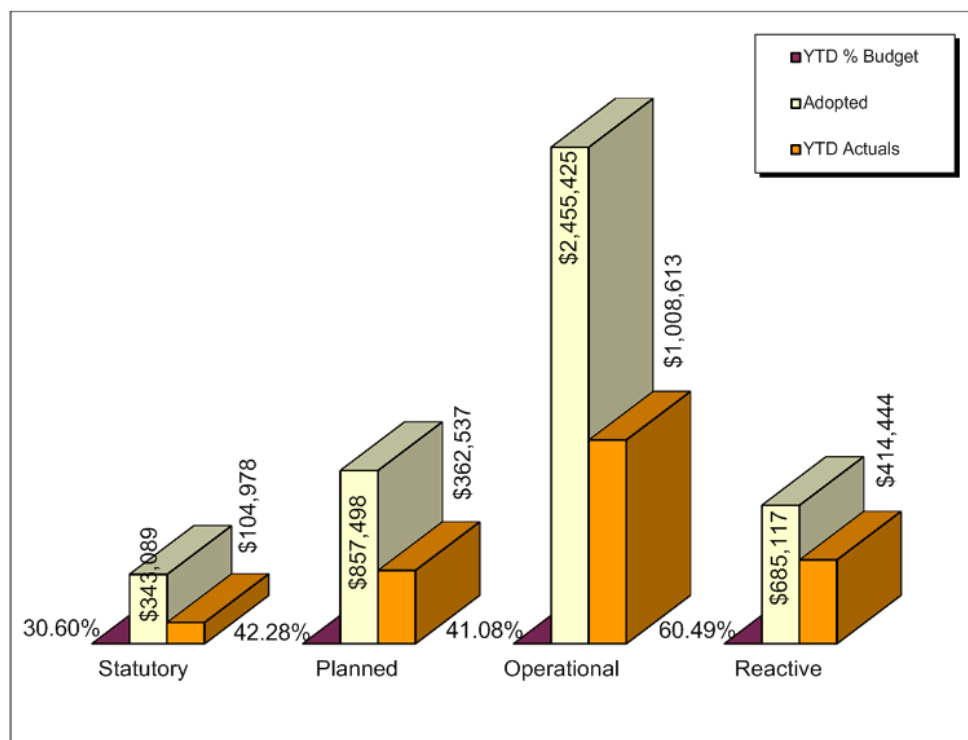
## Facilities

652 work orders were created during November, with 331 completed. The following table gives an overview of the work completed at various sites:

Site	Completed Task	Cost
212 Quay Street	Supply, installation and configuration of new Carrier AC pilot interface.	\$6,997.50
Archer Park Railway Station	Supplied new sleepers to replace rotten and damaged ones covering the points duct; provided material for boxing to form up the new nib walls to support the new sleepers.	\$2,348.50
Zoo	Re-piped water service in 25mm and new DCV.	\$935.00
Customs House	Repaired vinyl flooring.	\$599.50
Dooley Street Depot	Aerial electrical cable replaced between the Grace Brothers and Sign Sheds in Dooley St Depot due to UV damage. Installed no-slip to two sets of stairs as requested.	\$3,333.00
James Lawrence Pavilion	Zip Boil Unit in the kitchen leaked due to a burst pipe. Plumbers isolated water supply to unit and mopped up excess water, with Aqua Jet called to clean and dry all affected areas. Plumbers replaced damaged plastic pipe with copper water service with a non-return valve from the control valve to the water filter and from the water filter to the boiling water unit mounted on the wall. Contractors booked in to start repairs in the second week of January as the building will not be hired out for this month, with carpet replacement scheduled for the last week of January once the builders have completed the repairs. All relevant documentation provided to Property and Insurance for claim.	\$38,219.49
Mount Morgan admin building	Full termite treatment completed	\$1,820.00
Mount Morgan public toilets	Repaired and recoated seamless flooring in male and female toilets.	\$4,400.00
Mount Morgan Railway Goods Shed	Repaired earthing, damaged switchboard and floodlighting on and around the goods shed in the Railway Complex.	\$2,693.00
Mount Morgan Railway Station	Replaced the outdated and faulty security system. Replaced faulty CCTV DVR unit and installed new DVR cabinet in museum complex due to dust and heat issues.	\$4,184.44
Northside Library	Installed new sensors as AC unit tripped out on super heat reading fault.	\$2,161.61
Rockhampton Cricket Grounds	Vandalised roller door on kiosk replaced.	\$995.00
Rockhampton School of Arts	Replaced condenser fan and blades on AC unit for upper floor, kitchen end.	\$736.00
South Side pool complex	Learn to swim plant room vacuumed with filters found to be leaking. Replaced the CO2 diffusers in all plant.	\$2,000.00
Electrical	Fire systems contractor engaged to carry out fire system and emergency light breakdown repairs at various sites. Fire detection systems, emergency lighting, RCD testing, switchboard inspections, auto door servicing, electrical testing and tagging carried out at various sites. Traffic light inspections and maintenance on all intersections; repairs to street lighting Repairs to BBQ, lighting and irrigation controls carried out at various parks. Pool earth bond testing carried out. Electrical repairs carried out on asphalt paver for Fleet Services Christmas decorative lighting installed at various sites.	\$5,000

