

VML:MB
Vicki Lukritz
3810 6221

COUNCILLOR

24 November 2017

Sir/Madam

NOTICE OF MEETING

Notice is hereby given that a Meeting of the **ARTS AND COMMUNITY DEVELOPMENT COMMITTEE** is to be held in the **Council Chambers** on the 2nd Floor of the Council Administration Building, 45 Roderick Street, Ipswich commencing at **12.30 pm or 10 minutes after the conclusion of the Libraries and Tourism Committee, whichever is the earlier** on **Monday, 27 November 2017**.

<u>MEMBERS OF THE ARTS AND COMMUNITY DEVELOPMENT COMMITTEE</u>	
Councillor Stoneman (Chairperson) Councillor Pisasale (Deputy Chairperson)	Mayor Deputy Mayor Councillor Silver Councillor Martin Councillor Ireland

The agenda for the meeting is attached to this notice.

Yours faithfully

ACTING CHIEF EXECUTIVE OFFICER

ARTS AND COMMUNITY DEVELOPMENT COMMITTEE AGENDA

12.30 pm or 10 minutes after the conclusion of the Libraries and Tourism Committee, whichever is the earlier on **Monday, 27 November 2017**
Council Chambers

Item No.	Item Title	Officer
1	Allocation of Community Donations Exceeding \$15,000.00	CGO
2	Community Development Grants – October 2017	CGO
3	Cultural Grants – November 2017	CGO
4	Arts, Social Development and Community Engagement Department Quarterly Report – April to June 2017	ESRO
5	Community Development Grants Program – Acquittals Received as at 6 November 2017	CDPO
6	Riverview Community Centre – Activity Report	CDPO

ARTS AND COMMUNITY DEVELOPMENT COMMITTEE NO. 2017(03)

27 NOVEMBER 2017

AGENDA

1. ALLOCATION OF COMMUNITY DONATIONS EXCEEDING \$15,000.00

With reference to a report by the Community Grants Officer dated 17 November 2017 concerning approval for community donation requests from organisations who have received donations in excess of \$15,000.00 for the current financial year.

RECOMMENDATION

That a community donation of \$20,000.00 be allocated to Rosewood Lions Club Inc, to assist with costs associated with the installation and dismantling of the 2017 Christmas lights and decorations for Rosewood, as detailed in the report by the Community Grants Officer dated 17 November 2017.

Report

2. COMMUNITY DEVELOPMENT GRANTS – OCTOBER 2017

With reference to a report by the Community Grants Officer dated 17 November 2017 concerning the allocation of Community Development Grants Program funds.

RECOMMENDATION

That Council provide funding to the amount of \$2,500.00 to ICON Community Incorporated towards sound and lighting costs associated with the annual New Year's event at Robelle Domain.

Report

3. CULTURAL GRANTS - NOVEMBER 2017

With reference to a report by the Community Grants Officer dated 27 October 2017 concerning the allocation of Cultural Grants Program funds.

RECOMMENDATION

- A. That Council provide funding to the amount of \$1,500.00 (ex-GST) to Ipswich Malayali Association Inc towards Malayalam language classes and classical dance workshops.

- B. That Council provide funding to the amount of \$1,691.61 (ex-GST) to Westside Community Care (Qld) Limited towards the 2018 Australian Day Celebrations.

Report

4. ARTS, SOCIAL DEVELOPMENT AND COMMUNITY ENGAGEMENT DEPARTMENT QUARTERLY REPORT – APRIL TO JUNE 2017

With reference to a report by the Executive Support and Research Officer dated 27 October 2017 concerning the Arts, Social Development and Community Engagement Departmental Quarterly Report for the Quarter ending September 2017.

RECOMMENDATION

That the report be received and the contents noted.

Report

5. COMMUNITY DEVELOPMENT GRANTS PROGRAM - ACQUITTALS RECEIVED AS AT 6 NOVEMBER 2017

With reference to a report by the Community Development Project Officer dated 6 November 2017 concerning Community Development Grant Acquittals received as at 6 November 2017.

RECOMMENDATION

That the report be received and the contents noted.

Report

6. RIVERVIEW COMMUNITY CENTRE – ACTIVITY REPORT

With reference to a report by the Community Development Project Officer dated 6 November 2017 concerning the Quarterly Reports for Riverview Community Centre.

RECOMMENDATION

That the report be received and the contents noted.

Report

and any other items as considered necessary.

Arts and Community Development Committee	
Mtg Date: 27.11.17	OAR: YES
Authorisation: Caroline McMahon	

17 November 2017

MEMORANDUM

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

FROM: COMMUNITY GRANTS OFFICER

RE: ALLOCATION OF COMMUNITY DONATIONS EXCEEDING \$15,000.00

INTRODUCTION:

This is a report by the Community Grants Officer dated 17 November 2017 concerning approval for community donation requests from organisations who have received donations in excess of \$15,000.00 for the current financial year. The current policy states that:

"The total amount of funding which may be allocated to an organisation in any one financial year is a maximum of \$15,000, unless otherwise approved by Council".

Rosewood Lions Club Inc

A combined community donation request of \$20,000.00 has been received from Rosewood Lions Club Inc, to assist with costs associated with the installation and dismantling of the 2017 Christmas lights and decorations for Rosewood. The donation request has been endorsed by the Mayor.

No other community donations have been allocated to Rosewood Lions Club in within the current financial year.

The request outlined above, falls outside of current policy and requires Council's consideration.

The above requests fit within the criteria of the Community and Citywide Donations Procedure, specifically where the procedure states:

"The total amount of funding which may be allocated to an organisation in any one financial year is a maximum of \$15,000, unless otherwise approved by Council".

Where allocations exceed \$15,000, the following may also be requirements of the funding:

- *The allocation will generally support projects and initiatives, which are innovative and provide benefit to the quality of life of Ipswich residents; and*
- *The organisation is considered to have the ability to effectively manage the project.”*

FINANCIAL IMPLICATIONS:

Funding for provision of the Community Donations has been budgeted for in the 2017–2018 Community Engagement Budget.

RECOMMENDATIONS:

That a community donation of \$20,000.00 be allocated to Rosewood Lions Club Inc, to assist with costs associated with the installation and dismantling of the 2017 Christmas lights and decorations for Rosewood, as detailed in the report by the Community Grants Officer dated 17 November 2017.

Josie Berry

COMMUNITY GRANTS OFFICER

I concur with the recommendation contained in this report.

Abbey Richards

COMMUNITY ENGAGEMENT MANAGER

I concur with the recommendation contained in this report.

Caroline McMahon

CHIEF OPERATING OFFICER

(ARTS, SOCIAL DEVELOPMENT AND COMMUNITY ENGAGEMENT)

Arts and Community Development Committee	
Mtg Date: 27.11.17	OAR: YES
Authorisation: Caroline McMahon	

17 November 2017

MEMORANDUM

TO: COORDINATOR, COMMUNITY DEVELOPMENT

FROM: COMMUNITY GRANTS OFFICER

RE: COMMUNITY DEVELOPMENT GRANTS – OCTOBER 2017

INTRODUCTION:

This is a report by the Community Grants Officer dated 17 November 2017 concerning the allocation of Community Development Grants Program funds.

BACKGROUND:

Council's Community Grants Scheme includes a Community Development Grants Program with a budget allocation of \$140,000.00 (which includes an allocation of \$40,000.00 for Christmas events and activities) for the 2017–2018 financial year.

Applications are accepted throughout the year for Community Development Grants and allocated against a monthly budget of approximately \$8,300.00, with any residual rolled over to the next month.

Successful applicants must be able to demonstrate a community development framework that enhances the community life and wellbeing of Ipswich residents. The maximum grant available for community groups is \$2,500.00.

GRANT APPLICATIONS RECEIVED:

Council received one (1) eligible application this month.

ICON Community Incorporated

ICON Community Incorporated is a community organisation based in Springfield which has undertaken a free New Year's Eve event at Robelle Domain Parklands since 2012. The event attracts a large crowd each year and includes performances by local artists, amusement rides, food stalls and a fireworks display, and also provides an alternative to the large New Year events at Southbank and Gold Coast.

The total cost of the event is \$46,798.00 and the applicant is seeking other sponsorship to assist with costs however some income will be collected through stall holder fees, sale of merchandise, and financial assistance in the form of a loan from Breakthrough Church.

It is recommended that Council allocate \$2,500.00 (ex-GST) to ICON Community Incorporated to assist with sound and lighting.

ICON Community Incorporated has received the following funding from Council in the past two (2) years:

Financial Year	Amount	Funding Type	Purpose
2017	\$450.00	Community Donation	T-shirts for music and dance competition
2017	\$1,200.00	Community Donation	2016 New Year's Event
2016	\$5,000.00	Community Donation	2016 New Year's Event
Total	\$6,650.00		

BENEFITS TO COMMUNITY AND CUSTOMERS:

The Community Development Grants Program provides funding to community based non-profit organisations for purposes inclusive of community infrastructure, purchase of equipment, organisational development, community development projects and festivals or events. To align with the actions of Advance Ipswich and the Corporate Plan 2017–2022, projects are required to contribute to one (1) or more of the following funding objectives:

- Encourage community activities that promote and celebrate a sense of belonging.
- Engage the community in the creation of local projects and programs that encourage inclusion and participation and promote and demonstrate a sense of belonging as it relates to the whole of community.

FINANCIAL IMPLICATIONS:

Approval of the Community Development Grants in this report of \$2,500.00 (ex-GST) will leave a balance of \$82,600.93 (ex-GST) available for allocation during the remainder of the 2017–2018 financial year.

RECOMMENDATION:

That Council provide funding to the amount of \$2,500.00 to ICON Community Incorporated towards sound and lighting costs associated with the annual New Year's event at Robelle Domain.

Josie Berry
COMMUNITY GRANTS OFFICER

I concur with the recommendations contained in this report.

Abbey Richards
COMMUNITY ENGAGEMENT MANAGER

I concur with the recommendations contained in this report.

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

Arts and Community Development Committee	
Mtg Date: 27.11.17	OAR: YES
Authorisation: Caroline McMahon	

27 October 2017

MEMORANDUM

TO: COORDINATOR, COMMUNITY DEVELOPMENT

FROM: COMMUNITY GRANTS OFFICER

RE: CULTURAL GRANTS – NOVEMBER 2017

INTRODUCTION:

This is a report by the Community Grants Officer dated 27 October 2017 concerning the allocation of Cultural Grants Program funds.

BACKGROUND:

Ipswich City Council offers Cultural Grants to assist regional cultural and community groups in their aspirations for independent cultural projects. These grants are assessed on a needs basis and depend on availability of funding. Funding is offered in accordance with the assessment criteria scale to a maximum of \$2,000.00. Total funding of \$20,000.00 has been budgeted for the 2017–2018 Cultural Grants Program.

GRANT APPLICATIONS RECEIVED:

Council received two (2) applications for consideration this month.

1. Ipswich Malayali Association Inc

The Ipswich Malayali Association Inc (the Association) was established in 2013 and undertakes social gatherings for Christmas, Easter and Onam (a traditional harvest festival).

The Association is planning to undertake weekly Malayalam language classes and classical dance workshops for up to 40 children. Most members of the Ipswich Malayali Association originate from the Kerala State in Southern India, and as many of the Association's traditional functions are in their own language, the members consider it important that the young people are able to speak and understand the language. The workshops will also include tuition in traditional Bharathanatyam, a form of classical dance, which can be showcased to the wider community. Some members of the Association have participated in the Ipswich Festival in the past two (2) years. Classical dance workshops and language classes will also be open to members of the wider community.

It is proposed that the workshops and classes will commence in early January and continue to late October. Funding is sought to support the venue hire costs. Other costs including study material and resources will be covered by participants and the teacher's time will be provided in-kind.

The total cost of the Malayalam language classes and classical dance workshops is \$2,750.00, and the Ipswich Malayali Association Inc is seeking \$1,500.00 towards the cost of hiring the Meals on Wheels venue in South Street, Ipswich.

It is recommended that Council approve funding of \$1,500.00 (ex-GST), to support the costs outlined above.

Ipswich Malayali Association Inc has not received any funding in the past two financial years.

2. Westside Community Care (Qld) Ltd

Westside Community Care (Qld) Limited is listed by the Australian Tax Office as a Public Benevolent Institution.

Westside Community Care (Qld) Limited seeks funding to assist with the 2018 Australia Day event to be held at Robelle Domain on 26 January.

The event is open to the wider community and includes interactive Aboriginal art, including didgeridoo lessons, Aboriginal and Philippines dance troupes, multicultural food stalls, children's games, children's rides, fireworks and a movie in the park.

The event aims to engage community members from different cultural backgrounds and reduce social isolation.

The total cost of the 2018 Australia Day event at Robelle Domain is \$5,741.61, and it is recommended that Council approve funding of \$1,691.61 (ex-GST) to Westside Community Care (Qld) Limited towards marketing and promotional costs.

Westside Community Care (Qld) Limited has received the following funding in the past two (2) financial years:

Year	Budget	Amount	Description
2017	Community Donations	\$500.00	2017 Christmas Hamper and Voucher Appeal
2017	Christmas Grants	\$1,500.00	Christmas Event
2017	Sporting Event Sponsorship	\$4,400.00	Springfield Run for Life
2017	Community Donations	\$1,000.00	2016 Christmas Appeal
2017	Community Donations	\$500.00	2017 Family Fun Day
2017	Community Donations	\$2,000.00	Seeds Fundraising Dinner

2017	Community Donations	\$2,305.00	2017 Family Fun Day
2017	Community Development Grants	\$1,228.00	2017 Family Fun Day
2017	Community Donations	\$2,000.00	Emergency Relief for Families
2017	Community Donations	\$2,500.00	2016 Australia Day Celebrations
2016	Community Donations	\$1,500.00	The Lifetime Program
2016	Community Donations	\$500.00	Healthy Lifestyle Program
2016	Community Donations	\$2,500.00	Upgrades for a community members kitchen
2016	Community Donations	\$600.00	2016 Family Fun Day
2016	Community Donations	\$2,500.00	Seeds Fundraising Dinner
2016	Community Donations	\$2,000.00	2016 Australia Day Celebrations
2016	Community Donations	\$100.00	Assistance for community members in need
2016	Community Donations	\$5,000.00	New Year's Day Fireworks
2016	Community Donations	\$500.00	2016 Australia Day Celebration
		\$33,133.00	

BENEFITS TO COMMUNITY AND CUSTOMERS:

Cultural Grants provide opportunities for the community to be active in developing independent community/cultural initiatives with limited funding support from Council. The Ipswich community will benefit from these initiatives socially and culturally.

Access to these funds assists to engage the Ipswich community in celebrating and showcasing emerging and experienced artists in a range of categories. This is consistent with the actions of Advance Ipswich and Corporate Plan 2017–2022.

FINANCIAL IMPLICATIONS:

Funding of \$20,000.00 for the Cultural Grants Program is available in the 2017–2018 Community Engagement Branch Budget. Assuming approval of these grant applications, a balance of \$10,200.03 will remain.

RECOMMENDATIONS:

- A. That Council provide funding to the amount of \$1,500.00 (ex-GST) to Ipswich Malayali Association Inc towards Malayalam language classes and classical dance workshops.
- B. That Council provide funding to the amount of \$1,691.61 (ex-GST) to Westside Community Care (Qld) Limited towards the 2018 Australian Day Celebrations.

Josie Berry
COMMUNITY GRANTS OFFICER

I concur with the recommendations contained in this report.

Abbey Richards
COMMUNITY ENGAGEMENT MANAGER

I concur with the recommendations contained in this report.

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

Arts and Community Development Committee	
Mtg Date: 08.011.2017	OAR: YES
Authorisation: Caroline McMahon	

27 October 2017

MEMORANDUM

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

FROM: EXECUTIVE SUPPORT AND RESEARCH OFFICER

RE: ARTS, SOCIAL DEVELOPMENT AND COMMUNITY ENGAGEMENT DEPARTMENT
QUARTERLY REPORT – APRIL TO JUNE 2017

INTRODUCTION:

This is a report by the Executive Support and Research Officer dated 27 October 2017 concerning the Arts, Social Development and Community Engagement Departmental Quarterly Report for the Quarter ending September 2017.

ATTACHMENTS:

Name of Attachment	Attachment
Attachment A - Arts, Social Development and Community Engagement Department – July to September 2017	 Attachment A

RECOMMENDATION:

That the report be received and the contents noted.

Alisha Parker
EXECUTIVE SUPPORT AND RESEARCH 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
July – September 2017



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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

ABS 2016 data analysis continues to provide insights into how Ipswich has grown and who lives there. This information is assisting in the development of future plans to manage growth, encourage investment and address the needs of our diverse population.

In 2016, there were 8,428 residents identifying as Aboriginal and/or Torres Strait Islander living in Ipswich (representing 4.4 % of the population), which is slightly higher than Queensland's proportion of 4.0% (see Figure 1). This figure is 0.6% higher than five years ago (3.8% in 2011) which is larger than the state proportion increase of 0.2% between 2011 and 2016. Part of this growth is likely to illustrate an increasing trend for current Ipswich residents to identify as Aboriginal and/or Torres Strait Islanders. This number is thought to have been traditionally under-reported, and the rising proportion may reflect the increasing awareness of individual heritage.

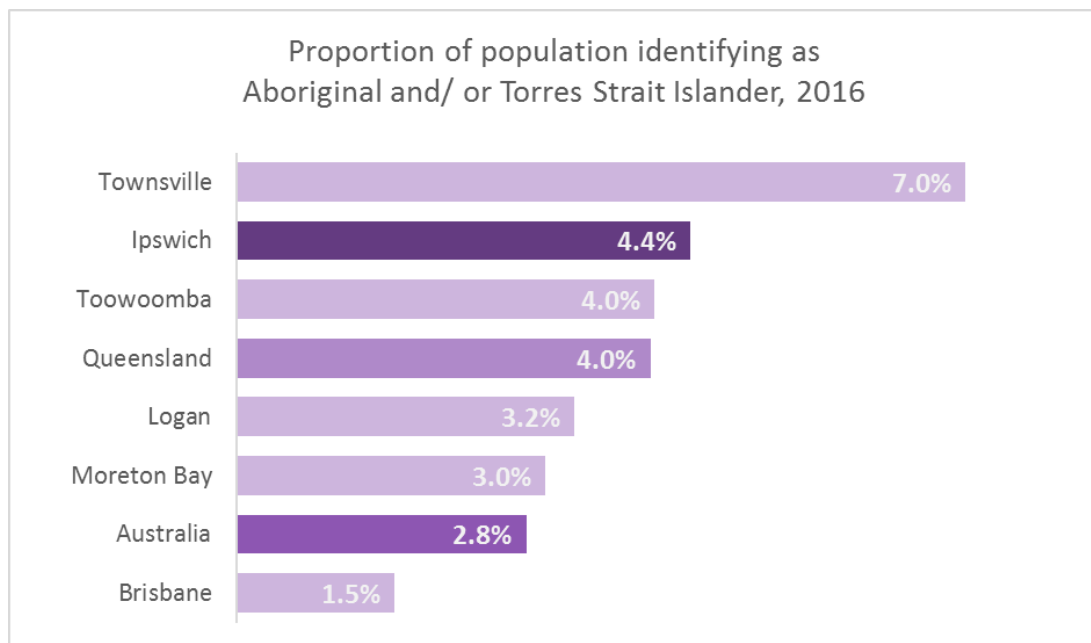


Figure 1

The median age of Aboriginal and Torres Strait Islanders living in Ipswich of 19 years is substantially lower than the city's median age of 32 years, however, this is one year older than in 2011 when the median age for Aboriginal and Torres Strait Islander Peoples in Ipswich was 18 years.

