9 August 2018

Sir/Madam

Notice is hereby given that a Meeting of the LIBRARIES AND TOURISM COMMITTEE is to be held in the Council Chambers on the 2nd Floor of the Council Administration Building, 45 Roderick Street, Ipswich commencing at 11.30 am or 10 minutes after the conclusion of the Conservation and Environment Committee, whichever is the earlier on Monday, 13 August 2018.

MEMBERS OF THE LIBRARIES AND TOURISM COMMITTEE

<table>
<thead>
<tr>
<th>Councillor Pahlke (Chairperson)</th>
<th>Councillor Wendt (Acting Mayor)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Councillor Ireland (Deputy Chairperson)</td>
<td>Councillor Pisasale</td>
</tr>
<tr>
<td></td>
<td>Councillor Stoneman</td>
</tr>
</tbody>
</table>

Yours faithfully

CHIEF EXECUTIVE OFFICER
LIBRARIES AND TOURISM COMMITTEE AGENDA
11.30 am or 10 minutes after the conclusion of the Conservation and Environment Committee, whichever is the earlier on **Monday**,
13 August 2018
Council Chambers

<table>
<thead>
<tr>
<th>Item No.</th>
<th>Item Title</th>
<th>Officer</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Arts, Social Development and Community Engagement Department Quarterly Report – April to June 2018</td>
<td>CDPO</td>
</tr>
<tr>
<td>2</td>
<td>Ipswich Libraries and Kambu Health Ipswich Education Youth and Sport Program Winter School</td>
<td>LSM</td>
</tr>
<tr>
<td>3</td>
<td>Library Strategy Review Community Consultation Plan</td>
<td>LSM</td>
</tr>
<tr>
<td>4</td>
<td>Tech Trek – A Virtual Perspective on Dementia</td>
<td>LSM</td>
</tr>
<tr>
<td>5</td>
<td>2018 Ipswich SuperSprint Post Event Summary</td>
<td>TDM</td>
</tr>
</tbody>
</table>

** Item includes confidential papers
LIBRARIES AND TOURISM COMMITTEE NO. 2018(08)

13 AUGUST 2018

AGENDA

1. ARTS, SOCIAL DEVELOPMENT AND COMMUNITY ENGAGEMENT DEPARTMENT QUARTERLY REPORT – APRIL TO JUNE 2018
   
   With reference to a report by the Community Development Project Officer dated 3 August 2018 concerning the Arts, Social Development and Community Engagement Departmental Quarterly Report for the Quarter ending June 2018.
   
   RECOMMENDATION
   
   That the report be received and the contents noted.

2. IPSWICH LIBRARIES AND KAMBU HEALTH IPSWICH EDUCATION YOUTH AND SPORT PROGRAM WINTER SCHOOL
   
   With reference to a report by the Library Services Manager dated 24 July 2018 concerning Ipswich Libraries’ participation in the Kambu Health Ipswich Education Youth and Sport Program Winter School.
   
   RECOMMENDATION
   
   That the report be received and the contents noted.

3. LIBRARY STRATEGY REVIEW COMMUNITY CONSULTATION PLAN
   
   With reference to a report by the Library Services Manager dated 24 July 2018 concerning Community Engagement that will inform the review of the Ipswich Library and Information Service Coping with Growth 2008–2026 Strategy.
   
   RECOMMENDATION
   
   That Council approve the Community Engagement plan regarding the review of the Ipswich Library and Information Service Coping with Growth 2008–2026 Strategy as detailed in the report by the Library Services Manager dated 24 July 2018.
4. **TECH TREK – A VIRTUAL PERSPECTIVE ON DEMENTIA**

With reference to a report by the Library Services Manager dated 24 July 2018 concerning two Tech Trek Virtual Reality programs: *Inside Dementia: A Virtual Perspective* community information session delivered at Ipswich Central Library on Saturday, 23 June 2018 and an Outreach Visit to *The Public Trustee* in Ipswich on Wednesday, 27 June 2018.

**RECOMMENDATION**

That the report be received and the contents noted.

5. **2018 IPSWICH SUPERPRINT POST EVENT SUMMARY**

With reference to a report by the Tourism Development Manager dated 3 August 2018 concerning the 2018 Ipswich SuperSprint Post Event Summary.

**RECOMMENDATION**

A. That the report concerning the 2018 Ipswich SuperSprint Post Event Summary be received and the contents noted.

B. That the Tourism Development Branch, in consultation with the Chairperson of the Libraries and Tourism Committee, continue to promote and maximise the benefits of the Ipswich SuperSprint event for the City of Ipswich.

** Item includes confidential papers

and any other items as considered necessary.
3 August 2018

MEMORANDUM

TO: CHIEF OPERATING OFFICER
   (ARTS, SOCIAL DEVELOPMENT AND COMMUNITY ENGAGEMENT)

FROM: COMMUNITY DEVELOPMENT PROJECT OFFICER

RE: ARTS, SOCIAL DEVELOPMENT AND COMMUNITY ENGAGEMENT DEPARTMENT QUARTERLY REPORT – APRIL TO JUNE 2018

INTRODUCTION:

This is a report by the Community Development Project Officer dated 3 August 2018 concerning the Arts, Social Development and Community Engagement Departmental Quarterly Report for the Quarter ending June 2018.

ATTACHMENT:

| Name of Attachment                                      | Attachment
<table>
<thead>
<tr>
<th></th>
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</thead>
<tbody>
<tr>
<td>Attachment A - Arts, Social Development and Community</td>
<td>Attachment A</td>
</tr>
<tr>
<td>Engagement Department – April to June 2018</td>
<td></td>
</tr>
</tbody>
</table>

RECOMMENDATION:

That the report be received and the contents noted.

Nicole Preston
COMMUNITY DEVELOPMENT PROJECT OFFICER

I concur with the recommendation contained in this report.

Caroline McMahon
CHIEF OPERATING OFFICER
(ARTS, SOCIAL DEVELOPMENT AND COMMUNITY ENGAGEMENT)
Arts, Social Development and Community Engagement

Quarterly Activity Report
April – June 2018
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Introduction

The primary objective of the Arts, Social Development and Community Engagement (ASDCE) department is to strengthen and contribute to the sense of community, and to enhance the lives of the City’s residents and visitors through implementation and development of innovative programs and services.

This quarter’s activity report focusses on the outcomes delivered in community development, the creative and performing arts, and library services.

Community Engagement

A core focus for the department is on strengthening local communities, connecting them and facilitating access to community services. We influence change in our communities in three ways:

- By working with community organisations
- By working directly with individuals
- By working with service providers

Library Services

Library Services provides a unique hub where the community can explore and share new ideas, learn and relax. Our programs reach out into the community to strengthen and build community capacity and social resilience.

Performing Arts

The Civic Centre and Studio 188! play an important role within our community, supporting a rich local history in performing arts and an increasing community commitment to participate in and support locally performed productions.

Visual Arts

The Art Gallery represents a cultural flagship that enhances civic pride and makes engaging with the creative arts accessible and enjoyable. It has helped position Ipswich as a premium regional destination for cultural tourists.
Data Challenges Our Thinking

*Our Community: Demographic profile of the City of Ipswich (2016)*

During the last quarter, *Our Community: Demographic profile of the City of Ipswich* was released via the Ipswich City Council website. This report presents Ipswich’s key statistical highlights from the 2016 Census. Findings from the Census focus on the growth of the city since 2011 and illustrate the evolving face of Ipswich with its increased diversity and changing economic drivers and characteristics of the residents who live here. The report includes benchmarks against other local government areas (where relevant), comparing Ipswich’s key demographics and highlighting the similarities and differences between our city and other regions within Queensland.

This report is the final deliverable of a suite analytical resources, the content of which has been shared both internally and externally throughout the last 12 months. Early trend and data sets were included into media releases and provided evidence bases for the development of strategies and responses across many Council departments. Information sessions have been held with external stakeholders and residents about the Census 2016 findings and what this means for Ipswich and their respective communities and organisations. Further divisional analysis was shared with the Councillors to inform them of trends within their electorates to assist them with decision making.

In addition to the internally developed resources, Council funds an interactive community profile tool developed and maintained by id profile [https://profile.id.com.au/ipswich](https://profile.id.com.au/ipswich) that allows multiple topics and maps to be downloaded for information and use. Council has held information sessions on this tool and provided individual support and training over the phone to increase the community’s capacity to engage and use this excellent resource that allows users to provide evidence for funding applications, business development plans and to learn how Ipswich is growing and changing over the years.
Community Engagement

The highlight of this quarter – the Official Opening of the Redbank Plains Community Centre!
In the 2016–2017 financial year, Council approved a funding commitment towards the construction of the Redbank Plains Community Centre, which was co-funded by the State Government. Construction commenced in late 2017 and was completed mid-April 2018.

Council adopted a Standard Operating Model for Council community centres; the Redbank Plains Community Centre is the first Council community centre to operate under this model.

Pursuant to an Expression of Interest process, Multicultural Development Australia (MDA) was awarded the contract to manage the Redbank Plains Community Centre.

The Redbank Plains Community Centre was officially opened on 23 May 2018.