Planned maintenance undertaken included:

- repair of the sign board near the Exhibition Pavilion at the Rockhampton showground
- repairs to timber posts at the Mt Morgan Administration building
- sealing of holes in posts and rust prevention treatment to posts supporting the shade shelter in Joyce Harding Park
- repairs to roof sheeting on the shade shelter Fishing Platform 1 and replacement of missing panel on Fishing Platform 2 in Huish Drive
- removal of tree debris from the amenities building on Mt Archer
- replacement of toilets in Score Board building at Rockhampton Cricket Ground and cleaning of walls; cleaning of urinals and floor in change rooms
- repaired broken pipe at Jardine Park pavilion
- rust prevention treatment of posts on eastern side of Kenrick Tucker Velodrome clubhouse
- removed palm tree and repaired damaged storm water pits on southern side of Robert Schwarten open pavilion
- fitted bracket to secure down pipe on canteen and repaired handrail to access ramp at Walter Pierce pavilion
- rust prevention treatment to ticket box at Mt Morgan Showground
- repaired kitchen door at Mt Morgan Railway Station



Activity	Adopted	YTD Actuals	YTD % Budget
Statutory	\$ 343,089	\$ 104,978	30.60%
Planned	\$ 857,498	\$ 362,537	42.28%
Operational	\$ 2,455,425	\$ 1,008,613	41.07%
Reactive	\$ 685,117	\$ 414,444	60.5%
<b>Total</b>	<b>\$ 4,341,129</b>	<b>\$ 1,890,572</b>	<b>43.55%</b>

**Rockhampton Showground - Capital and Maintenance projects**

Hideaway Bar toilets	\$26,031
Robert Archer grandstand	\$2,286
Robert Archer grandstand – structure	\$255,000
Robert Archer grandstand – drainage	\$14,000
Robert Schwarten Pavilion - grease trap	\$35,000
Robert Schwarten Pavilion – down pipes	\$19,650
Robert Schwarten Pavilion – planned, reactive maintenance	\$14,751
Switchboards	\$83,639
Exhibition Pavilion	\$9,852
Horticultural Pavilion	\$20,625
James Lawrence Pavilion	\$43,331 (includes \$38,219 insurance claim)
Walter Peirce Pavilion	\$5,327
People's Bar	\$3,053
Kele Pavilion	\$13,243
General grounds	\$8,626
Dog Pavilion	\$1,641
Other pavilions	\$2,059
Kennel display	\$1,383
Portable grandstands	\$3,251
Caretaker's residence	\$1,177

These figures do not include statutory maintenance or operational costs e.g. electricity, gas



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

<b>Service Delivery Standard</b>	<b>Target</b>	<b>Current Performance YTD</b>
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%	476 participants, 119%
Deliver a range of family literacy, learning and development programs to 7500 participants per annum	100%	7,034 participants, 93.78%
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%	0.082 per capita
Provide community access to technology and deliver 2000 contact hours of computer training each year	100%	1,963 hours, 98.15%
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%	62.6%
Provide 11625 hours of home maintenance services to eligible Home Assist clients per annum	90%	4992 hours, 42.94%
Deliver 5612 hours of home maintenance services for CHSP eligible clients per annum	90%	6993 hours, 124.6%
Complete 17 major modification projects for CHSP and QCC eligible clients per annum	100%	16 projects, 94%
Complete all planned capital and maintenance projects in accordance with agreed schedule and budget	90%	90%
Respond to all reactive maintenance requests in accordance with adopted response schedule, budget, availability of materials and contractor if required	90%	90%