The average number of Aboriginal and Torres Strait Islander people living in each dwelling is 3.5 people in 2016 which is the same as in 2011. This average is consistently higher than the average household size for Ipswich which was 2.8 people per dwelling during both Census periods.

Aboriginal and/or Torres Strait Islander median weekly household income of \$1,299 is 8.5% lower than the median for Ipswich (\$1,410 in 2016). This income disparity gap has decreased since 2011 however, when Aboriginal and Torres Strait Islander median household incomes were 12% lower than the Ipswich median (\$1,100 and \$1,233 respectively).

Overall there seem to be some encouraging signs of improvement, although it would be premature to declare a closing of the gap on these outcomes without further interrogation of other data sets including the Census migration and employment data (due out late October). Regardless, these results show that there needs to be continued focus in this space by all levels of government to improve the life outcomes for Aboriginal and Torres Strait Islander residents in Ipswich.

Community Engagement

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.

Working with Individual Organisations

The Community Engagement Branch worked directly with a number of community organisations to build their capability and capacity:

Organisation	Capability Building
Police Liaison Officers	Police Liaison Officers (PLOs) have been invited to work strategically with Council to understand the strategic drivers for Council’s work within specific communities and to participate in targeted solutions that address evidence based need.
YMCA Breakfast Program	YMCA Breakfast Programs provides free breakfast to young children in local schools (i.e. fruit and healthy breakfast options). Community Development Officers are working with YMCA Breakfast Program to grow the program and help them to secure funding in order to remain viable and grow in the Ipswich Region
Canteen Australia	Canteen , is the national support organisation for young people (aged 12–24) living with cancer; including cancer patients, their brothers and sisters and young people with parents or primary carers with cancer. The Community Engagement Branch has assisted Canteen to build better awareness of the organisation in the Ipswich region by connecting them with stallholder opportunities at local events and facilitating a presentation at the Ipswich Youth Interagency Meeting. Canteen also supplied the Ipswich Youth Advisory Council with Canteen branded apparel for their water station at the annual Park2Park event.
FSG Australia	FSG Australia is a community organisation offering an innovative range of disability, mental health, aged care, family and children’s services. The Community Engagement Branch is working with FSG to engage with the City’s young community and advocate for the needs of youth in Ipswich.
University of Southern Queensland	Council has signed a memorandum of understanding for collaboration with the University of Southern Queensland’s Film & Television faculty. The agreement will enable staff and USQ media students to collaborate in the promotion, enhancement and support of Departmental programs and initiatives and, in doing so, engage with the community in an array of media promotion and production.
Sports and Cultural Day	The Ipswich Sports and Cultural Day was held on Saturday 30 September with 300 young people participating and an estimated attendance of 1000. The program includes seven weeks of

Organisation	Capability Building
	training and community engagement leading up to the community event. The program aims to improve community leadership through active participation.
ICANIWILL	ICANIWILL is a Children's Charity that promotes inclusion and changes the lives of children who have been severely bullied due to their special needs. The Community Engagement Branch has met with the charity to increase awareness of the organisation and to discuss the delivery of initiatives in the Ipswich region. Furthermore, Council has connected ICANIWILL to a range of stallholder opportunities at local community events.
Making Career Choices (MCC)	Making Career Choices aims to improve the access, participation and success of students from communities under-represented in higher education. Initiatives such as career development workshops and career education information sessions are available to school students, their families and the wider community. In addition to connecting the organisation to a range of stallholder opportunities at local community events, the Community Engagement has worked with MCC to refer young people to access their services.
Headspace Ipswich	headspace is the National Youth Mental Health Foundation providing early intervention mental health services to 12-25 year olds, along with assistance in promoting young peoples' wellbeing. This covers four core areas: mental health, physical health, work and study support and alcohol and other drug services. The Community Engagement Branch has been actively working to build a relationship with Headspace Ipswich and the Headspace Youth Reference Group.
Ipswich Hospital Foundation	Ipswich Hospital Foundation aims to support the community's health services and promote healthy lifestyles in order to improve the health of the community and reverse the trend of increasing (often preventable) chronic diseases. The Community Engagement Branch has been actively working to build a relationship with Ipswich Hospital Foundation to increase awareness and connect with services and organisations in Ipswich.
LGBTIQ Interagency	Initiated by the USQ, inaugural meeting held in September 2017 providing local services the ability to liaise and share information on how to best support the LGBTIQ community in the greater Ipswich area.
Lockyer Valley Regional Council	The Community Engagement Branch has been working to build a strategic relationship with our neighboring LGA region to share information, benchmark and discuss current and emerging trends for our respective communities
Somerset Regional Council	The Community Engagement Branch has been working to build a strategic relationship with our neighboring LGA region to share information, benchmark and discuss current and emerging trends for our respective communities

Funding

Between July and September ASDCE administered \$424,287 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 schools for facility upgrades; events; and ongoing running costs.

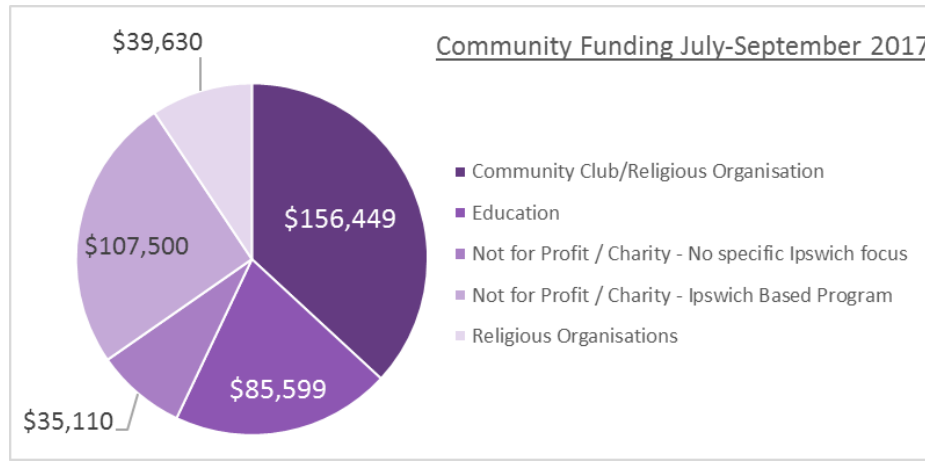


Figure 2

Our Community Focus: Working with Individuals

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 delivered various workshops and programs to address key social issues with identified community members:

Session name	Community benefit	Involvement	Partners
Seniors Connect	<p>These monthly sessions enable seniors to stay connected with their peers and informed on important topics. The following sessions were held during this period:</p> <ul style="list-style-type: none"> • Keeping Your Skin Healthy • Heart Health • Your Rights • Enjoy Life to the Fullest 	78	<ul style="list-style-type: none"> • Red Cross • Council on the Ageing • Lifeguard Health & Safety • QLD Police • Dept of Human Services
Oztag Redbank Plains	<p>Working with the local PCYC, using sport as common ground, this program connects the young people of Redbank Plains with service providers such as Drug Arm, Open Minds, Suicide Prevention, Goodna Youth and DVAC.</p>	240	<ul style="list-style-type: none"> • PCYC

Session name	Community benefit	Involvement	Partners
Redbank Plains Community Leaders Meet and Greet	A program aimed at developing and coordinating leadership at the community level.	21	
Redbank Plains Breaking the Cycle Program	This program provides Redbank Plains residents with increased employment opportunities, community connection and driver education. This is achieved via a volunteer driver mentor program designed to support learner drivers without access to a supervisor or registered vehicle to complete their logbook hours	200	<ul style="list-style-type: none"> • PCYC
Fatal 5 Road Safety Information Session	Redbank Plains Learner Driver residents attended the Fatal 5 information sessions which enabled the learner driver to link into the Braking the Cycle Program	50	<ul style="list-style-type: none"> • PCYC Ipswich
Professional Development with Pacific Islander Communities	Creating capacity and awareness in working effectively with Pacific Island young people and their families	60	<ul style="list-style-type: none"> • Anglicare Southern Queensland
Redbank Plains Community Centre Engagement	Ipswich City Council is constructing a Community Centre at 180 School Road, Redbank Plains. To increase awareness about the Community Centre and seek input from the community, the Community Engagement Branch undertook a number of conversations and surveying of the local community. Over 360 community members completed the survey and provided valuable information about the community's aspirations for the Community Centre.	400	<ul style="list-style-type: none"> • Redbank Plains Library • Redbank Plaza Library • St Vincent de Paul • Redbank Plains High School • Fernbrooke State School • Redbank Plains State School • Staines Memorial College



Session name	Community benefit	Involvement	Partners
Riverview Community engagement	The Community Engagement Branch is currently undertaking an assessment of the suburb of Riverview to develop an informed understanding of the aspirations and needs that exist within the community. This understanding of the aspirations of the Riverview community will then be used to work with the community and key stakeholders to strategically plan and deliver relevant and successful programs.	219	<ul style="list-style-type: none"> • Riverview Community Centre • Neighbourhood Watch • Riverview School • Lead Child Care • Nova Star Child Care • Local Businesses • Community Members • Police • Council Graffiti Team
Talkin' It Up – Regional Youth Mental Health Forum	Targeted at young increased awareness of available support for mental health issues, reducing the stigma surrounding mental health, and building confidence amongst young people to assist their peers to access support services. Schools have been encouraged to implement the lessons learnt.	230	<ul style="list-style-type: none"> • Lockyer Valley Regional Council • West Moreton Hospital and Health Service • Ipswich Hospital Foundation • Headspace Ipswich • Queensland Government DET • Ipswich Community Youth Service (ICYS) • Busy at Work • Anglicare • LIVIN'
Ipswich Film Festival for Youth (IFFY)	Targeted at children and youth providing a creative outlet to explore and learn new skills. Additionally provides opportunity to turn a passion/hobby into a career through partnership opportunities with University of Southern Queensland (Film & TV).		<ul style="list-style-type: none"> • Limelight Cinemas • University of Southern Queensland • Film Ipswich City Council • Screen Queensland

Session name	Community benefit	Involvement	Partners
Sports and Cultural Day	The Ipswich Sports and Cultural Day was held on Saturday 30 September with 300 young people participating and an estimated attendance of 1000. The program includes seven weeks of training and community engagement leading up to the community event. The program aims to improve community leadership through active participation.	300	<ul style="list-style-type: none"> • Kambu Warriors Sports • Cultural and Leadership Aboriginal and Torres Strait Islander Corporation • Ipswich Hospital Foundation • Kambu Health Service

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 home maintenance and modification support. The program addresses health, safety and security concerns, to help clients maintain their independence and confidence at home.

The below table illustrates the number of services delivered over the past twelve months compared to the prior twelve month period:

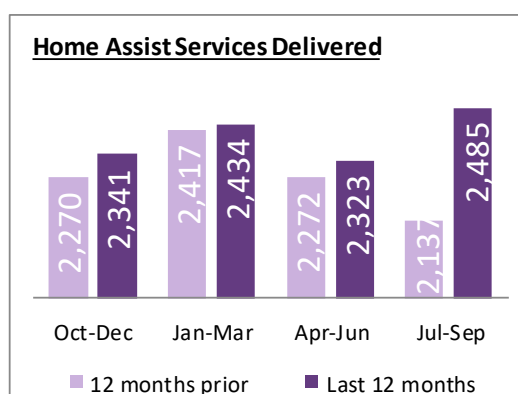


Figure 3

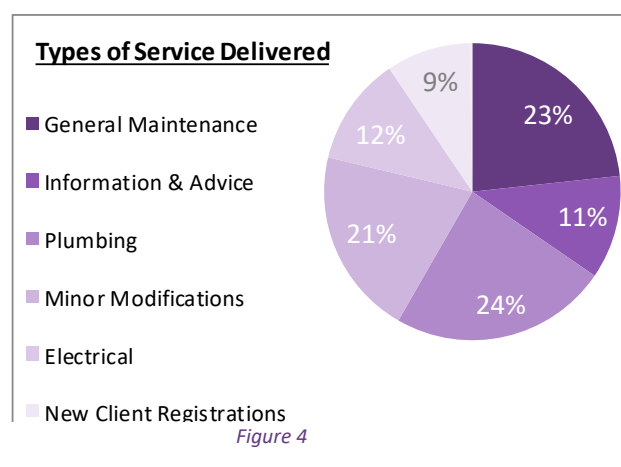


Figure 4


In addition to general maintenance and minor modification services, Home Assist also completed the following major modification projects:


- Stair lift installation for a 68 year old gentleman with severe respiratory illness.
- Stair lift installation for an 81 year old lady, living alone in a highset house.
- Bathroom modifications for two young brothers with Duchenne Muscular Dystrophy.
- Stair lift installation for a 70 year gentleman with reduced mobility.
- Installation of ramp and keyless entry for a 62 year old gentleman with Cerebral Palsy.

- Installation of a stair lift for a 68 year old gentleman with Parkinson’s disease.
- Installation of an accessible toilet for an 85 year old lady with reduced mobility.

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:

Seniors Week Activities		
	Attendance	1,500+
	Venue	Various across the city
	Partners	U3A Ipswich and West Moreton, Ipswich District Road Safety Committee; Ipswich District Crime Prevention, Ipswich City Council, Department of Transport and Main Roads and Ipswich PCYC, Limelight Cinemas
	Community Benefit	Seniors Week events celebrate the contribution seniors make to our community. Seniors were also provided with opportunities to undertake road safety and first aid training, attend a movie event and and the See Create Connect Expo which displayed sports, hobbies and interests they can become involved in. Such involvement will ensure they are active within the community and not at risk of social isolation.

Pasifika Spring Festival		
Attendance	2,000+	
Venue	Evan Marginson Park, Goodna	
Partners	Bundamba State High School	
Community Benefit	A showcase of multicultural performances and food stalls, including Elders’ marquee, children’s activities, free rides and sports clinics. This event strengthens connections among community members and groups. It also provides valuable training and mentoring opportunities for students and community groups involved in areas such as food safety, event management and risk management.	

FUSED Celebrate the Arts, Ipswich – 3 Day Community Arts Festival		
	Attendance	1000+
	Venue	Various locations across Ipswich CBD
	Partners	FUSED Organising Committee, First Coat Festival, Ipswich Civic Centre, Ipswich Art Gallery, Ipswich Community Art Gallery, Historic, Court House, Masonic Hall, Cactus Café, ARTtime supplies, Goleby's Basement, The Secret Garden, Studio 188, Metro Hotel, members of the local arts community
	Community Benefit	Enhancing the cultural identify of Ipswich by supporting the local arts community to showcase their works, network with each other and celebrate our artists and makers

Protégé Master Classes – Monthly Music Workshops		
Attendance	27	
Venue	Studio 188	
Partners	Music Industry Inside Out	
Community Benefit	<p>Council will aim to provide free opportunities for young people to positively engage in activities that promote and focus on their ability and potential.</p> <p>Music workshop topics: July: Networking Tips & Pitch Development August: Producing Your Own Events</p>	

Protégé Master Classes – “House with no Steps” Production Workshop		
	Attendance	11 (8 young people + 3 carers)
	Venue	Studio 188
	Partners	Ipswich Civic Centre
	Community Benefit	<p>Council will aim to provide free opportunities for young people to positively engage in activities that promote and focus on their ability and potential.</p> <p>Council delivered a free two (2) hour audio and lighting workshop for local young disability group House with no Steps.</p>




Indigenous Cultural Expression Workshops – Riverview	
Attendance	300
Venue	University of Southern Queensland
Partners	USQ, Ipswich City Council, Kambu Health, Queensland Government, Queensland Police Service, Institute for Urban Indigenous Health
Community Benefit	To encourage Aboriginal and Torres Strait Islander students to continue their primary and secondary schooling to create future opportunities for themselves



Not Being Heard Is No Reason For Silence – School Theatre Program		
	Attendance	150 audience, 40+ local secondary students
	Venue	Ipswich Civic Centre
	Partners	Domestic Violence Action Centre (DVAC), Ozplays, Taboo, QLD Government, local secondary, Community Engagement Branch
	Community Benefit	The celebration and awards ceremony acknowledges and shows appreciation to all Ipswich City Council volunteers for dedicating their time and expertise in contributing in making our city a more liveable community.

Indigenous Insights	
Attendance	174
Venue	Ipswich Library, Mezzanine Level
Partners	Ipswich Libraries, Kambu Health
Community Benefit	Support the building of strong connections in the indigenous community and preserve aboriginal culture for future generations.



Mood Disorders in Children & Young People – Workshop for professionals		
 <p>West Moreton Hospital and Health Service</p>	Attendance	52
	Venue	Queens Park Environmental Education Centre
	Partners	West Moreton Hospital and Health Service, Ipswich City Council
	Community Benefit	Capacity building workshop for guidance officers, school guidance counsellors, psychologists, counsellors in the Department of Juvenile Justice, child safety psychologists, children and youth mental health clinicians, school based health nurses etc.

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 September quarter, we influenced service delivery for the community in the following ways:

Collaboration with Other Agencies

Agencies / Forum	Community focus
Ipswich Early Years Network Meeting	Collaborating with providers to ensure optimal service delivery for children in Ipswich.
Early Development Working Group Meetings x 5	Improving services available for children aged 0-8 years in the following areas: <ul style="list-style-type: none"> • Leichhardt / One Mile (AEDC¹) • Goodna / Gales / Camira (AEDC) • Riverview / Collingwood Park / Redbank regions (AEDC) • Redbank Plains (AEDC) • South Ripley (Providence Action Group)

¹ Australian Early Development Census working group meetings

Ipswich Libraries

The Changing Face of Ipswich Libraries

There has been considerable activity at all library branches this quarter, but particularly at Ipswich Central Library and Redbank Plaza Library as those branches transition to a concierge-model of customer service, and RFID-enabled self-service for loans, returns and requests. New equipment has been installed at all branches, with Smart Blade return units still to be installed at Redbank Plains and Redbank Plaza Libraries.

Membership

New Members

Ipswich Libraries attracted 2,388 new members this quarter, compared with 2,531 for the same period last year. Memberships have been trending up over the last twelve months however the recent changes at Ipswich Central Library have temporarily impacted on operations in general, including a moderate impact to new memberships. New memberships at smaller branches continue to perform well.