Caroline McMahon, Chief Operating Officer, Arts, Social Development and Community Engagement Department officially opened proceedings, with addresses following from Kerrin Benson (CEO, MDA), Makayla Cronin (Redbank Plains Community Champion) and Acting Mayor Wayne Wendt. The plaque was then unveiled by the Acting Mayor revealing the phrase for the community centre as “A meeting place for all”, which was selected by the local community.

The afternoon encompassed face painting, a drumming circle, henna tattoos, the band ‘diaspora’, a community BBQ and dance performances by the Redbank Plains High School Bollywood Dance Group and Dance Troup.

It is estimated that over 300 people attended the centre throughout the course of the day.

Our Community Focus: Working with Organisations

A key focus area for the Community Engagement Branch is to shape the social and economic progress of the community by building the capacity of community organisations. This is achieved through the delivery of training and workshops, working directly with individual community groups, and through the provision of funding.

Funding

Between April and June ASDCE administered $264,921 of funding to community organisations, delivered through Community and Citywide Donations, and Council’s community grant programs. The majority of this funding was made available to local clubs and religious organisations for facility upgrades; events; and fundraising.
Our Community Focus:

In addition to working with community organisations, we have also worked to improve the individual wellbeing of target groups through specific community development programs and the Home Assist program.
**Specific Community Development Programs**

We have engaged with the community and delivered various workshops and programs to address key social issues with identified community members:

<table>
<thead>
<tr>
<th>Session name</th>
<th>Community benefit</th>
<th>Involvement</th>
<th>Partners</th>
</tr>
</thead>
</table>
| Riverview Community Assessment | At the end of 2017, the Community Research and Engagement team held community conversations with residents, community organisations, government agencies that work in or provide services to the Riverview Community. These community conversations aimed to understand and identify the gaps in Riverview and develop a way forward for community engagement and capacity building. The work has led to the formulation of a community working group which is in the early stages of developing a plan that will establish what is currently being delivered in the area. During the Apr-Jun quarter a focus of working group meetings included community services mapping that will help identify service gaps and assess community needs. Community Engagement Branch continued its facilitation of collaboration and relationship building amongst partners on this project at these meetings. | Facilitator | • Neighbourhood Watch  
• Dinmore Bushrats  
• Riverview Community Centre  
• Riverview Primary School  
• Riverview Police Beat  
• Choices Day Care  
• Good News Church Youth Group  
• Cleanaway  
• The Movement (Emergency food relief)  
• Safe City |
| Seniors Consultative Committee | The objectives of the meeting are to assist Council to achieve its commitment to the principles of social justice with particular emphasis on enhancing the quality of life of our older citizens by supporting them as valued community members.                                                                                                                                                                                                                                                                  | Facilitator | • Cr Kylie Stoneman                                                                 |
**Home Assist**

Home Assist aims to remove some of the practical housing-related difficulties experienced by older people and people with a disability who wish to remain living in their home, by providing information and referrals regarding home maintenance. For members of our community that are unable to obtain alternative assistance, the program meets needs around home maintenance, repairs, modifications and security. A particular focus for this quarter has been providing gutter cleaning services to minimise the impact of seasonal storms.

In addition to home maintenance and minor modifications, Home Assist also delivered the following major modification projects:

- Stair lift installation for an 88 year old gentleman with respiratory issues.
- Toilet installation for a 75 year old lady with multiple chronic health conditions.
- Major bathroom modifications for a frail 89 year old lady being cared for by family members.
- Stair lift installation for 67 year old lady with compromised mobility.
- Bathroom modifications for a 73 year old gentleman with multiple chronic health conditions.
- Stair lift installation for a 65 year old lady with significant cardiorespiratory issues.
Our Community Focus: Community Participation

In addition to working with community organisations and individuals, we have also been involved with developing community spirit, promoting social cohesion, and raising awareness of various social issues:

<table>
<thead>
<tr>
<th><strong>Redbank Plains Community Centre – Social Impact Assessment</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Venue</strong>&lt;br&gt;Redbank Plains Community Centre</td>
</tr>
<tr>
<td><strong>Partners</strong>&lt;br&gt;Multicultural Development Australia (MDA) and Ipswich City Council</td>
</tr>
<tr>
<td><strong>Community Benefit</strong>&lt;br&gt;The Redbank Plains Community Centre opened on the 23rd of May 2018. In line with ICCs Community Centre Operating Model Policy, Multicultural Development Australia (MDA) is managing the daily operations of the community centre. ICC’s Community Engagement Branch in partnership with MDA, commenced a multi-year social impact assessment that coincided with the centre opening. The purpose of the impact assessment is to feed into centre planning and programming, and to track and build an evidence base of the social impact of the community centre over time. Baseline assessment activities conducted during the Apr-Jun quarter included community and key stakeholder surveying and a focus group session to verify survey results. Preliminary results provide insight to local challenges and strengths and the types of supports and services that would be more likely accessed at the centre. The impact assessment team will revisit these early indications with centre management and the local community in six months’ time and annually after that.</td>
</tr>
</tbody>
</table>
## Ipswich Indigenous Business Workshop

<table>
<thead>
<tr>
<th>Attendance</th>
<th>15+</th>
</tr>
</thead>
<tbody>
<tr>
<td>Venue</td>
<td>Fire Station 101</td>
</tr>
</tbody>
</table>
| Partners   | - Ngiyani Pty Ltd;  
- The Ipswich Chamber of Commerce;  
- The South East Queensland Indigenous Chamber of Commerce;  
- Indigenous Business Australia;  
- The Department of Aboriginal and Torres Strait Islander Partnerships; and  
- Tagai Management Consultants. |

### Community Benefit

The Agenda for the workshop consisted of discussions around Challenges and Aspirations for local Ipswich Indigenous businesses. Particularly:

1. What would be helpful?  
2. What is critical now?  
3. What role can your business play?

The top challenge areas identified in the recent Ipswich Indigenous Business Survey were discussed which identified potential opportunities and existing gaps.

Training and professional development workshops are scheduled for October and November.
Official Opening of the Redbank Plains Community Centre

<table>
<thead>
<tr>
<th>Attendance</th>
<th>100+</th>
</tr>
</thead>
<tbody>
<tr>
<td>Venue</td>
<td>Redbank Plains Community Centre</td>
</tr>
<tr>
<td>Partners</td>
<td>Queensland State Government and Multicultural Development Australia Ltd</td>
</tr>
<tr>
<td>Community Benefit</td>
<td>The <em>Harmony Art Collective</em> is a national initiative between SBS, aMBUSH Gallery and the Department of Social Services (DSS) to bring young people, particularly migrants, refugees and vulnerable youth together to create a collection of large scale murals expressing their experiences, cultural identities and promote social cohesion.</td>
</tr>
</tbody>
</table>

20+ participants from the Redbank Plains State High School EALD class (English as an Additional Language or Dialect) took part in the 2-day workshop. The mural was then sent to Sydney for a public exhibition in Sydney’s Darling Quarter to celebrate Harmony Day on 21 March 2018.

Ipswich City Council 2018 Volunteer Celebration & Recognition Awards

<table>
<thead>
<tr>
<th>Attendance</th>
<th>100</th>
</tr>
</thead>
<tbody>
<tr>
<td>Venue</td>
<td>Ipswich Civic Centre – George Hogg Auditorium</td>
</tr>
<tr>
<td>Community Benefit</td>
<td>The celebration and awards ceremony acknowledges and shows appreciation to all Ipswich City Council volunteers for dedicating their time and expertise in contributing to making our city a more liveable community. The celebration also recognised individual volunteers and groups who consistently demonstrated excellence in every facet of their volunteering role with Ipswich City Council.</td>
</tr>
<tr>
<td>Attendance</td>
<td>20 - 25 participants each workshop</td>
</tr>
<tr>
<td>---</td>
<td>---</td>
</tr>
<tr>
<td>Venue</td>
<td>Studio 188</td>
</tr>
<tr>
<td>Partners</td>
<td>QMusic, APRA AMCOS, various music industry representatives who attend as co-facilitators</td>
</tr>
</tbody>
</table>
| Community Benefit | QMusic’s Industry Connect is a six (6) part workshop series that aims to help talented artists from regional and remote Queensland communities by giving them access to ongoing support from national leaders in the music industry, performance and professional development opportunities, and access to a state-wide music industry network. Each week the series explores music industry topics such as music services, song-writing, music business, entertainment law, marketing and promotion, social media and release cycles. Community benefit include:  
- Providing opportunities for young people to positively engage in activities that promote and focus on their ability and potential  
- Enhancing the capacity of the city’s community facilities to link community needs with appropriate services  
- Facilitating capacity building through a comprehensive community development training program  
- Encouraging participation, attendance and creative production from the diverse communities of Ipswich  
- Implementing a community events program across the city that includes community and family activities |
### Protégé Master Classes – Production audio workshops for schools

| **Attendance** | 21 participants in total |
| **Venue** | Studio 188 |
| **Partners** | Ipswich Civic Centre / Studio 188 |

**Community Benefit**

The delivery of two (2) Protégé Master Classes audio workshop at Studio 188 for Woodcrest State College. The workshops provide students with an opportunity to learn about live audio, covering topics such as microphones and microphone placement, speakers and amplification, live sound and audio mixing.