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

## FINANCIAL MATTERS

	Adopted Budget \$	Revised Budget	Adopted Budget (Pro Rata YTD) \$	YTD Actual \$	YTD Commit + Actual \$	Variance %	On target 42% of year gone
<b>OPERATIONS</b>							
<b>COMMUNITIES &amp; FACILITIES</b>							
<b>Facilities</b>							
1 - Revenues	(475,039)	0	(197,933)	(13,608)	(13,608)	3%	x
2 - Expenses	12,282,061	0	5,117,526	4,711,966	5,591,546	46%	x
3 - Transfer / Overhead Allocation	170,238	0	70,932	36,919	36,919	22%	✓
<b>Total Unit: Facilities</b>	<b>11,977,260</b>	<b>0</b>	<b>4,990,525</b>	<b>4,735,278</b>	<b>5,614,858</b>	<b>47%</b>	<b>x</b>
<b>City Child Care Centre</b>							
1 - Revenues	(878,354)	0	(365,981)	(359,673)	(359,673)	41%	x
2 - Expenses	855,395	0	356,415	380,792	383,092	45%	x
3 - Transfer / Overhead Allocation	500	0	208	875	875	175%	x
<b>Total Unit: City Child Care Centre</b>	<b>(22,459)</b>	<b>0</b>	<b>(9,358)</b>	<b>21,994</b>	<b>24,294</b>	<b>-108%</b>	<b>x</b>
<b>Comm &amp; Facs Mangement</b>							
2 - Expenses	441,974	0	184,156	202,441	205,721	47%	x
3 - Transfer / Overhead Allocation	6,500	0	2,708	48	48	1%	✓
<b>Total Unit: Comm &amp; Facs Mangement</b>	<b>448,474</b>	<b>0</b>	<b>186,864</b>	<b>202,488</b>	<b>205,768</b>	<b>46%</b>	<b>x</b>
<b>Library</b>							
1 - Revenues	(617,569)	0	(257,320)	(152,021)	(152,021)	25%	x
2 - Expenses	3,224,296	0	1,343,457	1,172,253	1,299,690	40%	✓
3 - Transfer / Overhead Allocation	19,550	0	8,146	(1,985)	(1,985)	-10%	✓
<b>Total Unit: Library</b>	<b>2,626,277</b>	<b>0</b>	<b>1,094,282</b>	<b>1,018,247</b>	<b>1,145,684</b>	<b>44%</b>	<b>x</b>

**CQ Home Assist**

1 - Revenues	(2,097,977)	0	(874,157)	(922,646)	(922,646)	44%	✓
2 - Expenses	1,965,526	0	818,969	789,350	1,226,426	62%	✗
3 - Transfer / Overhead Allocation	132,451	0	55,188	32,270	32,286	24%	✓
<b>Total Unit: CQ Home Assist</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>(101,027)</b>	<b>336,065</b>	<b>0%</b>	<b>✗</b>

**Community Programs**

1 - Revenues	(98,314)	0	(40,964)	(43,752)	(43,752)	45%	✓
2 - Expenses	998,803	0	416,168	250,146	280,868	28%	✓
3 - Transfer / Overhead Allocation	(99,713)	0	(41,547)	18,928	18,928	-19%	✗
<b>Total Unit: Community Programs</b>	<b>800,776</b>	<b>0</b>	<b>333,657</b>	<b>225,322</b>	<b>256,045</b>	<b>32%</b>	<b>✓</b>