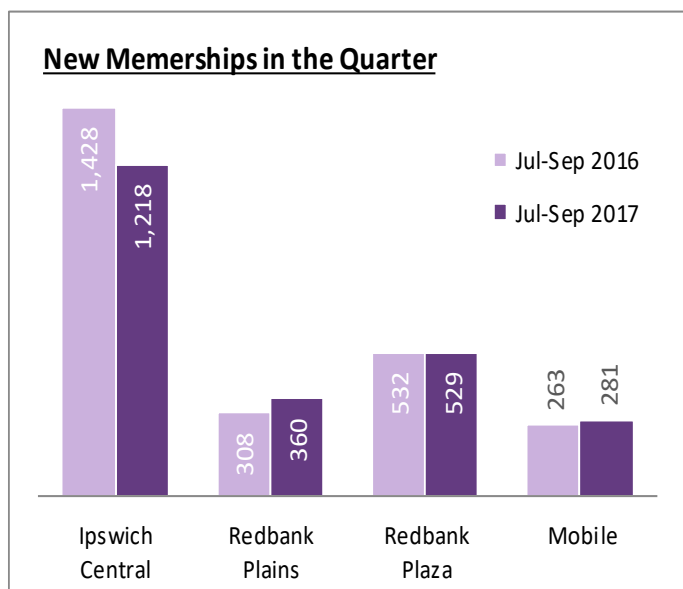


Figure 5

Loans

Overall loans have extended their upwards trend as the Library continues to use evidence-based techniques to ensure that each Branch's collection is customised to suit the wants and needs of its users. Figure 6 shows 12 month rolling loan data, demonstrating an increase in overall loans over the last year.

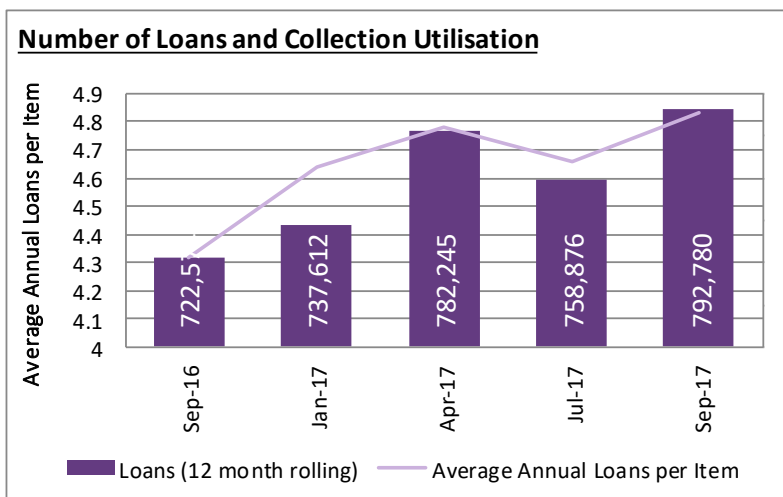


Figure 6

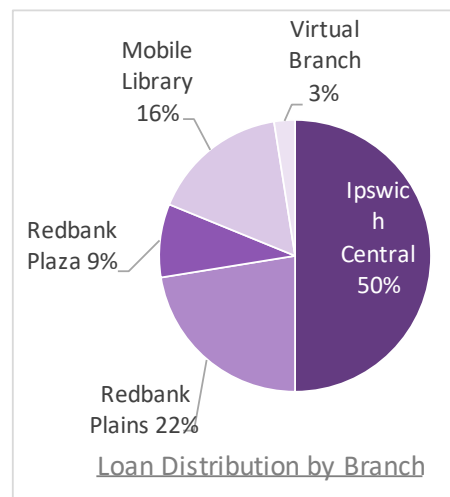


Figure 7

Ipswich Central Library continues to account for two-thirds of all library loans, with Redbank Plains and Redbank Plaza branches combined lending a quarter of all items (see Figure 7).

Library Collections

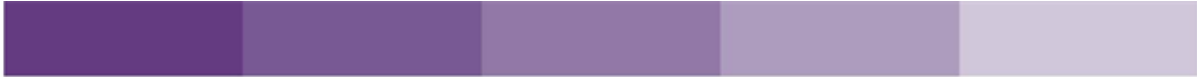
The majority of visitors to the Library come to borrow from the collections and a key strategy for improving customer service is to align new purchases with the needs and wants of our customers. We have recently focused on using a collection management system to further optimise the makeup of the collection, uniquely customising it to the community served by each Branch. This increased focus has seen a doubling of the availability of books from customers' favourite authors since 2013.

Using technology-driven purchasing strategies to help our collections respond flexibly to customer expectations has allowed the Library to maintain appropriately-sized collections with no loss of loans overall, and avoiding any increase to the amount of money spent on new items.

Marketplace

The Market Place is a new, highly successful collection presentation and curation zone within Ipswich Central Library.

On Book-shop styled shelves the Library displays over twenty specially-curated "Selections" of the best the Library has to offer as well newly arrived titles and a collection of this month's Top Ten. The books are almost all displayed with the covers "face out" and the signage uses attractive and unusual chalk-boards. The selections include very popular staff

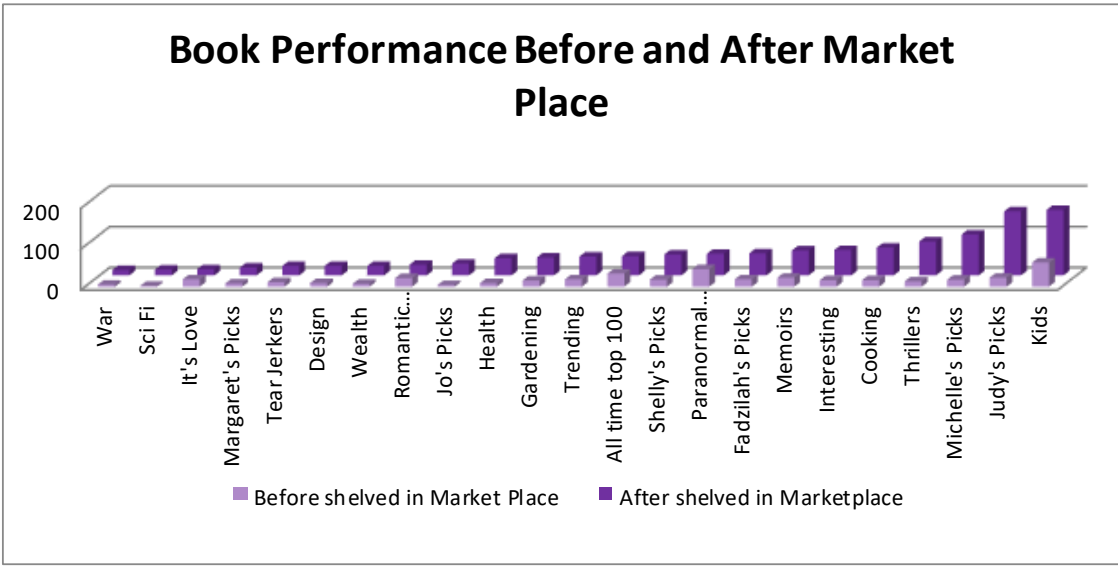


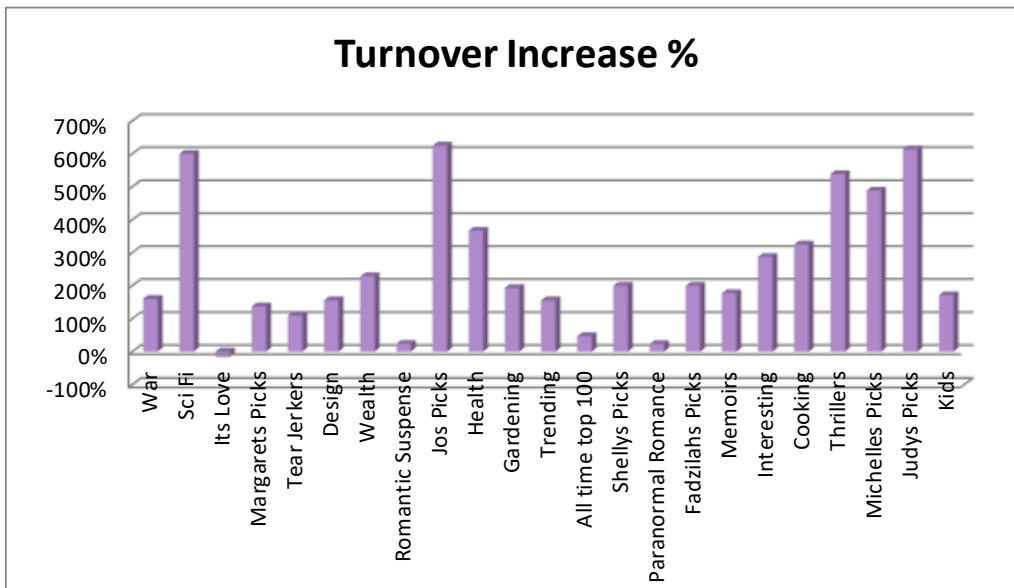
picks as well as the best of Gardening, Cooking, Health, Paranormal Romance, Sci-fi, Romance and Thrillers as well as, the best of the best kids' books.

The collection holds around 1,900 books (numbers growing constantly) and has a circulation rate of 14.16, this compares to the standard circulation rate of 4.48.

The selections are all maintained using a responsive stock-management system and the staff are able to replenish the shelves as needed. Along with excellent borrowing numbers, we've received many compliments from happy customers who love the Bookshop styled touches and the presentation and curation philosophy.

Ipswich Libraries looks forward to extending our project across the existing and future Branches so that more of our members can enjoy the Market Place experience.

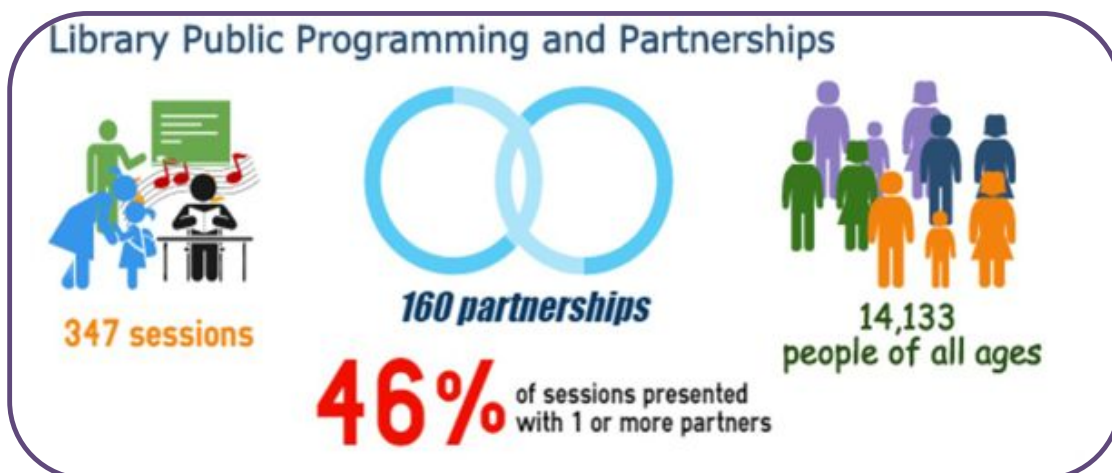




Public Programming

Creating Community Connections and Partnerships

Ipswich Libraries actively seeks opportunities to collaborate and partner with Council departments and community organisations in the planning and delivery of innovative and engaging programs for our diverse community.



Examples of across Council collaboration involving the Library Service during the July to September 2017 quarter included:

Fresh Futures Market

The annual Fresh Futures Market, held on Wednesday, 6 September 2017, aims to provide

an opportunity for people living with disability or mental illness to investigate resources and liaise with support services for information and advice on their future. Ipswich Library staff were active members of the organising committee and participated at the event as part of Ipswich City Council’s support of this valuable community initiative.

See Create Connect

As part of Senior’s Week 2017, Ipswich City Council, in partnership with U3A Ipswich and Ipswich and West Moreton Inc., held the “See Create Connect Expo” on Tuesday, 22 August 2017. Ipswich Libraries formed part of the Ipswich City Council contribution and support for this celebration of residents of the third age and the showcase of opportunities available for members within the community.

Churchill Abattoir Staff Advisory Day

Ipswich City Council, through its Economic Development and Marketing Department with support by Ipswich Libraries, responded to the personal impact of the imminent closure of the Churchill Abattoir. Library staff participated in a Staff Advisory Day to offer assistance with job seeking and resumes prior to the closure of the plant. The Library continued its support through the organisation of a presentation from a local employment specialist plus hands-on resume writing sessions. Similar assistance is being offered to Baiada staff at the Wulkuraka and Wacol processing plants.

Indigenous Insights

Ipswich Libraries partnered with the Community Engagement Branch to celebrate community and First Nation cultural connections on National Aboriginal and Torres Strait Islander Children’s Day

Maker Party in a Box – Launch and Workshops	
Target Audience	70 children, 40 adults and 3 Telstra representatives
Venue	The Mezzanine, Ipswich Central Library
Partners	Telstra Foundation
Community Benefit	This national initiative supports digital learning experiences for young people across regional Australia. Families attending the launch and workshops were empowered and inspired to create through play with the robotics gifted by Telstra.



Indigenous Insights



Target Audience	121 children, 53 adults including community elders
Venue	The Mezzanine, Ipswich Central Library
Community Benefit	This celebration of National Aboriginal and Torres Strait Islander Children's Day was presented in partnership with Ipswich City Council's Community Engagement Branch. The Library hosted Aunty Sharron who sang in language to support the building of strong community and cultural connections through language in song.

Whitehead Retrospective




Target Audience	62 Library and community members
Venue	Barry Jones Auditorium
Community Benefit	This information session aimed to highlight the special role played by the historic photography studio, 'Whitehead Studios' in the Ipswich community. Attendees, including Whitehead family members, were able to relive the history of the studios in a special celebration of this local legacy presented by library staff and the Picture Ipswich Digital Archivist.



2017 StoryArts Festival	
Attendance	8,349 adults and children
Venue	Various venues across the Ipswich CBD with 63% of workshops at Ipswich Central Library
Partners	Ipswich & District Teacher-Librarian Network
Community Benefit	This biennial festival is a celebration of children's literature that offers exciting literary experiences in multiple artistic forms for both children and adults. The Festival is recognised Australia wide for its quality program and reputation as the only festival of its kind that is completely free to children and their families.



Assistive Technology Expo		
	Target Audience	9 community members
	Venue	Barry Jones Auditorium and The Mezzanine, Ipswich Central Library
	Partners	Australian Hearing, Quantum RLV
	Community Benefit	This information and hands-on experience highlighted the assistive technology available for people with vision or hearing loss. Participants had the opportunity to experience a range of technologies available to enhance accessibility and provide input into library resourcing in this area.

Digital Engagement (Formerly Social Media)

Recognising the importance of social media in connecting with and influencing customers, Ipswich Libraries is active on social media, particularly Facebook. Ipswich Libraries provides customers with many and varied posts ranging from book recommendations, to the promotion of programs/events and engaging library meme's. In addition to this, the Ipswich Libraries 'Picture Ipswich' has partnered with the Ipswich City Council Facebook page to publish daily 'On This Day' posts. This is where the Council shares one photo a day from the Picture Ipswich collection to their 30,000+ local followers. After a month, they have proven to be popular with followers and customers.

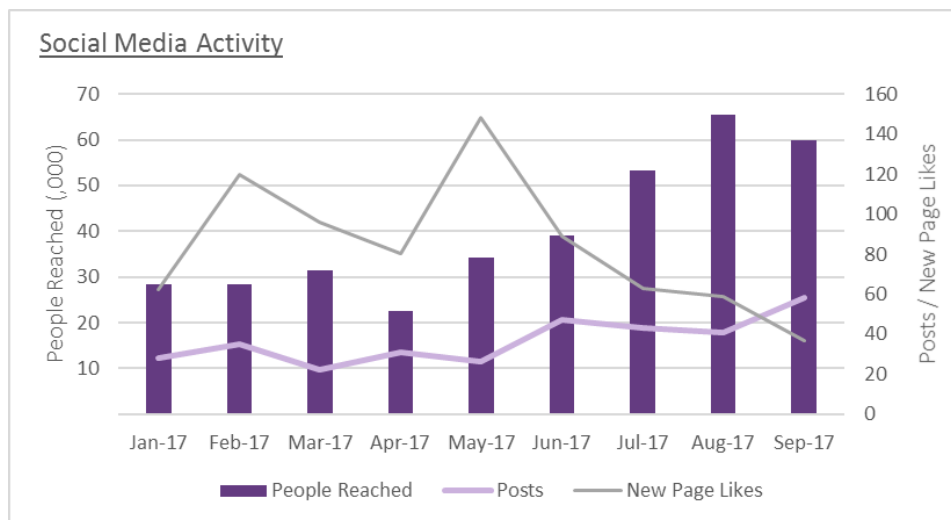


Figure 8

News-making storytelling



Late September, Ipswich Libraries (Picture Ipswich) partnered with Ipswich City Council’s Communications and Media Branch and organised a reunion of seven friends. Staff at Ipswich Libraries found an iconic photo of seven young girls riding down Whitehill Road, Eastern Heights from 1954 and helped organise a reunion, almost 63 years to the day. The story, titled, “Friends of 1954 Break the Cycle” ran in the Ipswich First bulletin on 26 September 2017 and also appeared on Page 3 of the Queensland Times on the same day.

Ipswich Libraries Survey

Throughout August, Ipswich Libraries undertook a comprehensive user survey for members and non-members. Consisting of 35 questions, participants were asked varied questions ranging to their opinion of the library service to what products/services are important to them.

A total of 2,149 responses were received from a good cross selection of the population. Towards the end of the survey, participants were also invited to answer further questions about the Ipswich Art Gallery and Ipswich Civic Centre. Over 1,000 chose to participate with this extra feedback. Survey results are due to be published late November and will help shape current and future offerings.

Ipswich Libraries Van



In August, Ipswich Libraries accepted delivery of two new vans. One van is used to transport stock between Branches and the Mobile Library Service. The second van is used by the Public Programming Team for their First Five Forever outreach programs.

Both vans were 'skinned' with bright, colourful designs and feature engaging photos of Ipswich Libraries staff and customers. This has resulted in two 'hard to miss' vans, driving around town highlighting the diversity in our offerings and diversity in our staff and customers.

Launch of the STEAM Powered Makerspace



On 4 August 2017, Ipswich Central Library officially opened the new 'STEAM Powered Makerspace'. This area consists of a Virtual Reality Room that facilitates Virtual Reality 3D Artwork, a Community Collaborative Jigsaw and an Augmented Reality Sandpit.