**Community benefit include:**

- Build productive relationships with the city’s schools to maximise their positive impact on the community
- Providing opportunities for young people to positively engage in activities that promote and focus on their ability and potential
- Enhancing the capacity of the city’s community facilities to link community needs with appropriate services
- Facilitating capacity building through a comprehensive community development training program
- Encouraging participation, attendance and creative production from the diverse communities of Ipswich
- Implementing a community events program across the city that includes community and family activities
**Service Development**

Influencing and coordinating service delivery across Ipswich, we connect the community with service providers and maximise the value of community services to the Ipswich community. In the December quarter, we influenced service delivery for the community in the following ways:

**Collaboration with Other Agencies**

<table>
<thead>
<tr>
<th>Agencies / Forum</th>
<th>Community focus</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ipswich Early Years Network Meeting</td>
<td>These meetings are an opportunity for service providers in the early childhood sector to network with other services and professionals, hear about the work services are doing across our region to support our community’s children and young people, find out about upcoming activities or events, create opportunities to collaborate, hear about new funding opportunities and outcomes, and all things related to early childhood.</td>
</tr>
</tbody>
</table>
| Early Development Working Group Meetings x 4 | Improving services available for children aged 0-8 years in the following areas:  
  - Leichhardt / One Mile (AEDC)  
  - Riverview / Collingwood Park / Redbank regions (AEDC)  
  - Redbank Plains (AEDC)  
  - South Ripley (Providence Action Group) |
| Ipswich Disability Interagency Network Meeting | Monthly network meeting sharing information, project collaboration, partnership development and discussions on emerging needs of people with disabilities. |
| Ipswich & West Moreton Seniors Services Interagency Network | Local agencies who support seniors or carers come together to discuss concerns, share advice and information and work cooperatively. |
| Regional Youth Mental Health Forum: Talkin’ it Up | The Regional Youth Mental Health Forum (RYMHF): Talkin’ it Up returns for the third year by providing high school students and young people the opportunity to engage with local services and organisations to raise awareness of available supports for mental health issues, reduce the stigma surrounding mental health, and increase the confidence of local young people to assist peers to access support services.  
  This year’s event will be hosted at USQ Ipswich Campus. Contributing partners include Ipswich City Council, Ipswich Hospital Foundation, Livin’, University of Southern Queensland, Queensland Department of Education, Ipswich Community Youth Services, Headspace Ipswich, Busy at Work, Anglicare Southern Queensland, Lockyer Valley Regional Council, Somerset Regional Council, supporting high schools etc.  
  Ipswich City Council is part of the planning committee which meets on a fortnightly basis. |

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1 Australian Early Development Census working group meetings
<table>
<thead>
<tr>
<th>Organisation</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ipswich &amp; West Moreton Youth Interagency</td>
<td>The Ipswich &amp; West Moreton Youth Interagency invites service providers who support young people in their work across the Ipswich, Somerset, Lockyer Valley and Scenic Rim regions to join us for our monthly meetings in 2018. These meetings are an opportunity for service providers to network with other services and professionals across our sector, hear about the work services are doing across our region to support our community’s young people, find out about upcoming activities or events, create opportunities to collaborate, hear about new funding opportunities and outcomes, and all things youth related.</td>
</tr>
<tr>
<td>Murri Interagency</td>
<td>Networking opportunities for both Aboriginal and/or Torres Strait Islanders services and non-Indigenous services, encouraging information sharing and collaboration</td>
</tr>
<tr>
<td>Local Level Alliance</td>
<td>Provide input into a discussion paper in regards to the over-representation of Aboriginal and Torres Strait Islander children in the child safety and out of home care system. The local level alliance has talked with a number of agencies and individuals in regards to the very complex issue of child protection. The paper will be tabled at the next Local Level Alliance Meeting.</td>
</tr>
<tr>
<td>Anti-Discrimination Commission</td>
<td>Working with the Anti-Discrimination Commission to host a workshop on discrimination and what you can do if you feel you have come into contact that you may feel is discriminatory.</td>
</tr>
<tr>
<td>The Smith Family: Let’s Count Training for Ipswich early childhood workers</td>
<td>The Community Engagement Branch partnered with The Smith Family to deliver ‘Let’s Count’ training in the City of Ipswich. Let’s Count is an innovative program designed to improve the numeracy skills of children aged between 3-5 years of age. Facilitated by The Smith Family and delivered for Ipswich-based early childhood workers, Council partnered with the Smith Family to provide Queens Park Environmental Education Centre and distribution of information via local networks.</td>
</tr>
<tr>
<td>Autism QLD: Workshop for parents and families of children with ASD</td>
<td>The Community Engagement Branch partnered with Autism QLD to deliver free workshops for parents and families of children with ASD. The gap for this type of service was identified at the Ipswich Early Years Network. Consequently, Council partnered with Autism QLD to deliver these workshops in the City of Ipswich by providing Queens Park Environmental Education Centre and distribution of information via local networks.</td>
</tr>
<tr>
<td>West Moreton Hospital and Health Service (Child Development Service, Child Youth Mental Health Service): Big Day Out 7</td>
<td>The Community Engagement branch partnered with West Moreton Hospital and Health Service to deliver the annual Big Day Out event - a paediatric interagency, get-together and knowledge sharing opportunity for Ipswich-based private practitioners, health and education professionals. Council partnered with West Moreton Hospital and Health Service to deliver this event in the City of Ipswich at the North Ipswich Reserve Corporate Centre.</td>
</tr>
</tbody>
</table>
The Changing Face of Ipswich Libraries

Springfield Central Library
Ipswich Libraries continues to prepare for the commissioning of the highly anticipated Library at Orion Springfield Central with an official dedication to take place on 17 August and the public opening to be on Saturday 25 August. The Library will open with a full weekend program of events catering to a broad range of community interests and will include Breakfast with Glenn McGrath on Sunday morning, the increasingly popular Escape Room experience, roaming circus performances, roaming magician, Robotics Play, Driving Simulator and Tech Trek.

The new Library will feature a custom Makerspace that will offer a broad range of interactive and immersive technology experiences, in a purpose-built space.

Opportunities for private or group study and meetings are plentiful in the new Library with a variety of bookable and flexible meeting rooms, booths and seating available.

The Library also features a bright, light-filled, playful children’s area, which will be popular with families. There is also a parent’s room nearby, providing a handy private space for parenting activities.

Redbank Plains Library Repurpose

The final components of the repurposing of the Redbank Plains Library is close to completion. Building alterations to provide disabled access to meeting rooms has been completed, with some work still remaining to ensure compliant emergency exits.

New desks have been delivered and will be installed shortly to provide four more public access internet computers. A vending machine has been installed in the newly constructed kitchenette, providing facilities for after-hours meetings.
Works are continuing to provide secure access to the toilets, and afterhours access control. It is anticipated that the refit will be completed by the end of August 2018 (the only exception may be the resolution of policy pertaining to the implementation of out of hours access at an organisational level).

Understanding our Customers
Ipswich Libraries recorded 141,415 visitors across all branches between the beginning of April and the end of June.

Almost 70% of all Library visitors this quarter attended the Ipswich Central branch, with 26% visiting the Plains and Plaza branches.

![Visitors Apr-Jun 2018](chart.png)
The repurposing of the Redbank Plains Library from April 2018 impacted on the number of visitors to the branch, as can be seen in the table below, the average number of visitors per month has decreased 23% from 7,303 to 5,631. However given the significance of the service disruption and the radical change to collection offering, the magnitude of decline in visitors to the branch is less than expected which indicates that a lot of the visitor activity at the branch is related to services that have not been impacted such as computer/internet use. The collection decreased by 85% in total, but the loans have only decreased by 36% which indicates that the Marketplace curated collection and reservations are currently satisfying 64% of the pre-existing loan activity of the branch. This has been reflected in loan activity at Ipswich Central and Redbank Plaza branches.

While it is too soon to draw any definitive conclusions, the data to date suggests a high level of retained customer use of the branch in its repurposed format. This may well be impacted further with the opening in August of the Springfield Central Library, especially with its focus on children’s collections.

![Redbank Plains Library Visits](image)
Library Members
Ipswich Libraries has 38,983 active members, 71% are standard adult members, and 22% are youth members under 18 years of age. There is also an ‘other’ category that includes visitors and institutional members.

Each branch has a unique membership mix, which informs services at each of those branches, as can be seen in the figures below:

The mobile library has the largest proportion of members under 18 years of age.
Library Collections

Logistics Hub

The Logistics Hub at Redbank Plains was commissioned in this quarter. The implementation of the Hub represented a significant body of work and looks well-positioned to ensure the delivery of a deeper and more responsive collection to upcoming and existing branches. The centralised processing work done at the Hub also ensures that new branches optimise use for community, rather than ‘back of house’ activity.

The Hub will be the location for all Content Development work, including Picture Ipswich, Inter-Library Loans and Home-Library Services. The resources currently housed on-site at the Logistics Hub will be available for reservation and loan after the launch of the Springfield Central Library.

Springfield Central Library Collection

Much of the effort of the collections team this quarter has been focussed on the development of the Springfield Central Library Collection.