<b>Total Operations:</b>	<b>15,830,329</b>	<b>0</b>	<b>6,595,971</b>	<b>6,102,302</b>	<b>7,582,714</b>	<b>48%</b>	<b>✗</b>
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	Adopted Budget \$	Revised Budget	Adopted Budget (Pro Rata YTD) \$	YTD Actual \$	YTD Commit + Actual \$	Variance %	On target
<b>CAPITAL</b>							
<b>COMMUNITIES &amp; FACILITIES</b>							
<b>CP450 - CAPITAL FACILITIES MANAGEMENT</b>							
2 - Expenses	3,566,800	4,090,151	1,704,230	647,174	2,425,765	59%	x
3 - Transfer / Overhead Allocation	0	0	0	801	801	0%	x
<b>Total Unit: Community Programs</b>	<b>3,566,800</b>	<b>4,090,151</b>	<b>1,704,230</b>	<b>647,975</b>	<b>2,426,566</b>	<b>59%</b>	<b>x</b>
<b>CP530 - LIBRARIES</b>							
2 - Expenses	215,000	231,300	96,375	0	0	0%	✓
<b>Total Unit: Community Programs</b>	<b>215,000</b>	<b>231,300</b>	<b>96,375</b>	<b>0</b>	<b>0</b>	<b>0%</b>	<b>✓</b>
<b>CP540 - CAPITAL CONTROL COMMUNITY PROGRAMS</b>							
2 - Expenses	30,600	214,230	89,263	0	0	0%	✓
<b>Total Unit: Community Programs</b>	<b>30,600</b>	<b>214,230</b>	<b>89,263</b>	<b>0</b>	<b>0</b>	<b>0%</b>	<b>✓</b>
<b>Total Capital:</b>	<b>3,812,400</b>	<b>4,535,681</b>	<b>1,889,867</b>	<b>647,975</b>	<b>2,426,566</b>	<b>53%</b>	<b>x</b>

**8.3 CLOSED CIRCUIT TELEVISION POLICY****File No:** 1464**Attachments:** 1. Closed Circuit Television (CCTV) Policy**Authorising Officer:** Michael Rowe - General Manager Community Services**Author:** Cheryl Haughton - Manager Communities and Facilities

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**SUMMARY**

*A policy to provide a framework for the establishment, operation and management of Council's CCTV systems is presented for Council consideration.*

**OFFICER'S RECOMMENDATION**

THAT Council adopts the Closed Circuit Television (CCTV) Policy.

**COMMENTARY**

In an effort to protect the safety of its assets, employees and the community Council has installed CCTV cameras in selected public spaces and Council controlled facilities. A networked system of cameras operates within the CBD area, while individual systems are in place at other locations such as the Airport, Waste and Recycling Facility, Pilbeam Theatre/Art Gallery.

It is necessary to ensure that all of these systems are being established and operated in accordance with relevant legislation and standards, and this policy has been developed to provide that framework for Council.

A standard operating procedure has been developed to ensure that Council employees and contractors are meeting requirements for privacy, security and integrity in the viewing and use of all images recorded. A process has also been established for dealing with requests for viewing, or copies of images, to ensure compliance with the Information Privacy Act, Record Keeping, and Aviation Security Regulations.

All documentation has been developed in consultation with Council officers from all areas operating CCTV systems to ensure a consistent approach to meeting legislative and operational requirements.

# **CLOSED CIRCUIT TELEVISION POLICY**

## **Closed Circuit Television (CCTV) Policy**

**Meeting Date: 18 January 2017**

**Attachment No: 1**



## CLOSED CIRCUIT TELEVISION (CCTV) POLICY (COMMUNITY POLICY)

### 1 Scope:

This policy applies to Rockhampton Regional Council's closed circuit television systems installed or being established in public spaces by Council and within Council owned or controlled facilities and land.

### 2 Purpose:

To provide a framework for the establishment and operation of Council's CCTV systems to ensure they are managed in accordance with relevant legislation.

### 3 Related Documents:

#### Primary

Nil

#### Secondary

*Crime and Corruption Act 2001*

*Information Privacy Act 2009*

*Liquor Act 1992*

*Local Government Act 2009*

*Public Records Act 2002*

*Right to Information Act 2009*

*Security Providers Act 1993*

Closed Circuit Television (CCTV) Procedure

Australian Standard Set AS4806 – Closed Circuit Television (CCTV)

Information Standard 31: Retention and Disposal of Public Standards

Information Standard 40: Recordkeeping

### 4 Definitions:

To assist in interpretation, the following definitions apply:

Closed Circuit Television (CCTV)	The use of video cameras to transmit images to a specific site where it can be monitored by authorised personnel for surveillance in public spaces or the protection of assets.
Contractor	A person, organisation or entity that performs a specific act or acts including the provision of services and/or materials to another person, organisation or entity under an agreement enforceable by law.
Council	Rockhampton Regional Council
Employee	<i>Local government employee:</i> (a) the chief executive officer; or (b) a person holding an appointment under section 196 of the <i>Local Government Act 2009</i> .