Launch of the Marketplace



On 4 August 2017, the Ipswich Central Branch officially opened their 'Marketplace'. This dedicated shelving features a curated collection of books across 20+ categories including staff picks. This unique shelving design features 'face out' books, rather than spine facing. After its first month, Ipswich Libraries has seen a dramatic increase in borrowings from books in this collection (an average of four times more than the library standard).

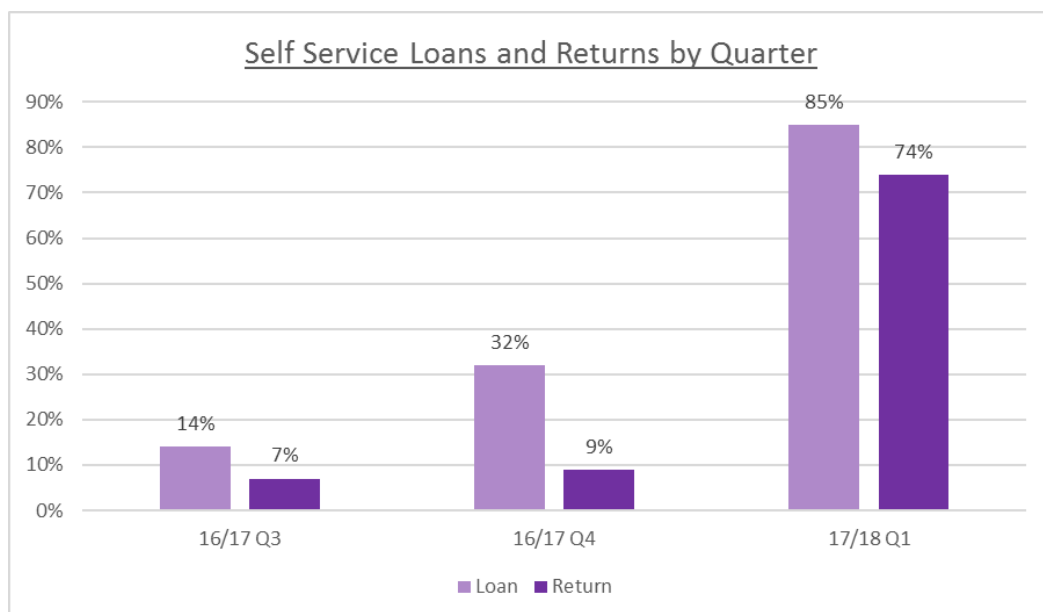
Benchmarking Across other Library Services

RFID Self Service Implementation

This quarter saw a Service wide delivery of RFID enabled self-service technology. This project is a vital component of the strategy to introduce easy and intuitive self-service as standard for all Library branches.

The installation of “Smart Return Blades” allows customers to simply drop their books off in special RFID enabled shelves within the Library. The shelves connect to our Library systems to automatically mark the items placed within them as “Returned” which in turn allows the users to borrow items immediately. Previously, this user experience required dedicated staff to manually return each item as they were dropped through the chute. The Return shelves also offer staff a much faster way to return items in bulk, rather than one item at a time. Smart Blades are currently available at our Ipswich Central Library and orders have been placed for delivery later in the year for the Redbank Plains and Redbank Plaza Libraries.

RFID Self-Checkout Kiosks were simultaneously introduced across the service and have delivered a revolution in the customer service experience. Ipswich Central had older Self-Checkout machines that were under-used and the majority of checkouts were manually processed. Under the new RFID system 85% of loans and 74% of returns are being processed using the self-service units. The new kiosks also offer customers the ability to review their account, pay any owing funds and renew any titles they currently have out on loan.



Other

Statistics – Information / Reference

2017.18 Reporting plan stats for Reference - Service Type	Previous Year Total	Current Year to Date	Previous Year Q1	Current Year Q1 - July, August & September 2017
Research requests during library operating hours; online access to resources 24/7 [NB: Research = Information Qs & LH advanced Qs) Is this CES?	176	31	51	31
Response to customer within 24 hours with turnaround time for standard queries of 24 hours [NB: Nosl Qs answered within 24hrs]	39496	9422	10246	9422
Access to Viva Cribb Local History room available during library opening hours	539	138	135	138
General information requests retrieved with 24 hours [NB: General = RA + Technical Qs]	29188	10085	6543	10085

Community sessions

Library Client Services and Public Programming co-delivered as below:

Session Name	Community Benefit	Involvement	Partners
Aveo Springfield Retirement Village – Outreach visit (19.09.17)	Engaged the community at a grassroots level and connected residents with free library services, resources and digital services such as Cloud Library and Press Reader available in their local community. A robotic demonstration was provided, with the potential to promote library services for health and wellbeing of the aged residents.	9	Aveo Springfield

See, Create, Connect Expo – North Ipswich Reserve - Outreach visit (22.08.17)	Ipswich Libraries had a stall at this Seniors Week event where staff promoted library programs and services including accessibility services. The “Tech Savvy Seniors” program was showcased. It consists of hands-on tech sessions for over 55s being offered from September 2017 to June 2018.	96	Ipswich City Council; U3A Ipswich & West Moreton Inc. Tech Savvy Seniors program – a partnership between the State Library of Queensland, the Queensland Government and Telstra.
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Ipswich Libraries achieves eSmart accreditation

On 4 August 2017, Ipswich Libraries proudly announced the Library’s National eSmart Accreditation, achieved in April 2017. Ipswich Libraries became the 9th library service in Queensland to become eSmart. National eSmart accreditation is a testament to Ipswich Libraries' hard work towards the growing demands of digital literacy and online safety. The journey toward achieving this status involved the development and implementation of a range of programs, strategies and supporting documentation. It provided opportunities for staff to gain skills and attend relevant training and build a skill set and knowledge to effectively help library users.

Studiosity (Previously called “Your Tutor”)

Ipswich Libraries provides free access to this online tutoring service. Real-life, on-demand experts are waiting online to help with assignment questions. Library members can simply login and connect live via online chat via the library webpage.

In the last quarter the usage of this Service has increased markedly compared to the same time last year. 299 tutorial sessions were held from July to September 2017 with usage at 7,726 over the past quarter showing a steady increase.

Across all locations, Year 12 students have engaged in the most sessions – 137 sessions, followed by TAFE or tertiary students who have used 50 sessions. The most study help was provided for the subject areas of Maths, English and Science. Students logging in via the “I’m At Home” location have received the most study help of 6,983 minutes.

Post Tutorial comments by students include “extremely happy and satisfied”, “easy to understand and follow” and “fantastic tutor”.

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 40,000 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.

A total of 26 productions, totalling 40 performances across both the Civic Centre and Studio 188 were delivered during the quarter, accounting for 13,314 tickets issued. This result is a 35% improvement on the same quarter

last year and a 91% improvement on the June quarter. This significant variance is due to the successful performances of the Wiggles (4 shows; 2,273 tickets at 97% occupancy) and the annual IMTC production – Les Miserables (7 shows; 3,134 tickets at 85%).

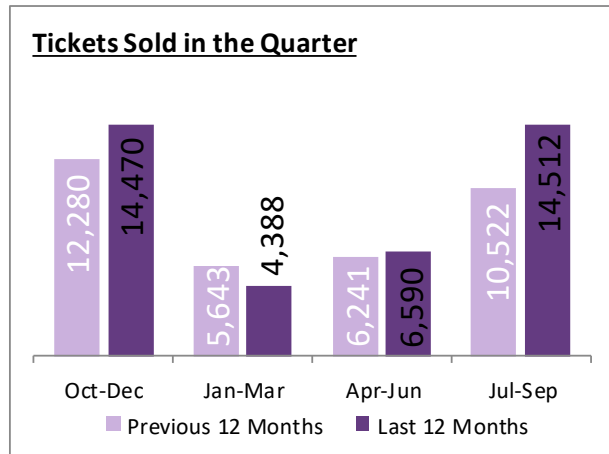


Figure 9

Enhancing the Customer Experience

Programming

Another successful quarter of programming with an average theatre occupancy of 79.6% achieved (up from 69% last quarter and 55% in 2016). The two main productions of the Wiggles and IMTC's Les Miserables represented 40% of the sales, however total ticket sales for the period were well supported by other community based productions including St Marys & St Edmunds Colleges (Hairspray) and Springfield Anglican College (Addams Family), as well as commercial shows including QTC's Dracula by Bram Stoker, Melbourne International Comedy Festival, Trash Test Dummies and Troy Cassar Daly.

Significant effort is placed on striking a balance across our programming genres and the subsequent volume of shows delivered in any one quarter. This period has provided some key learnings that we will be able to apply for future programming that will assist us in not only providing quality and balanced performances but also ensure we endeavour to deliver our shows in the most cost efficient and productive manner possible. The following table compares the key performance indicators for the 2017 vs 2016 quarters.

Ipswich Civic Centre & Studio 188	2017	2016	Variance
# of Productions	26	42	(16)
# of Performances	40	54	(14)
# Tickets	14,512	10,522	3,990
Capacity	18,219	19,172	(953)
Occupancy %	79.6%	54.8%	(24.8%)
Average Capacity per Performance	455	355	100
Average Audience per Performance	363	195	168
Ticket Revenue	\$452,942	\$334,796	\$118,146
Average Ticket Price	\$31.21	\$31.81	(\$0.60)

Figure 10

Observations:

1. Despite 14 less performances, total audience numbers are up 37.9% on same quarter last year.
2. The average audience number increased 28.1% on same quarter last year
3. Ticket revenue grew 35.3% on same period last year despite 14 less shows
4. Ticket affordability remained consistent with last year

Food and Beverage

Commercial food and beverage revenues have grown 6.5% over the previous quarter, and 7% over the same quarter last year. This continued growth is driven from the increase in pre-theatre dining via Stars Café and our Gallery Club Dining experience. It is not unusual now to have up to 25% of show attendees choose to dine at the Civic Centre prior to their chosen performance. Prior to a focused effort on the quality of our food and beverage was applied, average dining capture rates were anywhere between 11% - 14%. Given the recent openings of restaurants within a comfortable walk of the theatre this is a solid result and one the staff should be justifiably proud of.

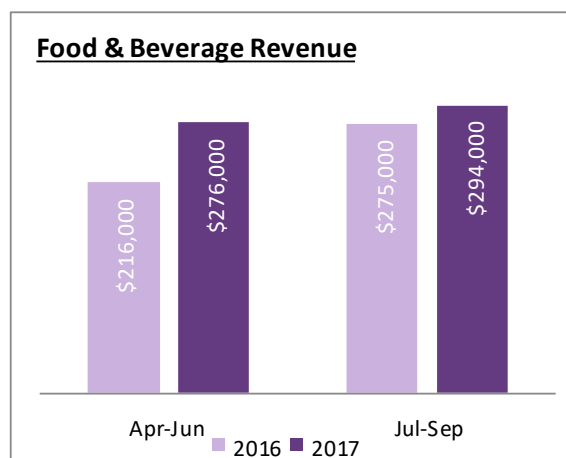


Figure 11

Venue

Minimal works were completed during this period apart from the finalisation of the planned air-conditioning works that will commence in mid-December and be completed by 1 March 2018. Significant planning and review has been undertaken for this project by the Infrastructure Services project management team to ensure business interruption and the



impact to the community is minimised throughout. Final lighting additions were also installed on the Terrace, resulting in a “mood and effect” lighting solution that now addresses the areas including the surrounding trees, sails and selected outer walls of the building.

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 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 September quarter was again dominated community based organisations with their annual musical productions, presentations and educational sessions.

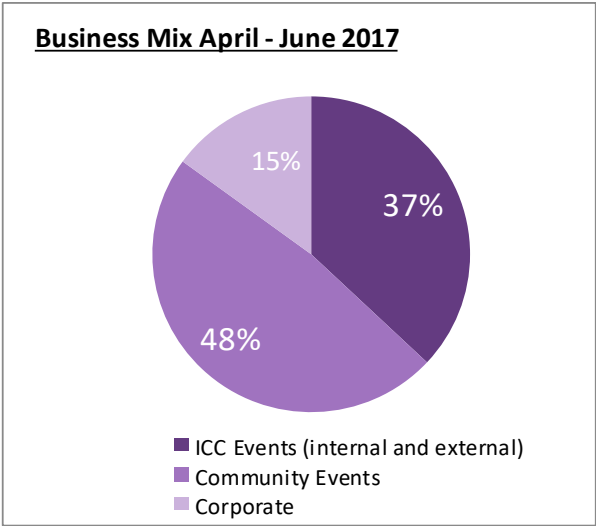


Figure 12

Organisation	Attendance
Hairspray – St Marys & St Edmunds	1,736
Addams Family – Springfield Anglican College	860
Not Being Heard is no Reason for Silence	412
We’re Going on a Bear Hunt	1,693
IMTC – Les Miserables	3,134
Ipswich City Orchestra – A Night in Vienna	98
Total Community Attendance	7,933

Figure 13

Website

The upgraded Civic Centre website has been fully active since May 2016. The most significant impact this upgraded platform has provided is both the volume of sales generated via the website (62% for the September Quarter 2017 vs 34% in 2015) and the decrease in the number of tickets that are mailed out. In the September Quarter for 2015, tickets mailed to households totalled almost 74% of all ticket sales. Today this number stands at 25%. This represents just over 3,000 tickets that were not mailed over the three month period.

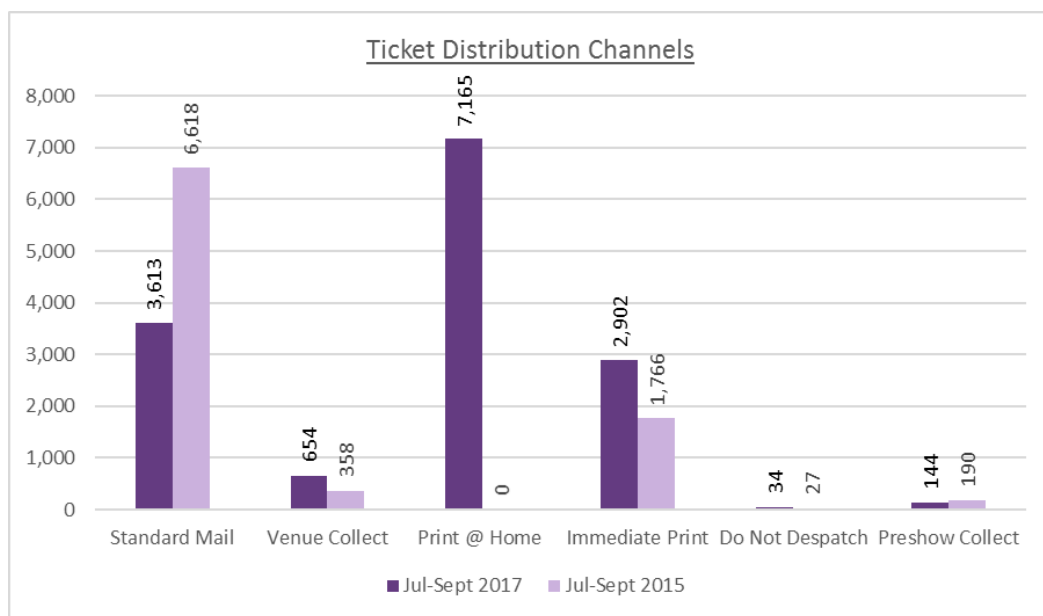


Figure 14

Social Media

The engagement and use of social media is a critical tool in our ability to successfully promote and communicate the performances and activities held at the Civic Centre and Studio 188. The past 12 months has seen our team place a solid emphasis on driving the promotional activity and general communication via this and other digital channels. Not only is this a cost effective platform, it has also proven to have significantly greater reach and measurable cut through (conversion to ticket sales) than the more traditional advertising and promotion mediums.

The below table shows the positive growth experienced by the Civic Centre in terms of the social media and digital platforms used to capture and drive visitation and engagement from our local performing arts audience.

Sept Quarter	2017	2016	Variance	% Var
Facebook Likes	9,672	7,569	2,103	27.8%
Campaign Monitor (E-Newsletters)	16,296	12,095	4,201	34.7%
Total Data Base	27,269	24,492	2,777	11.3%
New Patrons	5,644	3,289	2,355	71.6%

Campaign 1

Ipswich Civic Centre shared their album
Published by Mel Park · 191 · September 1 · 🌐

Have you booked yet to join us on the #journeytothebarricade?
They brought you the sold out season of 'WICKED'...
Now Ipswich Musical Theatre Company presents #LES MISERABLES at the Ipswich Civic Centre September 8 to 17.
With an outstanding cast, fabulous set, lavish costuming and a live orchestra... this is musical theatre on a grand scale! ... See More

Ipswich Civic Centre added 16 new photos — at Ipswich Civic Centre.
Published by Mel Park · 171 · August 28 · 🌐

#ipswich begins a #journeytothebarricade
Friday 8 September | 7.30 pm
Saturday 9 September | 7.30 pm
Sunday 10 September | 1.30 pm...
See More

9,064 people reached [View Results](#)

Campaign 1

Demographic:

Youth & young adults 17 – 30 Students of music or at university

Location:

Western Brisbane suburbs

People Reached:

9,064

Post Engagement Rate:

694 (7.7%)

Campaign 2

Ipswich Civic Centre shared their note.
Published by Mel Park · 171 · September 1 · 🌐

Here we go #ipswich! Have you booked yet to join us on the #journeytothebarricade?
They brought you the sold out season of 'WICKED'...
Now Ipswich Musical Theatre Company presents #LES MISERABLES at the Ipswich Civic Centre September 8 to 17.
With an outstanding cast, fabulous set, lavish costuming and a live orchestra... this is #musical #theatre on a grand scale! ... See More

Ipswich Civic Centre
Published by Mel Park · 171 · August 28 · 🌐

A new production of BOUBLIL and SCHÖNBERG'S
Les Misérables
Ipswich Civic Centre
September 8 - 17
Presented by
ipswich

They brought you the sold out season of 'WICKED'...
Now Ipswich Musical Theatre Company presents Les Misérables at the Ipswich Civic Centre September 8 to 17.
With an outstanding cast, fabulous set, lavish costuming and a live orchestra... this is musical theatre on a grand scale!
Award winning Melbourne director, Christopher Bradtke teams with WICKED's Musical Director, Robert Clark to bring you this exciting all-new, production of #LES MISERABLES...
See More

3,063 people reached [View Results](#)

Campaign 2

Demographic:

Adults, 35yrs +; couples and groups, professional employment

Location:

Western Corridor

People Reached:

3,063

Post Engagement Rate:

163 (5.3%)

Post engagement indicates that our ads are relevant to our target audience. When people see ads that are relevant to them, they're more likely to interact with these ads. Measuring this metric allows us the opportunity to determine these interactions and compare them to engagement from other ads or campaigns. The social media average post engagement rate sits anywhere between 1.5% - 3%, therefore the results associated with the above two campaigns are particularly strong as can be seen with the end total ticket result for Les Miserable coming in at a record 3,134 tickets at 85% occupancy.