The 50,000+ item collection is made up of equal parts existing and new stock. The collection development project took into consideration demographic modelling, existing collection performance statistics and calculations on how to manage stock-flow during the first big months after opening. The new collection will feature a high quality mix of books, magazines, paperbacks, large-print, audiobooks, DVDs, CDs, “Coffee Table books” and more. The Springfield Central Library collection is scheduled to be delivered and shelved onsite in late July.
**Marketplace Collection**

The Marketplace continues to perform well, with the collections continually refreshed and remaining of interest to our customers. The figure below demonstrates the very high loan rate of the marketplace collection. At any one time, 64% of the total Marketplace collection is on loan. The strategy of providing multiple copies of trending and popular items attractively and centrally displayed continues to attract Library customers. The shorter 2 week loan period ensures that the items are turning over quickly.

![Item Count vs On Shelf](image)

**Figure 6**

**Systems Update**

The new Spydus Library Management System (LMS) implementation has continued successfully with the Library enabling new features as they become available from the vendor. The most recent features include Reports and Archives. Both of these features are heavily used and are providing excellent value to staff and customers. The new Spydus reporting dashboard allows staff to see up to the minute analytics of Branch and Service performance and the Archives module has seen the complete, successful migration of our Picture Ipswich digital image archive.

The final components of the LMS, Bookings and Events, are scheduled for delivery in July and are slated for implementation during August. This final upgrade will represent the completion of the implementation phase of the LMS project which will then move into Warranty phase for another 90 days before the project officially closes.
The Bookings module will allow customers to book rooms, equipment and computers through the catalogue. This will mean that the public will not be dependent on staff for bookings. It will provide an extra dimension of convenience, service and independence for our members who will be able to book PCs, meeting rooms and equipment at any time using their own devices or a device at the library.

The Events module provides the ability to bring our event promotion, discovery and registration all within our LMS. This module streamlines our system management and will assist in the development of reports as well as provide the opportunity for cross promotion of events and resources through the catalogue.

**Virtual Branch**

The Library continues to work on development of the Virtual Branch which will allow Library users to interact with the Library online in new and exciting ways. A new custom Card presentation system will give the service a clean-looking, sustainable and deeply functional platform to bring together the incredible number of different resources, services, events and information packages that the Library offers.

Through API integrations with our LMS the Virtual Branch will offer a contemporary and highly user-friendly experience that will help connect more of our community with more of our resources. The functionality has been successfully demonstrated and delivery is planned for late August.

**Public Programming**

**First 5 Forever Family Early Literacy Initiative**

This quarter we received the exciting news that the State Government has extended First 5 Forever funding beyond 2018 with a further commitment of $20 million over four years being announced in the State Budget. This initiative, introduced in 2014, builds strong literacy foundations for children up to five years, by directly connecting parents and caregivers to a range of resources at public libraries across Queensland.

While the revised model of delivery and funding distribution for this evidence based initiative won’t be announced until November 2018, this commitment ensures that Ipswich Libraries can maintain its focus on building connections and delivering key early literacy programs and messages across a wide range of venues which will continue to benefit our community in years to come.
During the April to June quarter, Ipswich Libraries First 5 Forever team engaged with more than 1,060 children and their parents and caregivers, and introduced the following new initiatives and venues:

- **Story Time at the Pool** – Bundamba, Goodna and Leichhardt Public Pools
- **Story Time in the Park** – Bicentennial Park, Redbank Plains
- **Pop-Up Library Fun** at the newly opened Redbank Plains Community Centre
- Distribution of a Toolkit containing a book and other early literacy resources packaged in the *My Story Bag* developed by the ASD&CE Department in collaboration with Ipswich Libraries. These bags were presented to all families that engaged in a First 5 Forever program during this period as a substitute for the previously distributed and more expensive SLQ Toolkit.

### First 5 Forever Programs and Activities for the Quarter

<table>
<thead>
<tr>
<th>Program / Event</th>
<th>Venue</th>
<th>No of Sessions</th>
<th>Total Attendance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pop-Up Library Fun</td>
<td>Redbank Plains Community Centre</td>
<td>3</td>
<td>222</td>
</tr>
<tr>
<td>Pop-Up Library Fun Finale</td>
<td>Ipswich Central Library</td>
<td>1</td>
<td>52</td>
</tr>
<tr>
<td>Story Time at Bunnings</td>
<td>Bundamba, Springfield, West Ipswich</td>
<td>10</td>
<td>202</td>
</tr>
<tr>
<td>Story Time at Child Health</td>
<td>Bell Street Health Plaza, Goodna Community Health</td>
<td>10</td>
<td>107</td>
</tr>
<tr>
<td>Story Time at the Park</td>
<td>Bicentennial Park, Redbank Plains</td>
<td>1</td>
<td>26</td>
</tr>
<tr>
<td>Story Time at the Pool</td>
<td>Bundamba, Goodna, Leichhardt</td>
<td>6</td>
<td>40</td>
</tr>
<tr>
<td>Story Time at Riverlink</td>
<td>Riverlink Shopping Centre</td>
<td>2</td>
<td>33</td>
</tr>
<tr>
<td>Story Time for Playgroups</td>
<td>Alara Raceview Integrated Playgroup</td>
<td>7</td>
<td>127</td>
</tr>
<tr>
<td></td>
<td>Ipswich Central Library Playgroup</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Little Joeys Playgroup, Riverview</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Toddler Time</td>
<td>Ipswich Central and Redbank Plaza Libraries</td>
<td>9</td>
<td>154</td>
</tr>
<tr>
<td></td>
<td>Orion Springfield Central</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Wriggle and Rhyme</td>
<td>Ipswich Central and Redbank Plaza Libraries</td>
<td>7</td>
<td>103</td>
</tr>
<tr>
<td></td>
<td>Orion Springfield Central</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Grand Total</strong></td>
<td></td>
<td><strong>56</strong></td>
<td><strong>1066</strong></td>
</tr>
</tbody>
</table>
Indigicoders is a partnership program between Ipswich Libraries and Kambu Health, which has the primary aim of delivering digital literacy skill development to the indigenous community with an emphasis on coding. The program also serves as support for coding and robotics curriculum requirements and as an extension of learning outside of the traditional school environment.

In 2018 Indigicoders was held weekly over 11 weeks at Ipswich Central Library with an average attendance of 10 youths and 8 adults. Participants learned to build arcade-type games using basic Scratch coding and MaKey-MaKey technology. The MaKey-MaKey games were showcased at the annual Kambu Health Ipswich Education Youth & Sport Program Winter School held in July 2018. Two members of the Public Programming team were invited to deliver a keynote presentation on the library and the Indigicoders program. The games developed by the participants were played by their peers, a very positive experience for the students.
### Ipswich Festival Parade – Library Entry

<table>
<thead>
<tr>
<th>Target Audience</th>
<th>101 Members of the Ipswich community</th>
</tr>
</thead>
<tbody>
<tr>
<td>Venue</td>
<td>Ipswich, Queensland</td>
</tr>
<tr>
<td>Community Benefit</td>
<td>Ipswich Libraries’ entry into this year’s Ipswich Festival Street Parade celebrated literature by bringing Eric Carle’s <em>The Very Hungry Caterpillar</em> alive in lantern form. Over 100 Ipswich Library members, staff, families and friends joined the magical float in a spectacular show of community spirit and support for the Library Service.</td>
</tr>
</tbody>
</table>

### Friends of Ipswich Libraries [FOILS] – High Tea

<table>
<thead>
<tr>
<th>Target Audience</th>
<th>91 FOILS and Ipswich community members</th>
</tr>
</thead>
<tbody>
<tr>
<td>Venue</td>
<td>The Mezzanine, Ipswich Library</td>
</tr>
<tr>
<td>Partner</td>
<td>Friends of Ipswich Libraries (FOILS)</td>
</tr>
<tr>
<td>Community Benefit</td>
<td>The FOILS High Tea is a wonderfully successful and welcoming event that was introduced into the FOILS program 5 years ago. Attendees enjoyed live entertainment and a delicious high tea on the ambient Ipswich Library Mezzanine level while socialising with friends and new acquaintances.</td>
</tr>
</tbody>
</table>
### Tech Trek - Inside Dementia

<table>
<thead>
<tr>
<th>Target Audience</th>
<th>Community members with a link to or interest in dementia (46 attendees)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Venue</td>
<td>The Mezzanine, Ipswich Central Library</td>
</tr>
<tr>
<td>Partner</td>
<td>Alzheimer’s Queensland</td>
</tr>
<tr>
<td>Community Benefit</td>
<td>Attendees learned more about dementia from Alzheimer’s Queensland, walking in the shoes of a dementia sufferer using the <em>Walk Through Dementia</em> app and Virtual Reality technology. The session was an innovative approach which used technology to enhance understanding of this devastating condition which is now the 2(^{nd}) highest cause of death in Australia and an issue of increasing significance for many.</td>
</tr>
</tbody>
</table>

### Library Programs at Redbank Plains Community Centre

<table>
<thead>
<tr>
<th>Target Audience</th>
<th>Children 0-5 and their parents/carers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Venue</td>
<td>Redbank Plains Community Centre</td>
</tr>
<tr>
<td>Community Benefit</td>
<td>Ipswich Libraries launched the delivery of early literacy programs at this venue in May with a <em>First 5 Forever Pop-Up Library Fun</em> program. This initiative provides families with a taste of the wide range of early literacy programs regularly on offer at libraries and other venues across the community. Library sessions are now delivered on an ongoing basis at this location.</td>
</tr>
</tbody>
</table>
National Simultaneous Storytime

<table>
<thead>
<tr>
<th>Target Audience</th>
<th>Children 0-5 and their parents/carers (56 children and 43 adults (99 total attendance)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Venue</td>
<td>Ipswich Central and Redbank Plaza libraries and Orion Springfield Central</td>
</tr>
<tr>
<td>Partner</td>
<td>Australian Library and Information Assn</td>
</tr>
<tr>
<td>Community Benefit</td>
<td>Ipswich Libraries joined schools, public libraries and childcare centres across Australia to participate in this annual event delivered in partnership with the Australian Library and Information Association. The event celebrates the importance of reading and literacy through a simultaneous reading of an Australian children's book.</td>
</tr>
</tbody>
</table>

Customer Queries

During the April – June quarter, 76% of customers seeking information asked Librarians for help with reference, including local history, and reader’s advisory questions, including reading recommendations. Library staff assisted 24% of customers who sought guidance to use technology, which is an area of constant demand.