#### Corporate Improvement and Strategy use only

**Adopted/Approved:** Draft  
**Version:** 1  
**Reviewed Date:**

**Department:** Community Services  
**Section:** Communities and Facilities  
**Page No.:** Page 1 of 3

**5 Policy Statement:**

Council endeavours to protect the safety of its assets, employees and the community with a range of initiatives including the installation of CCTV cameras in public spaces and other Council controlled facilities and land.

It will operate its CCTV systems in accordance with the following principles:

**5.1 Purpose**

CCTV systems will be operated within applicable legislation and only for the purposes for which it was intended:

- To assist in the protection of assets and employees;
- To act as a deterrent for anti-social behavior and crime in public spaces to create a safer environment for the community;
- To assist law enforcement agencies with early identification and more rapid response to unacceptable behaviour, suspicious activity and crime;
- To assist in the investigation and prosecution of crimes against a person, civil and criminal offences in relation to the security of public spaces and Council infrastructure; or
- To assist in the identification of owners of lost property at the Airport

**5.2 Public Interest**

CCTV systems will be operated with due regard to the privacy and civil liberties of members of the public, employees and contractors by:

- Development of standard operating procedures that recognise privacy, security and integrity in the viewing and use of all images recorded;
- Appropriate signage in place to inform the public that a CCTV system is operating;
- Informing authorised employees and contractors involved in the recording, observation and capture of images of the standard operating procedures and their responsibility to act in an ethical and lawful manner as required by legislation; and
- Maintaining a Memorandum of Understanding with the Queensland Police Service in relation to access to recorded images.

**5.3 Security of CCTV Equipment and Images**

- Use of CCTV equipment must be restricted to authorised employees and contractors only in accordance with standard operating procedures;
- Employees and contractors who have access to CCTV systems must be subject to a criminal history check;
- Employees and contractors must seek approval to view any images or footage;
- Measures must be taken to protect against unauthorised access, alteration, dissemination, disclosure, loss or destruction of recorded material;
- Equipment must be maintained to ensure its effective operation; and
- Relevant recordkeeping practices must be applied.

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**Corporate Improvement and Strategy use only**

**Adopted/Approved:** Draft  
**Version:** 1  
**Reviewed Date:**

**Department:** Community Services  
**Section:** Communities and Facilities  
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**6 Review Timelines:**

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

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

**7 Responsibilities:**

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

**EVAN PARDON**  
**CHIEF EXECUTIVE OFFICER**

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**Corporate Improvement and Strategy use only**

**Adopted/Approved:** Draft  
**Version:** 1  
**Reviewed Date:**

**Department:** Community Services  
**Section:** Communities and Facilities  
**Page No.:** Page 3 of 3

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**8.4 APPROVAL TO CHARGE ADMISSION FOR THE DA VINCI MACHINES EXHIBITION AT THE ROCKHAMPTON ART GALLERY**

**File No:** 468  
**Attachments:** 1. Da Vinci Machines Exhibition Flier  
**Authorising Officer:** Michael Rowe - General Manager Community Services  
**Author:** Peter Owens - Manager Arts and Heritage

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**SUMMARY**

*The Gallery Director is seeking approval to set an admission charge for a high cost exhibition, Da Vinci Machines, to be held as part of the Rockhampton Art Gallery's 50th year anniversary season.*

**OFFICER'S RECOMMENDATION**

THAT Council approve the admission charges for the exhibition Da Vinci Machines as detailed in the report.

**COMMENTARY**

Da Vinci Machines is a travelling exhibition from Artisans of Florence International that will be on display at the Rockhampton Art Gallery from 18 March to 21 May 2017. The Da Vinci Machines exhibition proudly presents in excess of sixty models of machines recreated from original da Vinci drawings. Featuring Da Vinci's amazing flying machines, nautical, hydraulic and architectural innovations, ground-breaking applications of civil engineering and incredible war machines. The exhibition includes high quality reproductions artworks, giant art panels, computer animations, film screenings and rare copies of Leonardo da Vinci Codices.