Les Miserables Season

Les Miserables Season					
Total Facebook Referrals	Date Range	Seats	Value	Patrons	Avg Tix pp
Pre Boost	30/5 -29/8	155	\$9,926.00	63	2.46
Post Boost	1/9 – 17/9	427	\$22,630.00	180	2.37
Total		582	\$32,556.00	243	2.39

A Boost is a paid action to stimulate sales within the Facebook application.

The above table clearly illustrates the impact of the Facebook medium in driving ticket sales through to a digital audience. A total of 155 tickets were sold pre boost in the period 30 May to 29 August. A \$100 boost was applied on 1 September 17 running through to season end that resulted in 427 tickets sold, totalling \$22,630 in revenue which can be directly attributed to the \$100 boost investment. This represents an acquisition cost per ticket of \$0.23 per ticket.


Driving Visitation to Our City

By attracting visitors to the City, the Civic Centre builds the profile of Ipswich and contributes to the local economy. In the September quarter, the Civic Centre attracted 3,781 (26.55% of total ticket sales) customers from outside of the Ipswich region. This is up on the previous quarter of 24.9%. This increase is not surprising given the mix of shows featured this quarter (of particular note the Wiggles and Les Miserables) easily drawing visitation from well outside the LGA boundaries.

Cultural Flagship

By attracting high-profile performances, the Civic Centre builds a cultural profile for Ipswich that residents are proud of. Between July and September significant performances included:

Les Miserables					
	<table border="1"> <tr> <td>Target Audience</td> <td>15 – 65 yrs, families, couples and groups</td> </tr> <tr> <td>Attendance</td> <td>3,134 (7 perf; 85% occupancy)</td> </tr> </table>	Target Audience	15 – 65 yrs, families, couples and groups	Attendance	3,134 (7 perf; 85% occupancy)
	Target Audience	15 – 65 yrs, families, couples and groups			
	Attendance	3,134 (7 perf; 85% occupancy)			
<p>Les Misérables, based on the novel by Victor Hugo, is the longest running musical in the world. For over 30 years, it has enjoyed great success with multiple revival productions on Broadway, London's West End, in Australian cities and around the world. In this production, we see a Les Misérables for today, incorporating the new standards in technical achievement and visual effects that today's audiences have come to expect.</p>					

We're Going on a Bear Hunt	
Target Audience	School Children & Families
Attendance	1,693 (4 perf; 97% occupancy)
<p><i>We're Going On A Bear Hunt</i> is the wonderful story of a family out for walk and on the lookout for a growling bear - This 55-minute mini-musical captures the fun and frolics of a father who is clearly still a child at heart, his three children including a tiny intrepid bear hunter in the making; baby is strapped to dad's back plus the family dog and of course.... a big brown cuddly bear!</p>	

Trash Test Dummies



Target Audience	School Children
Attendance	510 (1 Perf; 87% occupancy)

Winners of the best Children’s presentation at the Adelaide Fringe Festival 2016 and 2015, the Trash Test Dummies are as full of laughs as their bins are full of surprises. “Delightfully intelligent, highly entertaining” Herald Sun ★★★★★1/2

Troy Cassar-Daley

Target Audience	Live Concert Individuals & Groups
Attendance	635 (1 perf; 83% occupancy)

Troy is proud to present his new album Things I Carry Around live in concert with a very intimate presentation of the songs collated for the album, which is like opening up a large suitcase and having memories and family pictures and sounds and scents and tears and laughter and heartbreak all tumble out around you; a case full of life in all its variations. The songs were inspired through the process of gathering stories, the ones Troy’s fans have been waiting to hear – his own – in the book Things I Carry Around, published by Hachette Australia in August 2016.





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. The high numbers of visitors in the September quarter can be mainly attributed to the popular *Light Play* exhibition and holiday programs including the *Loose Ends* performances.

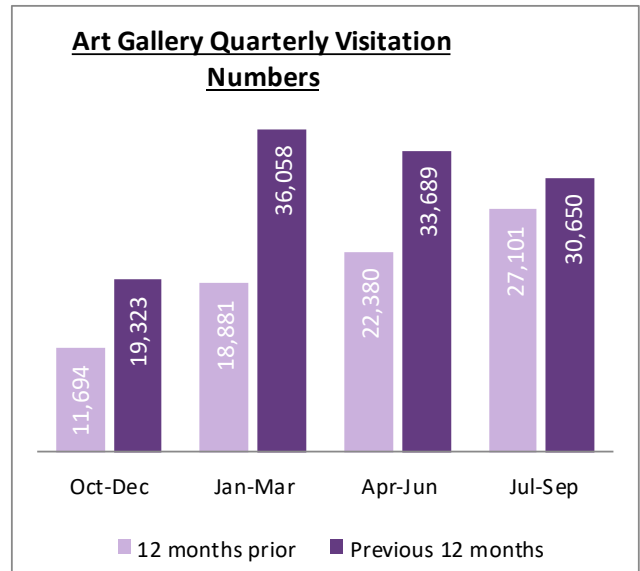


Figure 15

Where are our visitors from?

A survey taken in the quarter indicated that local community interest in the Gallery's exhibitions grew, while the Ipswich Art Gallery maintained visitation levels from people from outside of the Ipswich region.

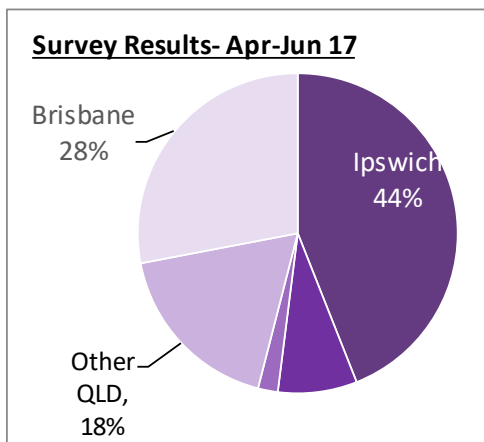


Figure 16

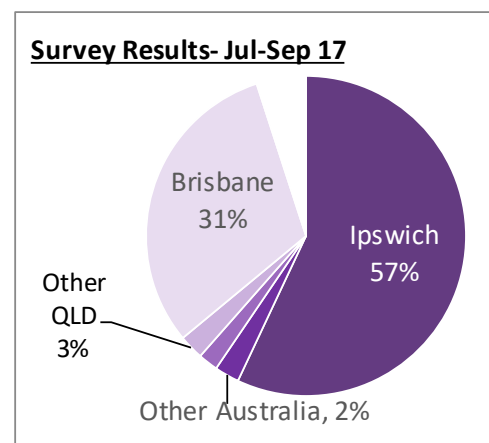


Figure 17

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 16,250 visitors to Ipswich between July and the end of September.


Cultural Flagship


By consistently presenting high-calibre exhibitions, the Art Gallery has positioned itself as a destination Ipswich residents are proud of. Between July and September 2017, the Gallery's most significant exhibitions were:

Light Play	
Target Audience	Children and families, Early Childhood and Primary education sector, General Public
Attendance	9,165 total
Cultural Value	<p><i>Light Play</i> presented an interactive play space with overhead projectors, illuminated light boxes and fibre-optics where visitors could explore the creative potential of light as a medium. Light Play embraces the learning philosophies of Reggio Emilia and REmida to provide a creative environment for young children/students which encourages collaboration, experimentation, intergenerational dialogue and discovery-based learning.</p>

A photograph of a young child with blonde hair, wearing a dark long-sleeved shirt, focused on interacting with a colorful light play installation. The child is holding a red tube and looking intently at a glowing orange and yellow structure. The background is dark with colorful bokeh lights.



Loose Ends		
	Target Audience	Children and Families, Primary Schools, General Public
	Attendance	2,639 total – with a \$7 ticket fee per person, the exhibition generated over \$18,473 in revenue
	Cultural Value	A one-man art theatre performance by award-winning children’s performer Jens Altheimer, <i>Loose Ends</i> delighted audiences of local school groups. It then played to a holiday audience of children and families.

RE:Locations by Lyne Marshall		
	Target Audience	Local arts audience, general public
	Attendance	General viewing
	Cultural Value	<i>RE:Locations</i> is an exhibition of work by prominent local artist Lyne Marshall. The exhibition documents her experiences of migration and finding her place within the local environment. <i>RE:Locations</i> captures her journey in vivid paintings, photographs, sculptural forms and textures.

Our Community Focus

Education Programs

A total of 2274 students participated in 73 education sessions presented during the June-September quarter, including primary school and vacation care groups visiting the range of learning opportunities provided by the Gallery’s exhibitions and programs.

Events and Membership Programs

The Friends of the Ipswich Art Gallery held an excursion to Tweed River Gallery which was booked out and assisted in their fund-raising objectives. The Gallery presented an exhibition launch for *RE:Locations* by Lyne Marshall and hosted two meetings of Arts Connect, Ipswich.

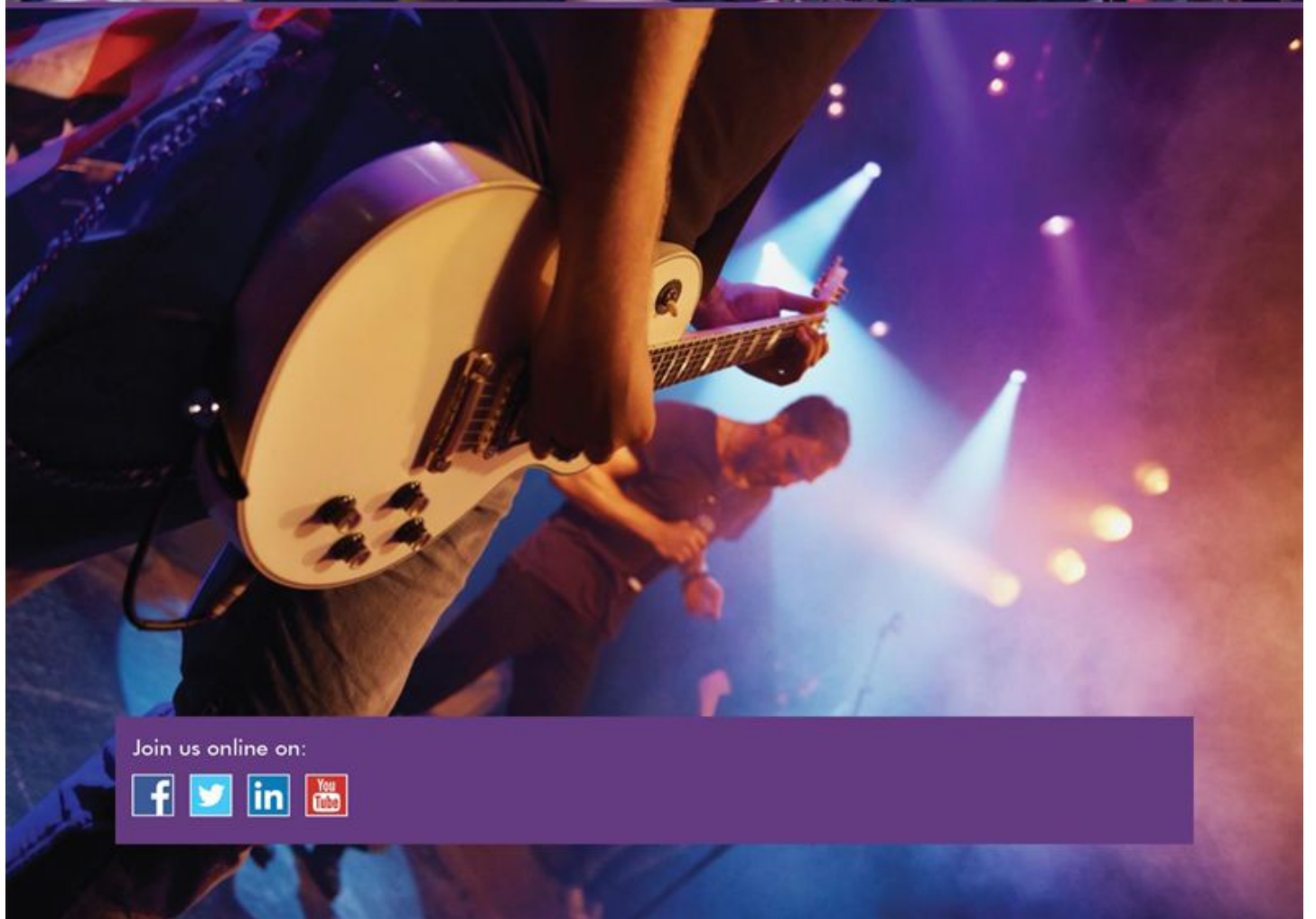
A group of senior managers and staff from C&K Australia visited the *Light Play* exhibition and participated in a workshop and exhibition review.





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Join us online on:



Arts and Community Development Committee	
Mtg Date: 27.11.17	OAR: YES
Authorisation: Caroline McMahon	

6 November 2017

MEMORANDUM

TO: COMMUNITY ENGAGEMENT MANAGER

FROM: COMMUNITY DEVELOPMENT PROJECT OFFICER

RE: COMMUNITY DEVELOPMENT GRANTS PROGRAM - ACQUITTALS RECEIVED AS AT 6 NOVEMBER 2017

INTRODUCTION:

This is a report by the Community Development Project Officer dated 6 November 2017 concerning Community Development Grant Acquittals received as at 6 November 2017.

BACKGROUND:

Currently Council's Community Grants Scheme includes a Community Development Grants Program with a budget allocation of \$90,000.00.

In line with the Grants, Donations, Bursaries, Scholarships and In-Kind Assistance Policy and criteria, successful applicants are given 12 months to expend the grant funds with an acquittal due one (1) month after completion of the project or activity.

A summary of acquittals received for the period can be found in Attachment A.

As at 6 November 2017, there are three (3) overdue acquittals:

- C&K Community Kindergarten Camira - \$800.00 towards General Landscaping – Acquittal due 31 July 2017
- Young Unemployed People of Ipswich (YUPI) - \$2,021.82 towards the Fresh Futures Market – Acquittal due 6 October 2017
- Purga Wagtails Aboriginal Corporation - \$2,000.00 towards the Annual Qld Murri Rugby league Carnival – Acquittal due 30 October 2017

The recipients have been contacted and notified that, as per the Guidelines, failure to acquit the grant may result in their organisation being ruled ineligible to apply for further funding through Council. The Community Development Team will continue to work with recipients to finalise the outstanding acquittals.

BENEFITS TO COMMUNITY AND CUSTOMERS:

The Community Development Grants Program provides funding to community based non-profit organisations for purposes inclusive of community infrastructure, purchase of equipment, organisational development, community development projects and festivals or events. To align with the actions of Council’s Advance Ipswich 2015 and Corporate Plan 2017–2022, projects are required to contribute to the following funding objectives:

- Encourage community activities that promote and celebrate a sense of belonging.
- Engage the community in the creation of local projects and programs that encourage inclusion and participation and promote and demonstrate a sense of belonging as it relates to the whole of community.

ATTACHMENT:

Name of Attachment	Attachment
Attachment A - Community Development Grant Acquittals received as at 6 November 2017	 Attachment A

RECOMMENDATION:

That the report be received and the contents noted.

Sarah Sheehy
COMMUNITY DEVELOPMENT PROJECT OFFICER

I concur with the recommendation contained in this report.

Abbey Richards
COMMUNITY ENGAGEMENT MANAGER

I concur with the recommendation contained in this report.

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

COMMUNITY DEVELOPMENT GRANT ACQUITTALS
Received as at 6 November 2017

Organisation Name	Div.	Purpose	Amount received (exc GST)	Comments
Cribb Street Childcare Centre	7	Increased Security Surveillance Equipment	\$500.00	<p>Cribb Street Childcare Centre received funds towards increasing the Security Surveillance Equipment at the Centre.</p> <p>Acknowledgement of Council Support: Council's support was acknowledged to all families of the Centre.</p> <p>Outcomes: The centre is now more secure and able to follow what is happening in the play yards. If unauthorised people were to enter the grounds after hours, they are able to be monitored.</p>
Springfield Christian Family	1	Church in the park with "Iron and Clay"	\$2,500.00	<p>Springfield Christian Family received funds towards the Church in the park with "Iron and Clay", which was held 17 September in Jane Gorry Park, Augustine Heights.</p> <p>Acknowledgement of Council Support: Council's support was acknowledged on all marketing material.</p> <p>Outcomes: Approximately 300 community members attended the free Church in the Park event, which featured guest vocal band Iron & Clay who presented an anti-bullying, anti-drugs message through music and a drama story. There was a free sausage sizzle, a jumping castle and cup and saucer ride for children and give-aways for the community. The issues were dealt in a creative and community friendly way, through a message from Malcolm Covelle the local prison chaplain, and by music, drama and story by Iron & Clay. The local police also provided a message indicating that most of their time is consumed with family violence, where a high percentage is fuelled by drugs and alcohol. The Iron & Clay group related well to the targeted population of people aged in their 20's and under as well as the older age groups.</p>
Amberley Outside School Hours Care	8	iPads for 2 Rooms - Prep/Yr 1 and Yr 2/3	\$1,250.00	<p>Amberley District Outside School Hours Care received funds to purchase iPads for 2 Rooms - Prep/Yr 1 and Yr 2/3.</p> <p>Acknowledgement of Council Support: Council's support was acknowledged to all families on the noticeboard and front door of the centre.</p> <p>Outcomes: The children enjoy their time of continued learning on the iPads. They have also been utilised by being able to capture the children's creations and interactions with the use of the iPad camera when not in use by the children. Due to the location of the centre and it being a high Defence area, there is the ability if needed for the children to communicate with deployed parents if this is not able to be accommodated at home.</p>

Organisation Name	Div.	Purpose	Amount received (exc GST)	Comments
Leukaemia Foundation	7	Light the Night	\$1,000.00	<p>The Leukaemia Foundation received funds towards the Light the Night event, which was held on Friday 6 October in Robelle Domain Parklands, Springfield.</p> <p>Acknowledgement of Council Support: Council's support was acknowledged on the night with Council's logo displayed on the large screen as well as being mentioned by the MC. Cr David Morrison also spoke at the event.</p> <p>Outcomes: Light the Night offers the community a platform to come together and share their cancer stories and support others living with a blood cancer. The ability to hold the event in Ipswich allowed Ipswich residents the opportunity to attend the free event without the cost and stress of travel. In addition to the walk itself, free entertainment was provided before and after the walk and this year the date also coincided with the local night markets held at the venue. The walk was a 3klm leisurely walk suitable for all fitness levels and was wheelchair friendly. The community is given a chance to remember a loved one lost, to celebrate those living with a blood cancer and a chance to show their support to those going through their cancer journey.</p>
Our House Our Haven	7	Mental Health Week Gala Dinner	\$618.00	<p>Our House Our Haven received funds towards a Mental Health Week Gala Dinner, which was held Saturday 7 October at the Ipswich PCYC.</p> <p>Acknowledgement of Council Support: Council's support was acknowledged on promotional material and a letter from the Mayor was read out on the night.</p> <p>Outcomes: Fifty-two guests attended the Gala Dinner to celebrate the eve of Mental Health Week and the first anniversary of Our House Our Haven. The dinner was a way to create public awareness of mental health and the possibilities and hope that is generated among the members and visitors of Our House Our Haven.</p>

Arts and Community Development Committee	
Mtg Date: 27.11.17	OAR: YES
Authorisation: Caroline McMahon	

6 November 2017

MEMORANDUM

TO: COMMUNITY ENGAGEMENT MANAGER
FROM: COMMUNITY DEVELOPMENT PROJECT OFFICER
RE: RIVERVIEW COMMUNITY CENTRE – ACTIVITY REPORT

INTRODUCTION:

This is a report by the Community Development Project Officer dated 6 November 2017 concerning the Quarterly Reports for Riverview Community Centre.