Readers’ Advisory connects readers with materials by either helping someone find a great read, or showing someone resources to learn about authors, series, and more.

Customer Queries

[Figure 1: Pie chart showing 43% Info/Ref/Local History, 33% Readers Advisory, 24% Technical Assistance]
<table>
<thead>
<tr>
<th><strong>Studiosity</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Target Audience</strong></td>
</tr>
<tr>
<td><strong>Venue</strong></td>
</tr>
<tr>
<td><strong>Community Benefit</strong></td>
</tr>
</tbody>
</table>
## Requests for Information

<table>
<thead>
<tr>
<th>Queries</th>
<th>7189</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accessed</td>
<td>At Ipswich Libraries</td>
</tr>
</tbody>
</table>

Customers continue to seek assistance with technical and information queries. At Redbank Plains Library, the client service staff introduced customers to the new Marketplace collection and provided assistance with the self-service technology.

## Library Circles

<table>
<thead>
<tr>
<th>Sessions provided</th>
<th>18</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accessed</td>
<td>At Ipswich Libraries</td>
</tr>
</tbody>
</table>

### Community Benefit

During the quarter, 81 community members enjoyed getting together to explore common interests at the Library Circles held at Ipswich Central and Redbank Plaza libraries. The ‘Circles’ cover a mix of interests including Reading, Recipes and Memories, History, Writing and Gardening. Circles are socially inclusive and benefit our community by providing a meeting place for informal discussion and idea sharing.

Gardening Circle is very popular with members who are keen to take part in a ‘show and tell’ and share cuttings, plants and book recommendations.
Performing Arts

The Civic Centre plays an important role in connecting our community with the performing arts. Accommodating international touring productions, inter-state theatre and dance companies and local community theatre groups, the Civic Centre has developed into a quality regional performing arts facility, operating across two permanent venues and attracting over 41,000 theatre goers annually.

The Civic Centre aims to stimulate and increase community participation in the performing and creative arts. By delivering diverse performances across a broad range of genres we contribute to the cultural diversity of Ipswich. A primary indicator of our success in this area is the number of people engaging with the arts.

27 performances across both the Civic Centre and Studio 188 were delivered during the quarter, generating 5,646 tickets, down 35% on the same period last year but up 56.5% on previous quarter. The shortfall to last year is the result of two factors: Eisteddfods and fewer ‘promoter owned’ touring shows.

In the same period last year, two major productions (Mr Stink and Strassman) totalling 9 performances, generated 1,430 and 2,505 tickets respectively, with these two shows alone accounting for 51% of total sales in the June quarter. Without these two shows ticket sales for the quarter would have been closer to 3,700 – approximately 2,000 less than what was achieved this quarter.

The June quarter was dominated by 6 weeks of Eisteddfods, the tickets for which are not issued by the Civic Centre. Approximate numbers provided by the local Eisteddfod groups indicated over 4,500 attended the various performance disciplines during May and June.

In combined ticket sales and community participation, this quarter’s schedule in real terms is a very encouraging and illustrates solid results across the board.

Figure 8
Enhancing the Customer Experience

Programming
The April-June quarter delivered a well-balanced program featuring 27 performances with a house occupancy of 60.4%, averaging 209 tickets per show. This remains consistent with last year (37 shows, 59.1% occupancy and 206 tickets) however cost efficiencies have been gained given the smaller number of shows and an increased average ticket price of $30.96 vs last year of $27.78 achieved.

Key Statistics for 2018

<table>
<thead>
<tr>
<th>Quarter</th>
<th>Jul - Sept</th>
<th>Oct - Dec</th>
<th>Jan - Mar</th>
<th>Apr - Jun</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>This Year</td>
<td>Last Year</td>
<td>This Year</td>
<td>Last Year</td>
</tr>
<tr>
<td>Performances</td>
<td>44</td>
<td>61</td>
<td>43</td>
<td>65</td>
</tr>
<tr>
<td>Tickets</td>
<td>14,512</td>
<td>6,492</td>
<td>14,491</td>
<td>15,788</td>
</tr>
<tr>
<td>Occupancy</td>
<td>72.0%</td>
<td>30.2%</td>
<td>75.1%</td>
<td>61.7%</td>
</tr>
</tbody>
</table>

For the 2017/18 financial year, Civic Centre programming has led to significant growth in audience engagement (despite 55 fewer performances) achieving 38,258 tickets sold at average occupancy of 70.02% versus last year of 34,766 tickets and 50.2%. Ticket revenue of $1,145,135 was generated: an increase of 18.8% from 2016/17. The committed approach to a “less is more” scheduling philosophy ensured we programmed a better and more varied selection of entertainment that has appealed to a greater number of the local community.

Food and Beverage
As a result of fewer curated performances, Stars Café opened on 47 fewer occasions than for the same quarter last year, with total revenue of $125,592 achieved versus last year’s revenue of $142,561. Whilst revenue is down, the average spend per patron per show was up from $4.11 to $4.44. Our commitment to delivering fresh, inventive and creative dishes that are “quick to plate” and suitable to a pre-theatre dining option has resulted in positive feedback being received from our patrons, ensuring we continue to maintain excellence and deliver on service and product expectations.

Event income remained consistent with last year, essentially indicating that we are at capacity in terms of accommodating stage and floor demand. The addition of the North Ipswich Reserve Corporate Centre (NIRCC) will provide significant uplift in revenue and provide greater capacity for catering revenue.
NIRCC provides a much needed floor space for functions of between 120 and 250 guests. Early signs of forward demand for NIRCC under the management of the Civic Centre is very positive.

**Our Community Focus**

The Civic Centre team works to develop the capability of community groups and individual artists by making the Civic Centre and Studio 188 available at an attractive cost option for community organisations.

**Community Use of the Civic Centre**

By making the Civic Centre’s facilities available for community organisations, we assist in the cultivation of creativity and engagement by our community and its artists. The June quarter was dominated by community related activities. This is traditionally a buoyant quarter for the community segment given the 6 weeks of Eisteddfods. It is worth noting that corporate use last year totalled 6% of use versus the 20% achieved this year.

![Business Mix Apr - Jun 2018](image)

**Ticketing and On Line Sales**

On line sales continue to dominate our sales channels, with 70% of our sales for the quarter delivered via the internet. In the past 12 months a total of 8762 transactions were completed versus 5396 in the previous year. This period has also seen our Ecommerce conversion rate grow to 7.31% vs 4.31% the previous year - well above retail industry benchmarks of between 3 – 4%. Online ticket sales growth in this area is attributable to the ease in which patrons are able to find what they are looking for on the Civic Centre website quickly and easily, and a secure payment portal.
Website and Social Media

The engagement and use of our web site and social media platforms is a critical tool in our ability to successfully promote and communicate the performances and activities held at the Civic Centre and Studio 188. By far the most effective sales and promotional tool at our disposal is the social media platform – Facebook. We have used this channel to promote every single performance and or season over the past 12 months given its reach, ease of measurement and cost effectiveness.

Some key promotions for the period 1/4/18 – 30/6/18 are detailed below.

Bring your Ballerina for FREE Facebook campaign:
Performance Date: 5/9/18
- Start date: 29 June
- Ticket sales: 27/3 – 28/6 = 62
- Ticket sales: 29/6 – 2/7 = 149
- Sales jumped from 62 to 211 tickets
- Of the 49 bookings, 26 were new patrons
- Current Ticket count: 265

Promoting Stars Café Competition
Details of Boost are:
- Promotion ran from Friday 20 April through midnight Sunday 6 May (16 days)
- Cost of promotion was $50.00
- It was pinned to the top of our news feed to increase its effectiveness.
- Target market is women, aged 30-65+ (they are our most active Facebook demographic)
- Regions targeted included: Bundamba, Fernvale, Ipswich, Moggill, Peak Crossing, Ripley, Wulkuraka, Forest Lake, Toowong, Karalee, Karana Downs, Redbank Plains and Springfield Lakes
- A Google url tracker was placed on the shortened URL link for Stars Café
  https://goo.gl/SGUoPc
Outcomes:
Start of Comp: 407 click throughs to the Google URL Stars Café link (https://goo.gl/SGUoPc)
End of Comp: 2,360 click throughs to view the menu and read the menu.