In line with the 2016/17 financial year budget, the Art Gallery has budgeted to generate \$68,250 in exhibition recoveries across the financial year. Based on historical attendance to the Art Gallery and the 2016/2017 program the potential to generate these recoveries is via the exhibitions Towers of Tomorrow and Da Vinci Machines. To generate this income it is proposed that that entry to the Da Vinci Machines exhibition will be set at \$5.00 per person, selling 6,853 tickets over the 11 weeks of the exhibition. Based on the current trend of ticket sales for the Towers of Tomorrow exhibition this is an achievable target for Da Vinci Machines exhibition in this market.

The exhibition would be ticketed to all ages with children under the age of 16 being required to be supervised by a carer, and children 5 years and under being admitted free of charge. Entry to the exhibition will not be timed (as has been the case with the current Tower of Tomorrow exhibition) as the exhibition design and displays do not require such an arrangement. By removing timed sessions, experience shows that this reduces one more barrier to entry. The exhibition will be open from 10am to 5pm, Monday to Friday and on weekends and public holidays from 10am to 4pm. The Gallery will be closed Good Friday only. The exhibition will be held over the Easter school holidays, offering further potential for attendance and greater diversity of complementary programming.

The Gallery will be complementing the exhibition with programs for adults and children that will contribute to further income generation and attendance for the Gallery.

Through the support of the Major Venue team at the Pilbeam Theatre, the Rockhampton Art Gallery is now set up with a ticketing system that enables both on-site and online payment options. With limited capacity to book out sessions it is expected to there will be an increase in on-site ticket purchases rather than pre-purchasing online. Visitors will present their ticket at the exhibition entry to receive access. Attendees can stay in the exhibition for the length of time of their choosing.

As the exhibition is an interactive space with ticketed entry, a Gallery volunteer will be present within the exhibition space during opening hours.

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In addition it is proposed to offer seven Da Vinci By Dark programs to be held on during April and May on Friday 7 April; Saturday 8 April; Thursday 13 April; Saturday 15 April; Wednesday 26 April; Saturday 29 April; Friday 5 May

These dates align with the See It Live dates for the Pilbeam Theatre and will offer a unique view of Da Vinci Machines by night with drinks and food available as part of a ticketed fee.

### BUDGET IMPLICATIONS

Anticipated ticket sales and income:

89 tickets per day	= 89 tickets per day
89 tickets x 77 days	= 6,853 tix
6,852 tickets @ \$5 per tix	= \$34,265
<b>TOTAL ANTICIPATED INCOME</b>	<b>= \$34,265</b>

Staffing costs:

2 staff x 7 Da Vinci by Dark sessions	= \$2,009
(3.5hr sessions at casual rate \$41 including on-cost)	
<b>TOTAL STAFF COST</b>	<b>= \$2,009</b>

Exhibition fee:

Payment 1 2015/2016 financial year	= \$10,000
Payment 2 2016/2017 financial year	= \$29,000
<b>TOTAL EXHIBITION FEE</b>	<b>= \$39,000 ex gst</b>

### RESOURCING IMPLICATIONS

The exhibition will be staffed by Gallery volunteers who will care for the exhibits and assist the public with the interpretation of the exhibition.

Primary tasks would include:

- Welcoming visitors and validating ticketed entry
- Monitoring the exhibition across two galleries and in particular safe keeping of the exhibited objects
- Handling visitor enquiries and complaints
- Making public announcements

The Gallery will utilise existing volunteers, plus recruit new volunteers.