BACKGROUND:

Riverview Neighbourhood House Inc. commenced a lease arrangement for Riverview Community Centre (the Centre) in 2008. The original lease was for five years with a further option, which was exercised, of another five years from 1 July 2013 to 30 June 2018.


As part of the lease agreement, Riverview Neighbourhood House are to supply quarterly reports on the activities undertaken in the Centre. Attached are the Quarterly Reports for January to March 2017 (Attachment A), April to June (Attachment B), July to September (Attachment C), and the Statistics taken to date for 2017 (Attachment D).

BENEFITS TO COMMUNITY AND CUSTOMERS:

Provision of the Riverview Community Centre supports Council's commitment to enhancing the quality of life of its community, and is consistent with and complements Advance Ipswich and the Corporate Plan 2017–2022 by:

- Developing and implementing a planned approach to community services and facilities
- Engaging the community in the creation of local projects and programs that encourage inclusion and participation and promote and demonstrate a sense of belonging as it relates to the whole of community
- Developing a range of strategies to inform and educate positive neighbourly relations.

ATTACHMENTS:

Name of Attachment	Attachment
Attachment A - Quarterly Report – January to March 2017	 Attachment A
Attachment B - Quarterly Report – April to June 2017	 Attachment B
Attachment C - Quarterly Report – July to October 2017	 Attachment C
Attachment D - Statistics 2017	 Attachment D

RECOMMENDATION:

That the report be received and the contents noted.

Sarah Sheehy
COMMUNITY DEVELOPMENT PROJECT OFFICER

I concur with the recommendation contained in this report.

Abbey Richards
COMMUNITY ENGAGEMENT MANAGER

I concur with the recommendation contained in this report.

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

Projects Milestone Report April 2017 Report – Neighbourhood Centre

Service Name: Riverview Community Centre

Service Number: 580206

Reporting period from: 1st January 2017 to 31st March 2017

Output: Community / community centre-based development and support

Developing groups and activities focused on enhancing simultaneously the personal and community support and development capacities of people living within a defined geographical community.

Tailor the report to reflect Item 4.2 in Part C of the Service Agreement i.e. if not all three milestones are being used, remove appropriate tables from this report.

Milestone: Projects

Complete the table below for each project undertaken during the reporting period. Copy and paste as required.

Name of project:	Into The View Workwear Wardrobe *ongoing project*
Issue/ process used to identify issue:	The Australian Government's Department of Employment states that in February 2017 Ipswich's unemployment rate was 8.1%. We have identified through network links and our own service provision that community members require additional wrap around support and community based networks when actively job seeking.
Purpose of project:	<ul style="list-style-type: none"> • To provide women who are actively job seeking access to a community based bank of clothes (which includes help with basic interview styling and budget make-up tips) • To provide women who are actively job seeking with assistance to write: Resumes, cover letters and/or selection criteria and interview tips • To support those women who access Into The Workwear Wardrobe throughout the life-cycle of their job seeking journey
Description of project:	<p>The Into The View Workwear Wardrobe is a community based bank of quality pre-loved women's clothing that are suitable for job interviews in a variety of industries.</p> <ul style="list-style-type: none"> • There are no eligibility requirements to access the community wardrobe, all community members are welcome to make contact with the Centre to access the project • The Into The View Workwear Wardrobe will take referrals from other community based organisations, job providers and other organisations • To provide a supportive network that extends beyond the job search journey that will increase self-esteem and confidence within job seekers who access the program • To empower women to strive for economic independence through community support and networks
Number of participants:	Target Group for the Into The View Workwear Wardrobe Women who are: ✓ Actively job seeking

	<ul style="list-style-type: none"> ✓ First time job seekers ✓ Re-entering the workforce after an extended period of time ✓ Long-term job seekers ✓ Those who feel isolated during the job search process ✓ Those who require one-on-one individualised community based wrap around support <p>The Into The View Workwear Wardrobe was launched on International Women's Day 8th March 2017.</p>
<p>Evaluation, including but not limited to:</p> <ul style="list-style-type: none"> • benefits for participants • feedback from participants if relevant: 	<p>The Riverview Community Centre has a long history of supporting job seekers, whether it be through community based training, accessing community based and organisational networks, accessing computers and internet and receiving support with job search activities.</p> <p>The Community Workwear Wardrobe will:</p> <ul style="list-style-type: none"> • Help alleviate social isolation through the job search journey • Create extended community based networks • Increase self-esteem & confidence • Help to ensure those who access the program are prepared for the job search process <p>There was an amazing response from community members and organisations for clothing donations.</p> <p>Verbal feedback from those who donated clothing and attended the launch was positive.</p> <p>There has been interest expressed by several organisations about the Workwear Wardrobe, for example:</p> <ul style="list-style-type: none"> ✓ Choice Passion Life (CPL) disability services and therapy ✓ Any Support ✓ Job Search Agencies <p>RCC looks forward to building the capacity of this program and catering to male job seekers as well as female job seekers in the future.</p>

A selection of clothes that were donated to RCC's Into The View Workwear Wardrobe:



Service Name: Riverview Community Centre

Service Number: 580206

Reporting period from: 1st January 2017 to 31st March 2017

Output: Community / community centre-based development and support

Developing groups and activities focused on enhancing simultaneously the personal and community support and development capacities of people living within a defined geographical community.

Tailor the report to reflect Item 4.2 in Part C of the Service Agreement i.e. if not all three milestones are being used, remove appropriate tables from this report.

Milestone: Projects

Complete the table below for each project undertaken during the reporting period. Copy and paste as required.

Name of project:	Work for the Dole 2016 – 2017 (Project Ends March 2017) Raised Garden Beds, Furniture Making & Individual
Issue/ process used to identify issue:	Australian Bureau of Statistics: Australian Bureau of Statistics (ABS 2011) figures have identified Riverview as the most disadvantaged suburb in the Ipswich region. 39% are single parents, with high levels of welfare dependence and unemployment. Identified Issues: We have identified through research and our own service provision that Riverview and some surrounding areas are locations where residents experience unemployment.
Purpose of project:	Aims/ Purpose: <ul style="list-style-type: none">• Provide opportunities for participant to gain work skills that will benefit not only the individual but also the community• Participant will learn to work as part of a team, take and follow directions, work independently, communicate effectively and increase their motivation and dependability.
Description of project:	The Work for the Dole Program places job seekers in activities where they can gain skills and experience that give back to the community and can help them find a job. Riverview Community Centre accepted WFD Participants for 3 different activities. Group Activity: Make wooden garden beds, benches and single chairs: Total of 10 Participant's over the course of the Project) Participants will learn how to cut, sand, measure and prepare wood to build raised garden beds and furniture. They will learn how to put each part together to build the items and paint the object. What was made: <ul style="list-style-type: none">✓ 10 single wooden chairs✓ 2 wooden benches

	<ul style="list-style-type: none"> ✓ 1 raised garden bed ✓ 2 wooden milk bars for the Centre's backyard which is used by local children ✓ 1 child's bed with shelving ✓ 2 Children's tables and chair <p>Receptionist: (Total of 6 WFD Participants over the course of the Project)(Individual Category) The WFD Participant's gained work experience within RCC's reception area. The WFD Participants gained valuable administrative skills, knowledge and abilities.</p> <p>Gardening: (Total of 2 WFD Participants over the course of the project) The Gardening WFD Participants maintained RCCs gardens and grounds. Using and expanding their existing gardening skills.</p> <p>Festivals: (Total of 10 WFD Participants over the course of the Project) The WFD Participants who were placed into the Festivals Program built skills and knowledge planning and delivering a community based Project. This Project was RCC's Family Christmas Funday. This was a successful event for the Centre.</p> <p>Program Outline:</p> <ul style="list-style-type: none"> • This program will cover a 6 month period.(Ending March 2017) • 20 Participants at any given time during this period • The Program operated over 4 days a week (Monday, Tuesday, Wednesday, Thursday)
<p>Number of participants:</p>	<p>.The final participant numbers for the WFD Program were:</p> <ul style="list-style-type: none"> ▪ Woodworking and furniture building = 10 WFD Participants ▪ Gardening = 2 WFD Participants ▪ Individual (Reception) = 6 WFD Participants ▪ Festivals = 10 WFD Participants <p>A total of 28 WFD Participants for the period of the contract.</p> <p>Assistance: Over the 19 years, we have developed local links with other organisations in the community. We can provide information and make referrals to drug and alcohol services, housing support, legal support, mental health service and financial counselling as a means of supporting people. We believe by doing so we may be able to help people improve their situation.</p>
<p>Evaluation, including but not limited to:</p> <ul style="list-style-type: none"> • benefits for participants 	<p>Participants will benefit from:</p> <ul style="list-style-type: none"> • Providing hands on experience with making wooden garden beds, single chairs and benches. • Providing extra support with job preparation

<ul style="list-style-type: none"> • feedback from participants if relevant: 	<ul style="list-style-type: none"> • Providing a supervisor will over 40 years' experience in the building industry • Providing staff that have several years' experience in job preparation to assist WFD Participants • Providing participants with real-world hands-on Reception/Administration work experience • Satisfying WFD Mutual Obligations requirements in an interesting and real work place. <p>Community will benefit from:</p> <ul style="list-style-type: none"> • Supporting aged care facilities and schools with their current programs. • Improving the schools and aged care facilities ability to provide quality services to their students/clients. • Providing opportunities for participants to link into the community and other organisations that could be a pathway to employment. <p>Evaluation: Verbal Feedback from both participants and local organisations that received the garden beds and furniture has been very positive. Most appreciated.</p> <p>Verbal feedback form those WFD Participants who were placed in Reception was positive. We also received positive feedback from community members and organisations who interacted with the WFD Receptionists.</p> <p>Verbal feedback was garnered from other WFD Participants and it was positive. Those WFD Participants who were placed in Festivals contributed in providing the community with a fun and interactive Christmas event.</p> <p>Overall, the WFD Program was successful and will continue into the next six months on an individual basis.</p>
--	---

WFD Contributions to the Community:



Milestone: Events

Complete the table below for each event delivered during the reporting period. Copy and paste as required.

<p>Name of event:</p>	<p>International Women’s Day 2017 (8th March 2017) Launch of RCC’s Into The View Workwear Wardrobe. #beboldforchange</p>
<p>Issue/ process to identify issue:</p>	<p>Unemployment & Support Needed: The Australian Government’s Department of Employment stated that in February 2017, Ipswich’s unemployment rate was 8.1%. We have identified through network links and our own service provision that community members require additional wrap around support and community based networks when actively job seeking.</p> <p>Our Community in a Snapshot: Riverview is one of the most disadvantaged Ipswich suburbs (ABS 2011). 96% of families have a low socio-economic status (Riverview State School Annual Report 2011); 39% are single parents, with high levels of welfare dependence and unemployment rates.</p> <p>International Women’s Day was the 8th March 2017. The theme for the event was Be Bold For Change. We believe, at the Riverview Community Centre, that being bold for change is being prepared for change.</p>
<p>Purpose of event:</p>	<ul style="list-style-type: none"> ➤ To invite the community, businesses & organisations to celebrate International Women’s Day ➤ The launch Riverview Community Centre’s Into The View Workwear Wardrobe ➤ Create networks within the community and other organisations
<p>Description of event:</p>	<ul style="list-style-type: none"> ➤ The event was opened by Ipswich City Councillor for Division 3 Councillor Kerry Silver. ➤ Jessica Cashman, a local sporting figure (QLD Academy of Boxing), was the keynote speaker. Jessica is training for the next Commonwealth Games for Boxing. Jessica spoke about her past and overcoming barriers in her life. ➤ Jessica Buckingham, who is a local community member who is passionate about make-up, provided a tutorial for attendees. Jessica put together a make-up bag for under \$20. ➤ A WFD Participant who is an RCC Receptionist chose and styled an interview outfit ➤ The event was followed by an informal networking session and light refreshments <p>Councillor Kerry Silver donated a clothes steamer for the Project.</p>
<p>Target group/ number of participants:</p>	<p>10 women attended the Launch of the Into The View Workwear Wardrobe.</p> <p>Attendees were from:</p> <ul style="list-style-type: none"> ➤ Ipswich City Council ➤ WoodLinks State School

	<ul style="list-style-type: none"> ➤ anY Support ➤ CPL Disability Services; and ➤ Community Members
<p>Evaluation, including but not limited to:</p> <ul style="list-style-type: none"> • benefits for participants • feedback from participants if relevant: 	<p>The event was promoted via email networks, Facebook and via verbal networks.</p> <p>This event was supported by the community and organisations with RCC accepting donations from many organisations, businesses and community members who wanted to be involved.</p> <p>The Into The View Workwear Wardrobe will benefit those from many different backgrounds within the community. The Project aims to support and empower women for the long term.</p> <p>Feedback received verbally and via email from those who donated before the event and those who attended the event was extremely positive.</p>

International Women’s Day Celebration! #beboldforchange



International Women’s Day

The Riverview Community Centre is celebrating 2017 International Women’s Day and we need your **Help!**

This years theme is: Be Bold For Change!

We believe at the Riverview Community Centre that being bold for change means being prepared for change.

The Centre will be launching a community work wardrobe. A bank of suitable clothes that will be suitable for job interviews.

We are looking for:

- Quality new and pre-loved women’s clothing (suitable for an job interview) form businesses and community members!
- Speakers for our Afternoon Tea Launch, and
- Guests, we would love for you to come along!

Event Information

Event: Riverview Community Centre’s Into the View Workwear Wardrobe
Date: 8th March 2017 Time: 1:00pm to 3:00pm
Location: Riverview Community Centre, 138 Old Ipswich Road Riverview Q 4303
RSVP by telephone 07 3816 2111, by email reception@riverviewcc.org.au or message us on Facebook
Light refreshments provided—Come and celebrate 2017 IWD with us #beboldforchange



International Women's Day

BE BOLD FOR CHANGE!

The Centre will be launching a community work wardrobe. A bank of clothes that will be suitable for job interviews!

Wednesday 8th March 2017

1:00 Pm to 3:00 Pm

Event Information

Event: Riverview Community Centre's Into the View Workwear Wardrobe

Date: 8th March 2017

Time: 1:00pm to 3:00pm

Location: Riverview Community Centre, 138 Old Ipswich Road Riverview QLD 4303

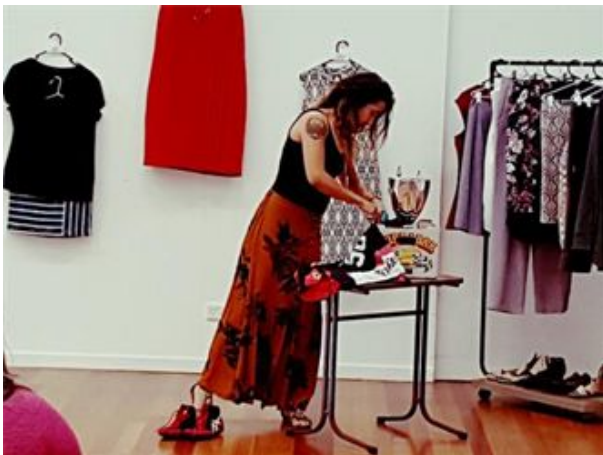
RSVP by telephone 07 3816 2111, by email reception@riverviewcc.org.au or message us on Facebook

Light refreshments provided—Come and celebrate 2017 IWD with us #beboldforchange!



Riverview Community Centre







Milestone: Resources and Tools



Complete the table below for each resource/ tool developed during the reporting period. Copy and paste as required.

<p>Name of resource/ tool:</p>	<p>The Ipswich Advertiser Free Ipswich Newspaper</p>
<p>Issue/ process to identify issue:</p>	<p>The Ipswich Advertiser is a free newspaper that is available in Ipswich but is not currently delivered to, or available to residents in Riverview. The local Newsagency at the Riverview Shopping Centre closed before Christmas. This impedes residents from accessing news publications. Based on Community feedback, the Riverview Community Centre contacted APN New & Media to have the newspaper delivered to the Centre for service users.</p>
<p>Purpose of resource/ tool:</p>	<p>Having access to the Ipswich Advertiser allows residents and service users to keep up to date about local news, local events, classifieds and local job vacancies. This allows residents and service users to feel included and ‘in the loop’ with what’s happening in and around the Ipswich area.</p>
<p>Description of resource/ tool and development process:</p>	<p>The Ipswich Advertiser has been a successful part of the community for more than 30 years, delivering local news and supporting many charities and events. The Advertiser has provided a weekly voice to the CBD and suburbs of Ipswich. The Ipswich Advertiser is published weekly every Wednesday of the year. The Advertiser is part of APN Australian Publishing, a division of APN News & Media.</p> <p>APN News & Media provided a newspaper stand, which is located at Reception and APN News & Media deliver the Ipswich Advertiser every Wednesday.</p>
<p>Implementation/ use/ distribution:</p>	<p>Every Wednesday APN News & Media deliver 20 copies of the Ipswich Advertiser to the Riverview Community Centre. The delivered Newspapers are placed in a bespoke stand that is located at Reception.</p> <p>RCC has advertised the newspaper being available at the Centre via Facebook and word of mouth within the community.</p>
<p>Feedback/ evaluation:</p>	<p>Sourcing the Newspaper was the result of community feedback.</p> <p>Having the newspaper available at the Centre has been met with positive community feedback, with several community members accessing the newspaper and the community centre on a weekly basis.</p>



Milestone: Resources and Tools

Complete the table below for each resource/ tool developed during the reporting period. Copy and paste as required.