Facebook Key Statistics Jan – Jun 2018 vs Jan - Jun 2017

- Ticket sales up 403
- Ticket income up $10,614
- Advertising spend is down $1,704
- Spend per converted patron is down $8.15
- Spend per converted seat is down $2.96
- In summary - we have had fewer but more targeted; well planned and content rich advertisements on Facebook leading to increased efficiencies
Driving Visitation to Our City

By attracting visitors to the City, the Civic Centre builds the cultural capital of Ipswich and contributes to the local economy. In the June quarter, the Civic Centre attracted 779 new customers generating $77k in ticket income with an additional $10k attributable to pre-theatre food and beverage sales. Of the total bookings (transactions) 29% of these came from outside local Ipswich area. This result remains consistent with the previous quarter.

2018 Ticket sales by Location – Western Corridor
Cultural Flagship

By attracting high-profile performances, the Civic Centre builds a cultural profile for Ipswich of which residents can be proud. Between October and December significant performances included:

### The Naked Magicians

<table>
<thead>
<tr>
<th>Target Audience</th>
<th>25 – 35yrs, Groups</th>
</tr>
</thead>
<tbody>
<tr>
<td>Attendance</td>
<td>457</td>
</tr>
</tbody>
</table>

Seen on London’s West End, in 200+ cities around the world, and by over 50 million on TV, The Naked Magicians is undoubtedly the world’s funniest and naughtiest magic show! The show features magic, mirth and more than a touch of mayhem as these two hot and hilarious Aussie magicians say abracadabra and take magic to a whole new level. This boisterous R-rated magic show strips away the top hats and capes, promising full-frontal illusions. Left without sleeves or pockets, their saucy magic is baffling and entertaining, bringing a new meaning to ‘now you see it’. Good magicians don’t need sleeves and great magicians don’t need pants. This show proves just that!

### The Wiggles

<table>
<thead>
<tr>
<th>Target Audience</th>
<th>Children 3 – 10yrs, Family</th>
</tr>
</thead>
<tbody>
<tr>
<td>Attendance</td>
<td>2,238</td>
</tr>
</tbody>
</table>

The Wiggles are coming to perform for you as part of their Wiggle Wiggle Wiggle! tour. This brand new show will see Emma, Lachy, Anthony and Simon performing in over 150 locations in every state and territory in Australia. In the past year they performed to over a quarter of a million fans around the world, making The Wiggles the most successful children’s entertainment group. The Wiggles TV show was snapped up by Netflix, taking it into over 190 countries around the world as well as Hulu, Treehouse and Universal Kids in North America.
### Melbourne International Comedy Festival Roadshow

| Target Audience | 18 – 50yrs,  
| Attendance | 384 |

Australia’s largest comedy festival is packing up and ready to roll! Join the Melbourne International Comedy Festival Roadshow as it journeys around Australia, home-delivering hot and tasty comic treats to audiences near and far. Featuring fantastic funny makers Brennan Reece, Dane Simpson, Gillian Cosgriff and Sam Taunton, the Roadshow has it all. It’s stand-up, sketch, satire, silliness and song – all in one side-splitting show! For nearly 20 years this roving tour-de-comedy has visited towns and cities around Australia, from Mildura to Mt Isa and everywhere in between.

### Strawberry Fields

| Target Audience | All Ages  
| Attendance | 90 (Studio 188) |

“Strawberry Fields” is a multimedia depiction of the Beatle’s life and career. Original interviews with Managers, his first wife Cynthia, original drummer Pete Best, friends and colleagues, will take audiences from his birth in war torn England, through to that tragic night outside the Dakota Building in New York. Relive the Hits of Lennon including Starting Over, Imagine, Instant Karma, Beautiful Boy, In My Life & Whatever Gets You Through The Night!

### Mountainfilm on Tour

| Target Audience | All Ages  
| Attendance | 119 (Studio 188) |

The 2018 Mountainfilm on Tour features the best short films from the annual Mountainfilm festival in Telluride, Colorado. Mountainfilm toured Australia and New Zealand for the first time in 2017 to rave reviews. This year’s films feature an awesome mix of short films featuring skiing, rafting, mountaineering, expedition travel, cultural and environmental stories. This is an event to inspire you to take on the world and experience all it has to offer.
Visual Arts

By providing a diverse and high-quality program of exhibitions and public programs over each 12 month period, the Art Gallery has helped position Ipswich as a premium regional destination for cultural tourists. For the residents of Ipswich, the Art Gallery represents a cultural flagship that enhances civic pride and makes engaging with the creative arts accessible and enjoyable.

Cultural Development

The Art Gallery aims to increase participation in the visual and creative arts. By making the arts accessible and interesting, we contribute to the cultural development of Ipswich.

A primary indicator of our success in this area is the number of people engaging with the Arts. Visitors in the April to June quarter were attracted to exhibitions including ANZAC: photographs by Laurence Aberhart and A Private Collection and the Wind Tubes exhibition and education sessions.

Where are our visitors from?

A survey taken in the quarter indicated that, while local community interest in the Gallery’s exhibitions was slightly lower than the previous quarter, the higher number of visitors attracted from outside of the Ipswich region is evidence of the Gallery’s strong presence regionally.
Attracting Visitors to the City

By attracting cultural tourists, day trippers, family and school groups to visit, the Gallery builds the profile of Ipswich and contributes to the local economy. Applying the survey results to total visitation suggests the Art Gallery attracted approximately 12,000 visitors to Ipswich between January and the end of June.

Cultural Flagship

By consistently presenting high-calibre exhibitions, the Art Gallery has positioned itself as a destination Ipswich residents are proud of. Between April and June 2018, the Gallery’s most significant exhibitions were:

<table>
<thead>
<tr>
<th>ANZAC: Photographs by Laurence Aberhart</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Target Audience</strong></td>
</tr>
<tr>
<td><strong>Attendance</strong></td>
</tr>
<tr>
<td><strong>Cultural Value</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Foreign Bodies: New work by Christopher Trotter</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Target Audience</strong></td>
</tr>
<tr>
<td><strong>Attendance</strong></td>
</tr>
<tr>
<td><strong>Cultural Value</strong></td>
</tr>
</tbody>
</table>
# A Private Collection | Works by d’Arcy Doyle

<table>
<thead>
<tr>
<th>Target Audience</th>
<th>General public, Foundation members, art collectors</th>
</tr>
</thead>
<tbody>
<tr>
<td>Attendance</td>
<td>3,423</td>
</tr>
<tr>
<td>Cultural Value</td>
<td><em>A Private Collection</em> celebrates the single largest bequest to be Ipswich Arts Foundation courtesy of an anonymous donor, as well as the murals by painter d’Arcy Doyle donated by the McMahon brothers.*</td>
</tr>
</tbody>
</table>

# Climbing Web

<table>
<thead>
<tr>
<th>Target Audience</th>
<th>Children and families</th>
</tr>
</thead>
<tbody>
<tr>
<td>Attendance</td>
<td>16,702</td>
</tr>
<tr>
<td>Cultural Value</td>
<td><em>Climbing Web</em> provides an enjoyable opportunity for children and their parents to foster physical movement in a creative environment.*</td>
</tr>
</tbody>
</table>

# Wind Tubes

<table>
<thead>
<tr>
<th>Target Audience</th>
<th>Primary education classes, children and families</th>
</tr>
</thead>
<tbody>
<tr>
<td>Attendance</td>
<td>9,827</td>
</tr>
<tr>
<td>Cultural Value</td>
<td><em>Wind Tubes</em> provides an educational and enjoyable interactive experience for primary school groups and families. Mixing art and science, the workshops provided local schools with an innovative cross-curricular excursion.*</td>
</tr>
</tbody>
</table>
Our Community Focus

Education Programs

A total of 1,218 students participated in 21 education sessions and tours presented during the April to June quarter, including primary school and vacation care groups taking advantage of the learning opportunities provided by Wind Tubes.

Events and Membership Programs

The Ipswich Arts Foundation held an event to celebrate a significant bequest as well as the d’Arcy Doyle mural donations. The generous bequest from John Hewson, a passionate Brisbane-based collector of Australian art, will comprise 50% of the sale value of his estate and a number of paintings and prints by Australian artists. With an approximate value of $500,000, this bequest represents the largest single donation the Foundation has ever received. The event was attended by 88 Foundation members, prominent community members and professionals. An engaging artist talk by Boonah-based local artist Christopher Trotter attracted 62 guests, largely from the local arts community.