### CONCLUSION

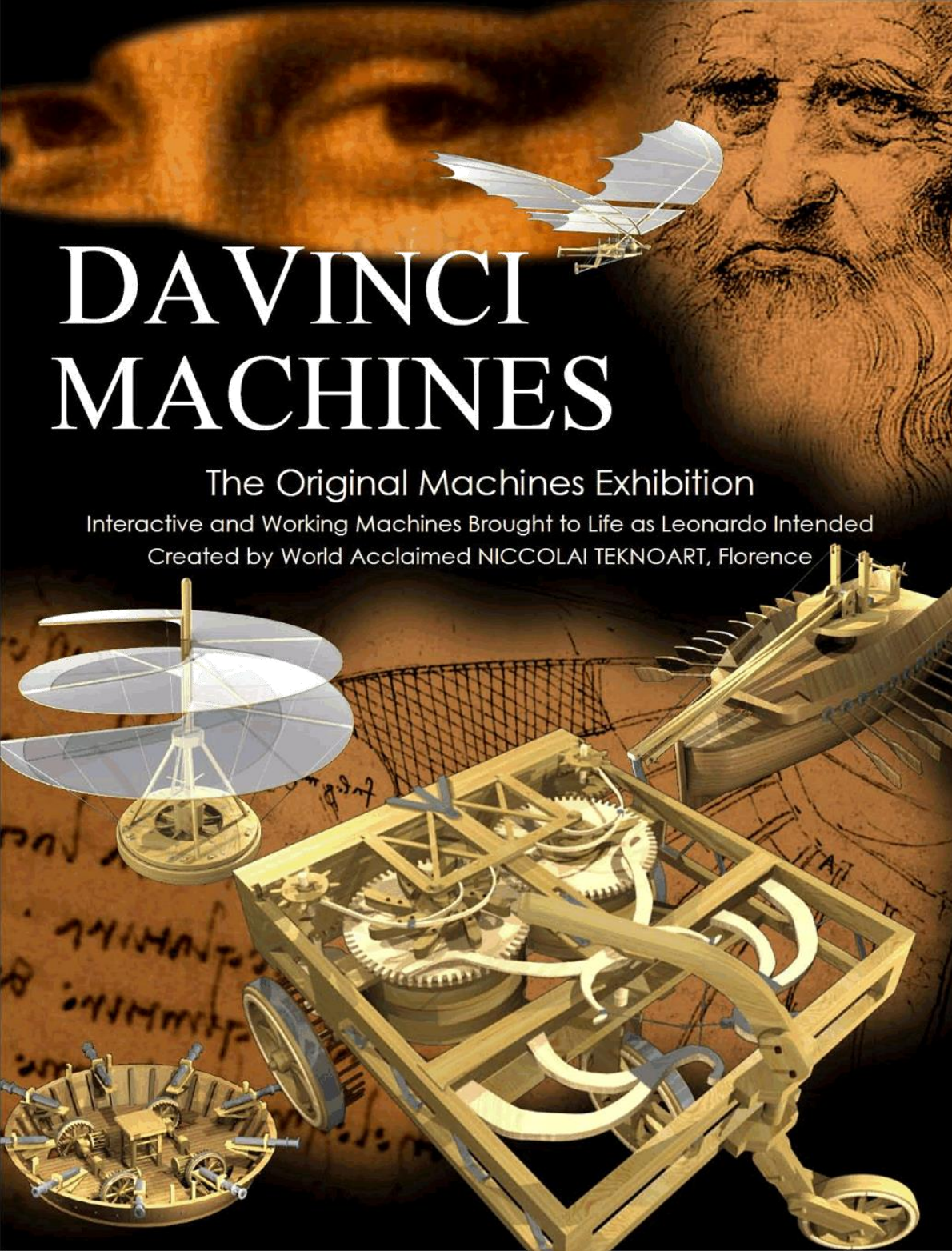
The proposal for charging the modest \$5 admission charge for Da Vinci Machines exhibition will ensure that the projected exhibition income targets for the 2016/2017 budget can be achieved.