<p>Name of resource/ tool:</p>	<p>Website/Facebook Page: Our Website http://riverviewcc.org.au/ (under construction) and https://www.facebook.com/RiverviewCommunityCentre Facebook page. We have 612 likes on our Facebook page.</p>
<p>Issue/ process to identify issue:</p>	<p>It was identified that we needed a website & Facebook page that provides content that is up to date, informative and engaging.</p>
<p>Purpose of resource/ tool:</p>	<p>Provide relevant up to date information about the services provided at the Centre. Advertise up and coming events/projects/services currently available at the Centre. Through social media, RCC has been able to reach residents and service users in real time to grab people's attention and to strengthen relationships.</p>
<p>Description of resource/ tool and development process:</p>	<p>Riverview Community Centre's Website: The RCC website is down and is in the process of being updated. The process of rebuilding the website and choosing a web host is progressing. We look forward to having RCC's website up and running in the near future. Facebook: RCC's Facebook page is an online community that allows residents and service users to interact with the Centre. RCC's Facebook page is used to let community members know what is happening in and around the Centre & the greater Ipswich area, to advertise activities and to engage with our community members who prefer to connect with the Centre online.</p>
<p>Implementation/ use/ distribution:</p>	<p>Use: People are able to access our Facebook page at any time and be provided with the information they require. Information on our Facebook page is current and content is produced & posted on a regular basis. Outcome: It has been noted that there has been an increase of people accessing our Facebook page for our School Holiday Program and other events/services provided by RCC.</p>
<p>Feedback/ evaluation:</p>  	<p>Feedback:</p> <ul style="list-style-type: none"> • Many people go to our website & Facebook page. • We continue to get people accessing our website and Facebook page <p>Facebook Stats: 1st January 2017 to 31st March 2017</p> <ul style="list-style-type: none"> • Total Reach of Content: 15 370 Facebook Users • Total Engagement (post clicks, Reactions, Comments & Shares): 1 263 Facebook Users • Total Posts: RCC posted 46 pieces of content <p>International Women's Day (8th March 2017): This event/program was advertised on Facebook and was boosted (\$20 advertising budget).</p> <ul style="list-style-type: none"> • The post reached 3 300 Facebook Users; and • 295 Facebook Users directly engaged with the post

Free travel
from 10am



Ipswich Mini-Flood (30th March 2017 to 31st March 2017): RCC was able to share relevant information with Facebook Users.



This information included:

- Local road closures (DTMR)
- School closures (DET)
- Ipswich City Council disaster management information (for example: sandbagging information)
- TransLink information and updates about the status of public transport during the weather event

RCC posted **8** pieces of content regarding the mini floods in Ipswich. The total reach of the posts was **967** Facebook Users and **116** Facebook Users directly engaged with the posts.

Milestone: Resources and Tools

Complete the table below for each resource/ tool developed during the reporting period. Copy and paste as required.

Name of resource/ tool:	Networks, Partnerships & Funding Bodies
<p>Issue/ process to identify issue:</p>	<p>96% of families have a low socio-economic status (Riverview State School Annual Report 2011) with high levels of welfare dependence and unemployment rates, nearly 14% of households not owning cars (ABS 2011). 59% of residents in Riverview spoke a language other than English at home making Riverview a very multicultural area.</p>
<p>Purpose of resource/ tool:</p>   	<p>To provide wrap around services and a more collaborative approach with other organisations, allowing better use of shared resources for the local community. This will provide diverse programs for the most vulnerable in our community. It also provides an opportunity to work with other agencies that have a seniors/family/children/youth focus more closely and develop those relationships.</p> <ul style="list-style-type: none"> <p>• Springfield Chamber of Commerce Through existing networks, The Springfield Chamber of Commerce was aware of RCC's Into The View Workwear Wardrobe. The Springfield Chamber of Commerce supported RCC's program launch with donations of clothes and beauty services for those who access the program. We look forward to strengthening this relationship.</p> <p>• Forester's Finance – NILS Program RCC can now assist residents and community members in gaining no interest loans through the No Interest Loan Scheme (NILs). The scheme was designed to assist low-income individuals and families obtain safe and affordable finance for essential household costs. If you meet the criteria, you can apply for an interest-free loan for things such as:</p> <ul style="list-style-type: none"> • Essential household appliances • Health equipment • Furniture • Education expenses • Some other items as requested <p>• Integrated Family & Youth Service (IFYS) Integrated Family and Youth Service aims to provide opportunities, in accepting environments, for children, young people and families to take responsibility for their own lives and to assist them to actively participate in the community of their choice. The partnership between RCC & IFYS means that there will be a Youth Hub located at RCC with IFYS having offices located on the premises. Integrated Family and Youth Service (IFYS Ltd) deliver a range of specialist support and intervention programs for</p>

	children, young people and families.
Description of resource/ tool and development process:	<p>Riverview Community Centre has networks and partnerships with the following organisations that have been developed over a period of time:</p> <ul style="list-style-type: none"> • We network with 74 other agencies or departments (please see previous reports for list)
Implementation/ use/ distribution:	<p>Implementation: Some of the above networks and partnerships were developed over a long period of time, some over shorter periods. The nature of our network or partnership depends on the project or event that we are working on.</p> <p>Use: People are able to access our services and be linked into referral services</p> <p>Outcomes: It has been noted that there has been an increase of people accessing our services for a variety of reasons. For example the School Holiday Program, Community Training and Employment, Family Court Reporter (Lawyers) and community events or projects.</p>
Feedback/ evaluation:	The statistics that we keep support the continued need for our services in the region.

Milestone Report – Neighbourhood Centre

Service Name: Riverview Community Centre

Service Number: 580206

Reporting period from: 1 April 2017 to 30 June 2017

Output: Community / community centre-based development and support

Developing groups and activities focused on enhancing simultaneously the personal and community support and development capacities of people living within a defined geographical community.

Milestone: Events

Complete the table below for each event delivered during the reporting period. Copy and paste as required.

Name of event:	Lil Jarjums Launch – 21 April 2017
Issue/ process to identify issue:	<ul style="list-style-type: none">• Consultation between West Moreton Hospital & Health Service, Riverview Community Centre and local community Indigenous women elders over the last 8 months had identified a need for free community based health clinics within the Leichhardt area.• Partnership established between WMHHS & RCC to assist & support the program to achieve engagement with the Indigenous Community to improve key health outcomes for & ensure the service is working to close the gap in national healthcare standards.• Showcase of the service being provided.• Formal & social access engagement opportunity to local, state & federal members of government, Senior Management & associated staff of WMHHS, Local Indigenous Elders, Indigenous families, RCC staff & volunteers & community residents.• Provide opportunities of engagement for increased participation in additional community activities/services/programs within the community centre and other relevant external support services.

<p>Purpose of event:</p>	<ul style="list-style-type: none"> • Launch and introduction of a new free program aimed at improving the health outcomes of Indigenous community members and their families. • Launching the fortnightly Lil Jarjums Pregnancy & Baby Clinic for Aboriginal & Torres Strait Islander mums, dads and grandparents. • To promote the program which will run every second Monday, with two indigenous health workers based at the centre and Aunties (Indigenous Elders) attending the clinic to have a yarn & discuss any issues. • To offer a free, low risk service that is provided in a culturally sensitive manner. • To develop, strengthen and support positive relationships between the Elders and younger members of the indigenous community who have previously disengaged or have no connection to culture. • To engage previously unengaged members of the indigenous community and new residents unaware of the Lil Jarjums Program, the Community Centre and other connected services. • To develop, strengthen and support positive relationships with our existing clients & professional networks. • Enhance community centre capacity
<p>Description of event:</p>	<ul style="list-style-type: none"> • The launch event of the Lil Jarjums Indigenous Baby Clinic was developed over 8 months after consultation with seven Indigenous Women Elders from the West Moreton Region, the West Moreton Hospital & Health Service, Riverview Community Centre and Leichhardt – One Mile Community Centre which identified a need for community based health clinics within the Riverview & Leichhardt areas. • Agencies and services involved at this particular event included: Indigenous Health Care Team from WMHHS, the seven Elders who were the founding consultative members, the Communications Team and senior management of WMHHS, the Qld Times Newspaper, Counsellor Kerry Silver, staff and volunteers of the centre. • Event was advertised as the launch of the Lil Jarjums – Pregnancy and baby clinic for Aboriginal and Torres Strait Islander mums, dads and grandparents). • Event was promoted and distributed with an invitation, flyers, via Facebook and through centre professional networks and also the WMHHS website and their associated networks.

<p>Target group/ number of participants:</p>	<p>Target Groups included:</p> <ul style="list-style-type: none"> • Aboriginal & Torres Strait Islander mums, dads & grandparents • Aboriginal & Torres Strait Islander mums who are pregnant • Infants & young children who identify as being of Aboriginal and/or Torres Strait Islander decent • Aboriginal & Torres Strait Islander families residing in the community and wider Ipswich areas • Associated & relevant health support agencies & organisations <p>Numbers:</p> <ul style="list-style-type: none"> • The event was well attended and the launch of Lil Jarjums celebrated with approximately 30 people present including representatives from the Indigenous Health Care Team from WMHHS, the Elders who were the founding consultative members for the program, the Communications Team and Senior Management of WMHHS, local indigenous families and individuals who would be attending the clinic each fortnight, the Qld Times Newspaper, Counsellor Kerry Silver, staff and volunteers of the centre.
<ul style="list-style-type: none"> • Evaluation, including but not limited to: • benefits for participants • feedback from participants if relevant: 	<ul style="list-style-type: none"> • The event was another successful result of the positive collaboration and partnerships that we continue to establish with services that are beneficial to the community. • Of the Aboriginal & Torres Strait Islander individuals and families who attended this event, all have accessed the Lil Jarjums program held at the centre each fortnight since the launch event. • Positive relationships between the Centre and local services and wider community organisations were strengthened. This also included members and residents of the local & wider indigenous communities. <p>Feedback:</p> <ul style="list-style-type: none"> • Verbal feedback was provided by many of the event attendees including comments from WMHHS Senior Management, the Indigenous Health Care Team, the Elders and the local families that were present. Below are some of the feedback and compliments received: • <i>“Love the easy access to the centre”</i> • <i>“Can’t wait to bring my baby along and get him weighed and checked and happy it’s not at the hospital”</i> • <i>“Love the welcoming feeling of the centre”</i> • <i>“It was really good seeing the Elders laughing and having a good time and them making connections to the families & each other”</i>

Output: Community / community centre-based development and support

Developing groups and activities focused on enhancing simultaneously the personal and community support and development capacities of people living within a defined geographical community.

Milestone: Projects

Complete the table below for each project undertaken during the reporting period. Copy and paste as required.

Name of project:	Lil Jarjums Indigenous Pregnancy & Baby Clinic
Issue/ process used to identify issue:	<ul style="list-style-type: none"> • Consultation with WMHHS over 8 months with local community indigenous Elders (Aunties) who had identified a need for community based health clinics within the Leichhardt area. • Identified need for a free and Low risk service that is provided in a culturally sensitive manner and environment. • Program designed to ensure all Indigenous members of the community and their families feel safe and secure when accessing antenatal and child healthcare services. • Partnership established between WMHHS & LOMCC to have the clinic located at the centre as an alternative to attending a hospital environment. • Opportunity for generational connectedness and culture awareness within the Indigenous communities with Elders (<i>Aunties</i>) attending each clinic to help bridge generational gaps and reconnect younger members. • Opportunity of engagement for increased participation in additional services and programs offered by the centre for individuals and families who may need wrap around support or other relevant external support services and assistance.
Purpose of project:	<ul style="list-style-type: none"> • Introduction of a free program aimed at improving the health outcomes of Indigenous community members and their families. • To increase engagement with the Indigenous community to improve and achieve major health outcomes including increasing birth weights to more than 2500g, decreasing infant mortality rates, smoking rates in pregnancy, childhood obesity & risky alcohol consumption. • Increase the number of antenatal appointments young mums attend. • Ensuring the project/service is working to close the gap in national healthcare standards. • Provide comprehensive care and ensure everyone is as healthy as can possibly be. • Provision of two indigenous health workers based at the community centre. • Develop, strengthen & support positive relationships between the generations with "Aunties" who will be at the clinics to have a yarn and discuss any issues. • Exposure and promotion of other services and programs that the centre offers and which may be included in any extended or wrap around support for those attending the fortnightly clinic.
Description of project:	<ul style="list-style-type: none"> • Lil Jarjums (which means little children) is a free program aimed at improving and raising awareness on the positive health and well-

	<p>being outcomes of Indigenous community members and their families focusing on pregnant mums, bubs and infants.</p> <ul style="list-style-type: none"> • Fortnightly, a midwife and 2 indigenous health care workers from WMHHS, facilitate a community based ante-natal health clinic and a babies health clinic provided at the centre for individuals and families from the indigenous community. • Lil Jarjums clinics are designed under the “Close the Gap” Federal Government strategy that aims to reduce disadvantage amount Aboriginal and Torres Strait Islander people with respect to child mortality and access to early childhood education as part of this initiative. • Provide informal opportunities and support for re-engagement and culture awareness from Elders (<i>Aunties</i>) within the Indigenous communities, who attend each clinic to help bridge generational gaps and reconnect younger members by having a yarn and talking about any issues. • Increase attendance to the centre for participants of the Lil Jarjums clinics and opportunities of “wrap around” support and linkages to other services, programs and pathways which maybe beneficial to them. • Develop, strengthen and support positive relationships and cultural awareness between the indigenous community and the centre and extended community members, families and individuals. • Provide opportunities to “showcase” the centres programs and services available including the Baby/Toddler Play & Learn playgroups, Financial Counselling and Advice, Emergency Relief, Afterschool Program, etc.
<p>Target Group/Number of participants:</p>	<p>The target groups for this project are:</p> <ul style="list-style-type: none"> • Aboriginal & Torres Strait Islander mums, dads & grandparents • Aboriginal & Torres Strait Islander mums who are pregnant • Infants & young children who identify as being of Aboriginal and/or Torres Strait Islander decent • Aboriginal & Torres Strait Islander families residing in the community and wider Ipswich areas • Parents & families of all other cultures who have indigenous children • Pregnant mums of all other cultures whose babies will identify as indigenous • Associated & relevant health support agencies & organisations
<p>Evaluation, including but not limited to: benefits for participants, feedback from participants if relevant.</p>	<p>Evaluation:</p> <ul style="list-style-type: none"> • As the project is still in its first trimester, attendance levels have been small, approximately 6 families, since the launch in late April for this quarter ending 30 June 2017. The numbers attending reflect the challenge of launching and establishing a new service in a community that is highly transient with many social, cultural and lifestyle issues. • Whilst WMHHS designed and produced the flyer and brochure for the Lil Jarjums, only minimal marketing and promotion of the program has been by WMHHS, this has been one factor that has contributed to the low number of indigenous families attending. The majority of the promotion for the program has been delivered by RCC via staff and volunteers, our Facebook page, networks, word of mouth and community notice board. (WMHHS flyer & brochure attached). During consultation with WMHHS, the Healthcare Team was informed of some of the challenges that they may face in encouraging individuals and families to attend the clinic and that “high” numbers were not to be expected for at least six months. • The potential impact of this program on Indigenous individuals and families is immense. By encouraging participants to the many positive health benefits available in accessing the Lil Jarjums program, will

enhance the possibilities of improving lifestyles, positive health & well-being choices, cultural awareness and reconnection, social and generational connectedness for all. These opportunities allow for positive changes and help support foundations to strengthen participant's personal livability and health directions.

Benefits:

- Located at the centre, the clinics provide non-compulsory options for families and individuals to access these services they would otherwise have to travel to hospital for or because of barriers whether they be cultural, social or lifestyle issues.
- The clinic also provides opportunities for those attending for linkages/referrals to other centre services and programs but to also have access to any external support or assistance that is needed.
- The program helps raise awareness of Indigenous health issues especially during pregnancy and early infancy.
- Elders (*Aunties*) attending the clinics, creates opportunities for cultural reconnection for indigenous families that have been previously disengaged.
- The program assists in strengthening the Centre's role and experience in working with Indigenous individuals and families to achieve positive outcomes for all members of the community.





Little Jarjums



Pregnancy and baby clinic for Aboriginal and Torres Strait Islander mums, dads and grandparents



At the clinic:

- Drop in and have a chat
- Meet other mums and dads
- Talk to a Midwife, a Child Health Nurse or a Advanced Health Worker
- Have a yarn with Aunty
- Children are welcome.

Locations

Riverview Community Centre

Fortnightly Monday clinic, 10am - 2pm

Leichhardt Community Centre

Fortnightly Friday clinics, 10am – 2pm

Contact us

Midwife or Child Health Nurse

Phone: (07) 3817 2340

Advanced Health worker

Phone: 0408118476



Output: Community / community centre-based development and support

Developing groups and activities focused on enhancing simultaneously the personal and community support and development capacities of people living within a defined geographical community.

Milestone: Resources and Tools

Complete the table below for each resource/ tool developed during the reporting period. Copy and paste as required.

Name of resource/ tool:	<i>Critical Incident Response & Reporting Policy & Procedure – Riverview Neighbourhood House Association Inc. Model guidelines – Managing and responding to threats, aggressive behaviour and violence from members of the public – June 2017</i>
Issue/ process to identify issue: <i>A Critical Incident refers to a traumatic event or situation, either accidental or deliberate, where there is risk of or actual serious harm, injury or death. These incidents can cause extreme stress, fear or injury and which in some way can have a significant impact on ones’ personal and professional work environment.</i>	<ul style="list-style-type: none"> • Increasing incidences of threatening, abusive and aggressive behaviour towards staff and volunteers of the community centre by members of the public. • Increased amounts of centre “lockdowns” and interruption of service delivery due to incidents of threatening and abusive behaviours by members of the public. • Increased number of community members presenting in crisis who are affected by drugs and/or alcohol or lifestyle choices. • Increased number of community members presenting who are suffering from mental illness, social issues or trauma and in a distressed and/or agitated state. • Increased number of community members who display threatening, aggressive or violent behaviour. • Identifying the importance of the development and implementation of a Critical Incident Policy and procedure was paramount to the health, safety and well-being of clients, staff, volunteers and the public. That this would enhance quality service provision and minimize the risk of harm to all.