Workshops/ Art Activities

The Gallery conducted Disco Weave Workshops during the Easter School Holidays which attracted just over 2,000 participants. In addition, the Gallery hosted ANZAC exhibition tours for the Mt Gravatt Travel Club, the South Brisbane Motoring Club and Red Cross Seniors.
24 July 2018

MEMORANDUM

TO: CHIEF OPERATING OFFICER
(ARTS, SOCIAL DEVELOPMENT AND COMMUNITY ENGAGEMENT)

FROM: LIBRARY SERVICES MANAGER

RE: IPSWICH LIBRARIES AND KAMBU HEALTH IPSWICH EDUCATION YOUTH AND SPORT PROGRAM WINTER SCHOOL

INTRODUCTION:

This is a report by the Library Services Manager dated 24 July 2018 concerning Ipswich Libraries’ participation in the Kambu Health Ipswich Education Youth and Sport Program Winter School.

BACKGROUND:

The *Kambu Health Ipswich Education Youth and Sport Program* (IEYSP) Winter School is an annual school holiday program organised by Kambu Health for indigenous youth and held during the mid-year school break. For the past two years, Ipswich Libraries has been invited to be involved as presenters of coding and robotics activities.

In 2018, attendance at the Winter School was a component of the Memorandum of Understanding (MOU) between Ipswich City Council – Ipswich Libraries and Kambu Aboriginal and Torres Strait Islander Corporation for Health (Kambu Health). The *IEYSP Winter School* program was attended by 384 children aged 9-18 years and 32 adults, all mentors for the program.

This year, in addition to delivering sixteen coding and robotics sessions at the Winter School, two Library Public Programming team members, David Smith and Philip Schneider, were also invited to present a keynote address showcasing the *Indigicoders* program, a partnership between Ipswich Libraries and Kambu Health which was delivered weekly during Term 2 2018. The *Indigicoders* concept was developed by Ipswich Libraries with the aim of delivering coding programs in library spaces to indigenous secondary students Years 7–9 and their mentors who were nominated and organised by Kambu Health.
The keynote presentation demonstrated the successful outcomes of this basic coding education program by showcasing the games the students developed using Scratch and MaKey-MaKey technology. These games were then played by their peers at the **IEYSP Winter School**. Kambu mentors, who also trained in coding during Indigicoders, supported the students during these **IEYSP** activities which were facilitated by Ipswich Libraries staff.

**BENEFITS TO COMMUNITY AND CUSTOMERS:**

Ipswich Libraries participation in the Kambu Health **IEYSP Winter School** provides the opportunity for individuals of all ages within this target group to become aware of the Library, its services and programs, its community spaces and the social, educational and recreational advantages of library membership. It also supports the coding and robotics curriculum requirements and offers an extension of digital learning outside of the traditional school environment.

Showcasing the MaKey-MaKey games that resulted from **Indigicoders** demonstrated the success of the partnership program. Having peers enjoy and engage with their game creations at the **IEYSP Winter School** was a very positive experience for those students involved in the **Indigicoders** program. It also clearly highlighted the effective relationship between Ipswich Libraries and Kambu Health, providing inclusive access to technology, active community engagement and digital literacy development for a target group.

Involvement by Ipswich Libraries in the Kambu Health **IEYSP Winter School** contributes to the strategies and outcomes of Council’s Advance Ipswich and Corporate Plan 2017-2022 in the following areas:

**Advance Ipswich: Goal 1, Strategy 2**
*Provide a full spectrum of life-long learning opportunities, from early learning through to schooling, vocational training and tertiary education that aligns skills and education with emerging employment opportunities.*
- Promote whole-of-life learning opportunities, particularly early learning and adult learning.
- Increased participation in learning opportunities across targeted community groups.

**Community Identity (Corporate Plan – Goal 1 CSW 2.1.3)**
- Encourage community activities that promote and celebrate a sense of belonging.

**Community Identity (Corporate Plan – Goal 1 CSW 2.2.2)**
- Implement a Community Engagement Framework that supports equitable access for all residents and that utilises modern engagement tools and technologies.

**Caring for Community (Corporate Plan – Goal 3, Strategy 4)**
*Foster collaboration, partnership and use of evidence to shape service planning and delivery for the benefit of our communities.*
- Support local community service agencies to improve their effectiveness through local interagency collaborations and partnerships.
FINANCIAL IMPLICATIONS:

Costs associated with digital literacy content development and delivery, library venue space and staff participation at the IEYSP Winter School was funded as part of the Public Programming service stream of Ipswich Libraries within the 2018-2019 budget allocation.

CONCLUSION:

The involvement of Ipswich Libraries in the Kambu Health IEYSP Winter School in 2018 was the grand finale to Indigicoders, the interactive, educational and engaging partnership with Kambu Health bringing access to technology and digital literacy skill development to a target community. The students’ successful participation in Indigicoders was celebrated in the keynote address and their digital creations were shared and enjoyed by their peers.

These successful outcomes, and the partnership with Kambu, highlight the Library as a freely available and inclusive place of interest, enjoyment and learning, as a source of knowledge and skill, and as a partner of choice in collaborative and inclusive programming within the community.

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<tr>
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<tr>
<td>Attachment A – 2018 – Ipswich Libraries and Kambu Health IEYSP Winter School - Photographs</td>
<td>Attachment A</td>
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RECOMMENDATION:

That the report be received and the contents noted.

Sylvia Swalling
LIBRARY SERVICES MANAGER

I concur with the recommendation/s contained in this report.

Caroline McMahon
CHIEF OPERATING OFFICER
(ARTS, SOCIAL DEVELOPMENT AND COMMUNITY ENGAGEMENT)
IPSWICH LIBRARIES PARTICIPATION AT 2018 KAMBU HEALTH IPSWICH EDUCATION YOUTH & SPORT PROGRAM WINTER SCHOOL
MEMORANDUM

TO: CHIEF OPERATING OFFICER
   (ARTS, SOCIAL DEVELOPMENT AND COMMUNITY ENGAGEMENT)

FROM: LIBRARY SERVICES MANAGER

RE: LIBRARY STRATEGY REVIEW COMMUNITY CONSULTATION PLAN

INTRODUCTION:

This is a report by the Library Services Manager dated 24 July 2018 concerning Community Engagement that will inform the review of the Ipswich Library and Information Service Coping with Growth 2008-2026 Strategy.

BACKGROUND:

On 26 June 2018, Council resolved to engage an independent industry consultant to conduct a review of the Ipswich Library and Information Service Coping with Growth 2008-2026 strategy. The purpose of this review is to ensure ongoing alignment of the Library Services’ operating model to
- benchmarked methodology (measuring equitable access to library services across the city);
- Council’s strategic priorities and value for money outcomes; and
- community need.

To inform this review and Library Services’ forward strategy, Council’s Community Research and Engagement team will be undertaking community consultation to determine the priorities of the community in relation to library services and community facilities. The consultant’s final report will be informed by the outcomes of the engagement process and will include the results of the consultation initiatives.
COMMUNITY RESEARCH AND ENGAGEMENT PLAN:

Consultation will involve a mixed method approach, combining a community-wide survey with focus groups to be held in each Divisional area.

Survey
A survey will be circulated utilising both online and paper response options. Survey questions and focus group questions will be drafted to align with past Library surveys (thereby allowing assessment of trend data), with around ten questions that ascertain what kinds of services are needed and how far people would be willing to travel to access these services. The survey will be distributed via the Library’s extensive membership and stakeholder networks and promoted more broadly through Council’s media and engagement networks to ensure non-library users are also included in the engagement process. The survey will be open for one month and will aim to achieve a minimum response rate of 500.

Focus Groups
A focus group session will be organised in each Divisional area. The focus group sessions will aim to cover the same questions included in the survey, but will offer participants the opportunity to engage in discussion around these questions. Recruitment to the focus groups will be via the Library’s extensive membership and stakeholder networks and promoted more broadly in line with Council’s media and engagement networks. Focus Group session attendance will be determined by a first in, first served method, whereby people will be asked to register to get a spot at a local focus group session, aiming for a minimum attendance rate of ten people per focus group session. Focus group sessions will be facilitated by members of the Community Research and Engagement team.

Timeline and Reporting
The community-wide survey and focus group sessions will be conducted during September and October 2018. Analysis of the survey and focus group sessions is expected to be completed by the end of November, which will allow due consideration of the consultation results within the scope of the formal strategy review.

Alignment with External Review
The community-wide survey and focus group session questions will be drafted in consultation with the selected independent consultant, to ensure convergence of scope, questions and plan. The consultant report will include the results of the engagement outcomes.

BENEFITS TO COMMUNITY AND CUSTOMERS:

Aligning with the actions of the Operational Plan 2017–2022, consultation will help to ensure that:

- Council is developing greater understanding of community needs through community engagement, research and analysis to inform program, service and facility planning and delivery.
- Ensuring optimal community access to relevant Council infrastructure.
RECOMMENDATION:

That Council approve the Community Engagement plan regarding the review of the Ipswich Library and Information Service Coping with Growth 2008-2026 Strategy as detailed in the report by the Library Services Manager dated 24 July 2018.

Sylvia Swalling
LIBRARY SERVICES MANAGER

I concur with the recommendation/s contained in this report.