**APPROVAL TO CHARGE ADMISSION  
FOR THE DA VINCI MACHINES  
EXHIBITION AT THE ROCKHAMPTON  
ART GALLERY**

**Da Vinci Machines Exhibition Flier**

**Meeting Date: 18 January 2017**




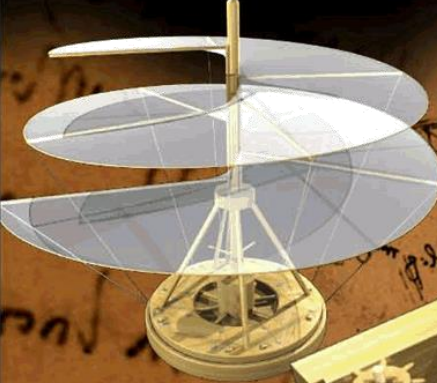
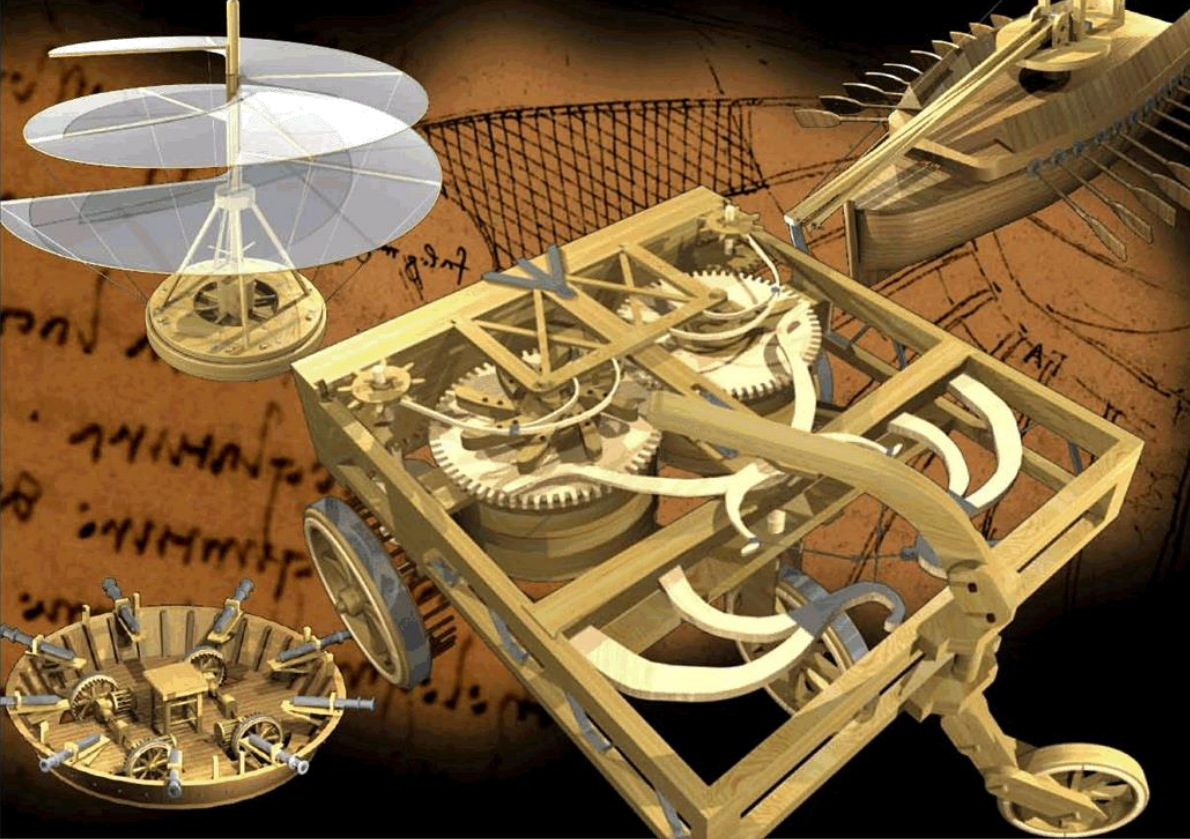
**Attachment No: 1**



# DA VINCI MACHINES

The Original Machines Exhibition

Interactive and Working Machines Brought to Life as Leonardo Intended  
Created by World Acclaimed NICCOLAI TEKNOART, Florence



NICCOLAI - TEKNOART SNC (FIRENZE)  
ARTISANS OF FLORENCE PTY LTD  
©2009 NICCOLAI SNC

**9 NOTICES OF MOTION**

Nil

**10 URGENT BUSINESS/QUESTIONS**

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

## 11 CLOSED SESSION

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

### RECOMMENDATION

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

#### 12.1 Rockhampton Agricultural Show 2017-2020 Memorandum of Understanding

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



## 12 CONFIDENTIAL REPORTS

### 12.1 ROCKHAMPTON AGRICULTURAL SHOW 2017-2020 MEMORANDUM OF UNDERSTANDING

**File No:** 6530

**Attachments:** 1. Final RACSS and RRC MOU for 2017-2020 for approval

**Authorising Officer:** Michael Rowe - General Manager Community Services

**Author:** Peter Owens - Manager Arts and Heritage

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

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#### SUMMARY

*Manager Arts and Heritage is seeking Council endorsement of the Memorandum of Understanding developed between Council and Rockhampton Agricultural and Citizen's Show Society for the conduct of the annual Rockhampton Agricultural Show from 2017 to 2020.*

## **13 CLOSURE OF MEETING**