Caroline McMahon
CHIEF OPERATING OFFICER
(ARTS, SOCIAL DEVELOPMENT AND COMMUNITY ENGAGEMENT)
MEMORANDUM

TO: CHIEF OPERATING OFFICER
(ARTS, SOCIAL DEVELOPMENT AND COMMUNITY ENGAGEMENT)

FROM: LIBRARY SERVICES MANAGER

RE: TECH TREK – A VIRTUAL PERSPECTIVE ON DEMENTIA

INTRODUCTION:

This is a report by the Library Services Manager dated 24 July 2018 concerning two Tech Trek Virtual Reality programs: Inside Dementia: A Virtual Perspective community information session delivered at Ipswich Central Library on Saturday, 23 June 2018 and an Outreach Visit to The Public Trustee in Ipswich on Wednesday, 27 June 2018.

BACKGROUND:

Tech Trek is a grant funded Virtual Reality (VR) program developed by the Library Public Programming Team which utilises individual headsets and smartphone devices to provide an immersive experience. This technology was used to present two community sessions that provided attendees with a different perspective on, and a better understanding of, dementia.

1. Inside Dementia: A Virtual Perspective

The incidence of dementia in the community is increasing with this debilitating disease now listed as the second highest cause of death across Australia. With the aim of raising community awareness around dementia, Ipswich Libraries developed this program which combined an information presentation by Alzheimer’s Queensland with VR technology to provide information from a different viewpoint. The session was attended by 46 adult community members, mainly family and carers of people with dementia. This was the program’s target audience.
2. The Public Trustee outreach visit:

Library Public Programming team members implemented the same technology at an outreach session for The Public Trustee in Ipswich. Staff from Ipswich, Brisbane and Toowoomba participated with the goal of gaining a greater empathy with some of their clients and a better understanding of the issues these individuals may experience.

Walk Through Dementia, developed by Alzheimer’s Research UK, is a unique, specially designed app that uses VR technology to put the viewer into the shoes of a dementia sufferer. This enhanced experience aims to highlight some of the challenges faced by people with dementia and was the application used by the Library to provide immersive learning in both of these Tech Trek programs.

A second Inside Dementia: A Virtual Perspective session is planned for delivery at the new Springfield Central Library in early 2019.

BENEFITS TO COMMUNITY AND CUSTOMERS:

Sessions such as Inside Dementia: A Virtual Perspective and The Public Trustee outreach visit provide opportunities for those who interact with dementia sufferers to gain a better picture of challenges faced. Family members of someone with dementia can not only get a clearer picture of the altered reality but also gain personal support from professionals and others experiencing a similar situation.

The innovative use of the VR allowed attendees to virtually walk in the shoes of a dementia sufferer and to hear their words as they perform daily tasks and experience confusion. In addition to providing access to VR technology for community members, such programming also highlights the enhancements to learning that technology can provide.

Feedback from both Tech Trek programs, Inside Dementia: A Virtual Perspective and The Public Trustee outreach visit, was overwhelmingly positive. Both programs received 100% customer satisfaction ratings. Examples of participant feedback include:

- Most definitely recommend. Content was excellent – having the headsets and doing the videos was so important to understand from the person’s perspective! Thank you!
- Very educational. An insight by experience.
- Great use of grant dollars.
- Great to get an understanding of how they see the world.
- Very well worthwhile experience and it has made me want to research and understand this illness more.
- Great presentation – really informative. Will enhance people’s empathy greatly with clients and their families.
- A better understanding of what my clients will be dealing with on the day to day.
- A truly unique experience.
The *Inside Dementia: A Virtual Perspective* and *The Public Trustee* Tech Trek programs contribute to the strategies and outcomes of Council’s Advance Ipswich and Corporate Plan 2017-2022 in the following areas:

**Advance Ipswich: Goal 1, Strategy 2**  
*Provide a full spectrum of life-long learning opportunities, from early learning through to schooling, vocational training and tertiary education that aligns skills and education with emerging employment opportunities.*
- Promote whole-of-life learning opportunities, particularly early learning and adult learning.
- Increased participation in learning opportunities across targeted community groups.

**Community Identity (Corporate Plan – Goal 1 CSW 2.2.2)**
- Implement a Community Engagement Framework that supports equitable access for all residents and that utilises modern engagement tools and technologies.

**Caring for Community (Corporate Plan – Goal 3, Strategy 4)**
*Foster collaboration, partnership and use of evidence to shape service planning and delivery for the benefit of our communities.*  
Support local community service agencies to improve their effectiveness through local interagency collaborations and partnerships.

**FINANCIAL IMPLICATIONS:**

Equipment used for the Tech Trek programs was funded by State Government through the State Library of Queensland Public Libraries Strategic Priorities Grant 2017. Other costs are scoped as part of the Public Programming service stream of Ipswich Libraries and funded in the 2017-2018 budget allocation.

**CONCLUSION:**

The *Inside Dementia: A Virtual Perspective* and *The Public Trustee* Tech Trek programs demonstrate how innovative use of technology in combination with information provided by subject matter experts can strongly contribute to community awareness and understanding around significant social topics such as dementia. These innovative programs also enhance and reinforce the reputation of Ipswich Libraries as an accessible, inclusive provider of creative and experiential learning.

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<td>Attachment A – Tech Trek – Inside Dementia &amp; Public Trustee Staff - Photographs</td>
<td>Attachment A</td>
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</tbody>
</table>
RECOMMENDATION:

That the report be received and the contents noted.

Sylvia Swalling
LIBRARY SERVICES MANAGER

I concur with the recommendation/s contained in this report.

Caroline McMahon
CHIEF OPERATING OFFICER
(ARTS, SOCIAL DEVELOPMENT AND COMMUNITY ENGAGEMENT)
3 August 2018

MEMORANDUM

TO: CHIEF OPERATING OFFICER (ECONOMIC DEVELOPMENT AND MARKETING)
FROM: TOURISM DEVELOPMENT MANAGER
RE: 2018 IPSWICH SUPERSPRINT POST EVENT SUMMARY

INTRODUCTION:

This is a report by the Tourism Development Manager dated 3 August 2018 concerning the 2018 Ipswich SuperSprint Post Event Summary.

OVERVIEW:

The Ipswich SuperSprint is the premier automotive racing event at Queensland Raceway. It brings together Australia’s best V8 super car drivers, the racing team crew and fans to host a three day weekend event in the City of Ipswich.

Table 1: Ipswich SuperSprint Attendance 2013 to 2018

<table>
<thead>
<tr>
<th>Year</th>
<th>Friday</th>
<th>Saturday</th>
<th>Sunday</th>
<th>Total Attendees</th>
<th>% +/-</th>
</tr>
</thead>
<tbody>
<tr>
<td>2018</td>
<td>14,121</td>
<td>16,429</td>
<td>17,301</td>
<td>47,851</td>
<td>+0.7%</td>
</tr>
<tr>
<td>2017</td>
<td>14,021</td>
<td>16,454</td>
<td>17,021</td>
<td>47,496</td>
<td>+2%</td>
</tr>
<tr>
<td>2016</td>
<td>13,922</td>
<td>15,324</td>
<td>17,323</td>
<td>46,569</td>
<td>+0.5%</td>
</tr>
<tr>
<td>2015</td>
<td>14,821</td>
<td>13,945</td>
<td>17,590</td>
<td>46,356</td>
<td>-4.4%</td>
</tr>
<tr>
<td>2014</td>
<td>14,452</td>
<td>16,963</td>
<td>17,072</td>
<td>48,487</td>
<td>+7.17%</td>
</tr>
<tr>
<td>2013</td>
<td>13,691</td>
<td>15,302</td>
<td>16,248</td>
<td>45,241</td>
<td>-</td>
</tr>
</tbody>
</table>

A survey of Ipswich accommodation providers reported accommodation was booked out and a total of 2,186 rooms were booked as a direct result of the 2018 Ipswich SuperSprint.

In the six months leading up to the 2018 Ipswich SuperSprint, a working group made up of Council’s Tourism Development Branch and HSRS worked with Ipswich Super Sprint to:

- Promote the Things to See and Do in Ipswich to ticket holders
- Secure the necessary temporary event entertainment license
- Deliver activations leading into and during the event
The month prior to the event, Council’s 75 Things to See, Do and Eat in Ipswich was distributed and promoted to 2018 Ipswich SuperSprint ticket holders via SuperCars’ social networks, email database and website.

On the ground activations included:
- SuperCars Community Day at Orion Springfield Central with car displays, simulators, giveaways and driver fans sessions attracting around 3,500 people
- SuperCars first full-time female driver Simona De Silvestro promoted Ipswich mountain bike trails with a media activation at Hiddenvale Adventure Park
- SuperCar racing the Westpac Life Saver Rescue Helicopter including media call at Queensland Raceway one week out from the Ipswich event
- The Discover Ipswich Mobile Trailer was at the event over the three days with Discover Ipswich Ambassadors engaging visitors and distributing destination information.

RECOMMENDATION:

A. That the report concerning the 2018 Ipswich SuperSprint Post Event Summary be received and the contents noted.

B. That the Tourism Development Branch, in consultation with the Chairperson of the Libraries and Tourism Committee, continue to promote and maximise the benefits of the Ipswich SuperSprint event for the City of Ipswich.

Alistair Tavares
TOURISM DEVELOPMENT MANAGER

I concur with the recommendations contained in this report.

Ben Pole
CHIEF OPERATING OFFICER
(ECONOMIC DEVELOPMENT AND MARKETING)