<p>Purpose of resource/ tool: <i>Emergencies and critical incidents in the workplace can affect people physically and psychologically, and affect program continuity.</i></p>	<ul style="list-style-type: none"> • After the last incidents at Riverview and Leichhardt I started to look at Riverview’s policy on Managing Aggressive & Violent Behaviour and realised that we had a Policy in place but no Procedure. After doing some research I came across the New South Wales Ombudsmen website that had already in place Managing and responding to threats, aggressive behaviour and violence from members of the public to use but needed permission to use the document. I contacted the Ombudsmen with both policies done for Riverview and Leichhardt and was granted permission to use them. • We are also looking to seek permission from the NSW Ombudsmen for their policy on Unreasonable Complainant Conduct Policy which is mentioned in the above policy. • The development of this policy recognises the importance of the health, safety and well-being of clients, staff, volunteers and the public. Implementing a standard system of reporting for critical incidents will enhance quality service provision and minimise the risk of harm to those affected by the incident. • Purpose of this policy is to ensure that RCC prepares for and effectively responds to emergency situations and critical incidents. It will assist with prevention and effective management of these incidents and can assist to minimize the negative impact of an unexpected event. • This policy will apply to all staff, volunteers, ,management committee members and clients and assist in future “first response” training for staff and volunteers in assisting them to defuse or de-escalate potential crises, build resilience skills and learn both verbal strategies and body language to help manage escalating situations. • RCC is committed to being accessible and responsive to members of the public. The Management Committee is committed to ensuring all staff that interacts with members of the public are aware of their responsibilities and are adequately supported in the event of unreasonable behaviour.
<p>Description of resource/ tool and development process:</p>	<ul style="list-style-type: none"> • The policy was developed and implemented with the guidelines provided by the Office of the NSW Ombudsmen to provide practical information and guidance to staff, committee members and volunteers on how to deal with members of the public appropriately and safely. • In depth research was conducted online through several Australian government, community and policy websites in an attempt to locate a Critical Response policy and procedure that would aim to balance public accessibility and staff security. • The policy developed for critical response incidents is called: <i>Riverview Neighbourhood House Association Inc. Model guidelines – Managing and responding to threats, aggressive behaviour and violence from members of the public – June 2017</i> • This policy guideline provides practical guidance to staff on how to deal with members of the public effectively and safely. Outlining what is expected of staff and the people interacting with them, as well as our procedures for dealing with people who make threats against themselves, staff or third persons, who display aggrieved behaviour or who are violent resulting in injury to people or damage to property. • This policy also addresses and includes debriefing after an incident and procedures for restricting access/contact or alternative arrangements for providing services.

<p>Implementation/ use/ distribution:</p>	<ul style="list-style-type: none"> • The Critical Response Incident policy & procedure has been added to Riverview Neighbourhood House Association Inc. Policy and Procedure Manual 2017. • The policy will also be added to Riverview Neighbourhood House Association Inc. HSQF Continuous Improvement Plan for future review and modifying in line with any future changes with funding guidelines, service agreements or legislative requirements. • Future “<i>First Response</i>” training for Critical Response Incidents is currently in the planning stage with the policy being utilised as a guideline for implementation of training for all staff, committee members and volunteers.
<p>Feedback/ evaluation:</p>	<ul style="list-style-type: none"> • The guidelines, training and utilisation of this policy aim to minimise the risk of harm or the exposure to danger to anyone on the premises through the implementation of the procedure. • Through this policy it is aimed to build resilience, familiarity with emergency and critical incident procedures and enhance responsibilities of safety of all in the event of a threat. • Critical Incident Debriefing (CID) will also assist as a preventative health measure to minimize the impact of traumatic events for all those affected. • LCG Inc is committed to the protection and safety of staff, volunteers, committee members, community members and visitors during critical incidents and emergencies.

Milestone Report – Neighbourhood Centre

Service Name: Riverview Community Centre

Service Number: 580206

Reporting period from: 1 July 2017 to 31 October 2017

Output: Community / community centre-based development and support

Developing groups and activities focused on enhancing simultaneously the personal and community support and development capacities of people living within a defined geographical community.

Milestone: Projects

Name of project:	Skilling Queenslanders for Work (SQW) – Community Work Skills funded through the Department of Education and Training (DET)
Issue/ process used to identify issue:	<p>We have identified through links with council, various service providers and contemporary available data that Riverview is considered as a disadvantaged suburb within the greater Ipswich and Brisbane areas. With unemployment sitting at 7.7% for the March quarter in Ipswich (http://economy.id.com.au/ipswich/unemployment 2017)</p> <p>We have also identified through our own service provision that there is a need for community based training and employment programs that provide wrap-around holistic support for participants.</p>
Purpose of project:	<ul style="list-style-type: none"> • To provide resources, accredited training and employment opportunities to local community members • Upskilling community members to assist them in gaining meaningful employment outcomes • Employment improves individuals, families and communities • Building social capital, social cohesion and community resilience within our communities • Improving individual well-being, self-esteem, confidence, improve health and life satisfaction – empowering our participants by supporting them with wrap-around support
Description of project:	<p>We were successful in our SQW application with the Department of Education and Training. The program offers tailored assistance and integrated learner support to job seekers while they undertake a nationally recognised qualification, up to certificate III level. Participants will be recruited from the wider Ipswich community with a focus on those who reside within our service area.</p> <ul style="list-style-type: none"> • Community Work Skills <p>We provided training courses in the following:</p>

	<ul style="list-style-type: none"> • Certificate III in Education Support (3 October 2017)) • Certificate III in Education Support (31 January 2018) <p>There will be 2x intakes with maximum of 12 participants in each round.</p> <ul style="list-style-type: none"> • <i>Job Preparation – delivered by the RCC SQW Coordinator utilising RCC resources delivered to participants to ensure they are supported and job ready.</i> <p>Each accredited course is delivered by a Registered Training Organisation and Riverview Community Centre will deliver the soft skills – job preparation training, building social networks and creating community connections. The SQW program commenced in August 2017 and finishes in August 2018. We will be required to submit a grant application to DET each year if we want to continually deliver this project. This Project is funded by DET (Qld Government) We will continue to apply for SQW funding based on the needs of our community and will apply for the next round of funding in 2018.</p>
<p>Number of participants:</p>	<p><i>Target Group:</i> Community Work Skills primarily targets Queensland residents who identify with any of the following circumstances:</p> <ul style="list-style-type: none"> • ineligible for Australian Government employment services or assistance (for example, New Zealanders and Pacific Islanders) • are 15 Years or older • identify as an Indigenous Australian • require complementary services because they have significant barriers to learning and employment • have accessed Australian Government services for more than six months and remain unemployed <p><i>Number of participants:</i> We will be assisting a total of 24 people through our program over the course of a year. 12 participants x 2 courses equal 24 people over a year. We will deliver this program onsite at the Riverview Community Centre.</p>
<p>Evaluation, including but not limited to:</p> <ul style="list-style-type: none"> • benefits for participants • feedback from participants if relevant: 	<p>We have 10 years' experience delivering accredited training courses onsite at the Riverview Community Centre. Accredited courses not only upskill our community members but it also increases the chances of them gaining meaningful employment and/or creating pathways for future education or training.</p> <p><i>Feedback:</i> In this reporting period, we had staff meetings for this program, we provided management and administrative</p>

support to this program to ensure that we meet our key performance indicators (**KPIs**). We met with Registered Training Organisations (RTOs) to discuss our partnership details and a mutually agreeable **Memorandum of Understanding** that covered the terms and conditions of our partnership. We met with Strategix Training several times in this period. We also met with representatives from the Department of Education (regional office) to ensure the SQW program was viable within our community.

Promotional flyer for the SQW Certificate 3 in Education Support:

RIVERVIEW COMMUNITY CENTRE
EXPRESSION OF INTEREST

FREE
Certificate III in Education Support

138 Old Ipswich Road, Riverview

Course Length: 12 Weeks
Available Spaces: 12

For further information or eligibility requirements ring 3816 2111 and ask for
Ripley
email: ripley@riverviewcc.org.au
Or
come on down to the Centre

Possible Job Roles:
Teacher aide, Teacher assistant, Education Support Officer, Student Support Officer, Aboriginal and/or Torres Strait Islander education worker,
Language worker, Education assistant (*special needs*), Literacy worker, Support worker (*working with children with disabilities*) and Home tutor.

This training is proudly funded and supported by the Queensland Government through its Skilling Queenslanders for Work initiative.



Riverview Community Centre

Milestone: Projects	
Name of project:	September School Holiday Program 2017 Tuesday 19 September to Thursday 28 September 2017
Issue/ process used to identify issue:	<p>We have identified through community consultation, ABS data and local networks that Riverview continues to require preventative programs that target primary school aged children and providing support to families of primary school aged children.</p> <p>The project aims to create positive community connections and to provide a safe place for children, build self-esteem and life skills and provide fun, healthy free activities, food, and sports, arts/crafts, and educational workshops on personal safety, hygiene and cooking.</p>
Purpose of project:	<p>Aims/ Purpose:</p> <ul style="list-style-type: none"> • to address poverty, social isolation, child safety concerns, and a lack of cultural and recreational opportunities for local children • to prevent boredom, which often leads to antisocial and criminal behaviour over the school holidays • to provide a safe, supervised space for "at risk" children who may be more likely to otherwise encounter domestic/family violence, exposure to alcohol/drug-related incidents, and/or neglect or abuse.
Description of project:	<p>September School Holiday Program 2017:</p> <p>Riverview Community Centre worked in partnership with the following organisations to deliver our school holiday program:</p> <ul style="list-style-type: none"> • Ipswich City Council – funding for activities or workshops • Local Businesses – advertising flyer <p>Program:</p> <p>Week 1:</p> <p>Tuesday 19 September: ‘Craft Creations & Fruit Creations’ – individual artistic expression, children were self-directed and provided with the craft supplies and fruit.</p> <p>Wednesday 20 September: ‘Water Play & Sport’s Day’ – the children were involved with team building exercises in RCC’s backyard using water play and team sport (basketball)</p> <p>Thursday 21 September: ‘Pete the Magician – a magic show with a balloon workshop where children twisted their own balloon creations.</p> <p>Week 2:</p> <p>Tuesday 26 September: ‘Little Theatre - Planning’ – The children helped to plan and audition for roles in the play.</p>

	<p>Wednesday 27 September: 'Little Theatre - Preparation' – Rehearsals with costumes for the production.</p> <p>Thursday 28 September: 'Little Theatre - Production' – Friends and family were invited to watch the children's play and stay for lunch and to socialise with other parents/caregivers & friends.</p> <p>Riverview Community Centre continues to receive funding from Ipswich City Council to develop and deliver the School Holiday Project. The support from ICC makes it possible for us to deliver quality educational programs for underprivileged children within our community who would not have had the opportunity otherwise to have these experiences.</p> <p>The School Holiday Program was facilitated by a Diploma in Community Services student with the help of 3 local youth who volunteered their time over the 2 weeks.</p>
<p>Number of participants:</p>	<p>We had 130 children participate in our program with an average of 21 children per day.</p> <p>Some children came several times and others came in only once. (Data obtained from daily attendance sheets and program registration forms)</p>
<p>Evaluation, including but not limited to:</p> <ul style="list-style-type: none"> • benefits for participants • feedback from participants if relevant: 	<p>Observations made by staff/volunteers:</p> <ul style="list-style-type: none"> • Some children continue to arrive early and wait for the program to start • Good manageable number of children attending • Older siblings were bringing their younger brothers or sisters to the activities • Some children did not have adult supervision • We have families of children that started with us from the beginning of the project and still attending today • Some parents would drop off their children, stay for a few minutes and leave. They would also pick up children on time <p>Verbal Feedback from Parents:</p> <ul style="list-style-type: none"> • Several parents we spoke to indicated that they were appreciative of the project; it gave their children things to do that were cost neutral and in close proximity to their homes as transport is an issue for a proportion of Riverview residents. <p>Staff Reflection:</p> <ul style="list-style-type: none"> • Same reflection as previous report

Several children participate who belong to single parent families. We know that this type of program helps local families enjoy the holidays without requiring financial expense.

Pictures of the September School Holiday Program








Milestone: Projects	
Name of project:	UPDATE: Into The View Workwear Wardrobe Community Workwear Wardrobe
Issue/ process used to identify issue:	As per previous report: <i>'The Australian Government's Department of Employment states that in February 2017 Ipswich's unemployment rate was 8.1%**.</i> We have identified through network links and our own service provision that community members require additional wrap around support and community based networks when actively job seeking.' **Unemployment stats have been reported for the March quarter in Ipswich as 7.7%
Purpose of project:	As per previous report: <ul style="list-style-type: none"> • To provide women who are actively job seeking access to a community based bank of clothes (which includes help with basic interview styling and budget make-up tips) • To provide women who are actively job seeking with assistance to write: Resumes, cover letters and/or selection criteria and interview tips • To support those women who access Into The Workwear Wardrobe throughout the life-cycle of their job seeking journey <p>***UPDATE: The Workwear Wardrobe now offers Men's interview clothing</p>
Description of project:	As per previous report: <i>The Into The View Workwear Wardrobe is a community based bank of quality new and pre-loved clothing that are suitable for job interviews in a variety of industries.</i> <i>The Into The View Workwear Wardrobe was launched on International Women's Day 8th March 2017.</i>
Number of participants:	As per previous report: Those who are: <ul style="list-style-type: none"> ✓ Actively job seeking ✓ First time job seekers ✓ Re-entering the workforce after an extended period of time ✓ Long-term job seekers ✓ Those who feel isolated during the job search process ✓ Those who require one-on-one individualised community based wrap around support <p>***UPDATE: The wardrobe is used by community members, Registered Training Organisations, Youth</p>

	<p>Groups and Job Service Providers.</p> <p>There have been approximately 55 individuals to date who have accessed the Workwear Wardrobe since the launch in March this year.</p>
<p>Evaluation, including but not limited to:</p> <ul style="list-style-type: none"> • benefits for participants • feedback from participants if relevant: 	<p>The Riverview Community Centre has a long history of supporting job seekers, whether it be through community based training, accessing community based and organisational networks, accessing computers and internet and receiving support with job search activities.</p> <p>The Community Workwear Wardrobe will:</p> <ul style="list-style-type: none"> • Help alleviate social isolation through the job search journey • Create extended community based networks • Increase self-esteem & confidence • Help to ensure those who access the program are prepared for the job search process <p>***UPDATE:</p> <p>There are still individuals and organisations donating items to the Workwear Wardrobe. Verbal feedback from those accessing the Wardrobe is positive. RCC will continue building the capacity of this program into the future.</p>

The launch of the Wardrobe – March 2017



Milestone: Events

<p>Name of event:</p>	<p>Springfield Mini Show Day – Community Festival 2017 Friday 11 August 2017 – 11:00am to 6:00pm Saturday 12 August 2017 – 10:00am to 6:00pm Sunday 13 August 2017 - 10:00am to 6:00pm</p>
<p>Issue/ process to identify issue:</p> 	<p>Community Profile:</p> <p>Riverview Community Centre services residents of Riverview and the surrounding suburbs of about 1200 households. Riverview is considered a disadvantaged Ipswich suburbs (ABS 2011). A large proportion of families have a low socio-economic status, with single parent families, high levels of welfare dependence and unemployment rates.</p> <p>Community Consultation:</p> <p>Staff and Management Committee members re-evaluated the annual festival held on the grounds of Riverview Community Centre. The community festival has been held within Riverview since 2001.</p> <p>Attendance numbers for the community festival have been steadily declining. RCC went through a process of community consultation. The result of that consultation was that the community was looking for an affordable local alternative to the EKKA.</p> <p>Partnerships:</p> <p>To expand our festival offering for the community we partnered with: Big Show Qld Amusement Rides and Stages and Vulcan Fireworks.</p> <p>Big Show Qld Amusement Rides and Stages caters to events small and large in South East Queensland. RCC has developed a partnership with Big Show and have been working with the company for about 10 years. RCC looks forward to continuing this partnership into the future.</p> <p>Vulcan Fireworks has an existing partnership with Big Show Qld and RCC has subsequently developed a relationship with Vulcan. Vulcan Fireworks provided all pyrotechnics for the Springfield Mini Show day. We look forward to continuing this relationship into the future.</p> <p>Springfield Land Corporation were happy to work with RCC as the land owners and granted permission for fireworks to be allowed on the Pyramid Lawn for the Mini Show Day.</p> <p>Event Location:</p> <p>Due to the expanded size of the event an alternate venue was needed. The venue chosen was the Pyramid Lawn, Robelle Domain, Springfield. Springfield is accessible for residents via car, train and bus. To expand the event to give it an 'EKKA' feel, a significantly</p>

	<p>larger venue was required. Residents were also able to take advantage of the Springfield Pool and water park as the Springfield Mini Show Day was located a short walk from these attractions.</p> <p>Promotion of Event:</p> <p>A Facebook page was established and can be found here: https://www.facebook.com/springfieldminishowday/ The page currently has 2834 likes.</p>
<p>Purpose of event:</p>	<p>The Festival will:</p> <ul style="list-style-type: none"> • Encourage community cohesion. • Locals from diverse communities can attend or participate. • Promote greater acceptance of diversity within the community including improving relations with large Indigenous community. • A local affordable event with an 'EKKA' feel. <p>The Springfield Mini show day is an affordable alternative day out to the royal Brisbane show for families, youth, seniors and CALD community members.</p>
<p>Description of event:</p>	<p>The Springfield Mini Show Day was held over 3 days at the Pyramid Laws, Robelle Domain, Springfield.</p> <p>Historically the Riverview Community Festival aims to celebrate and showcase local talent and share diverse food, and allow people of various cultures and backgrounds to come together and show and celebrate their differences in the spirit of celebration and collaboration, this is still celebrated and a cornerstone of the Springfield Mini Show Day. The festival allows families to enjoy a day of affordable entertainment with an "EKKA" vibe.</p> <p>Program:</p> <p>Dates and Times: Friday 11 August 2017 – 11:00am to 6:00pm Saturday 12 August 2017 – 10:00am to 6:00pm Sunday 13 August 2017 - 10:00am to 6:00pm Venue: Pyramid Lawn, Robelle Domain, Springfield Stalls: 15 Stalls – for example: food, information, crafts and face painting Rides: 3 big rides (for teenagers and adults) and 6 smaller rides (for children). Each ride was a \$2 capped rate Entertainers: Entertainment on stage for all ages to enjoy Roving entertainers: Roaming Balloon Animal Creator</p> <p>Along with being an integral part of organising the event, RCC manned the showbag stall and we held our annual raffle.</p>
<p>Target group/ number of participants:</p>	<p>Disadvantaged community members, local residents and those from surrounding areas, seniors, children, youth, families and CALD community members.</p>

	<p>As our population and suburbs continue to grow at a rapid rate and diversity increases (ABS 2011) the need to build cohesion and acceptance becomes more important in strengthening community relations and harmony.</p> <p>Approximately 5000 people attended the Springfield Mini Show Day 2017 over 3 days.</p>
<p>Evaluation, including but not limited to:</p> <ul style="list-style-type: none"> • benefits for participants • feedback from participants if relevant: 	<p>The feedback was resoundingly positive – RCC and partners look forward to build the capacity of the Springfield Mini Show Day and look forward to next year’s offering to the community.</p> <p>Community and Vendor Feedback:</p> <ul style="list-style-type: none"> ✓ Feedback from families was resoundingly positive and it was echoed throughout the day that all were having a great time. (verbal feedback given to RCC and Big Show Qld) ✓ Feedback from Stallholders, entertainers, Big Show Qld and Vulcan Fireworks was resoundingly positive. <p>Feedback for the Springfield Mini Show Day posted on the dedicated Facebook Page:</p> <div data-bbox="502 1003 1364 1473"> <p>Rikki Clarke my kids had a ball there, thank you, was a good idea instead of going to the ekka Like · Reply · 3 · August 19 at 10:19am</p> <p>Maddie M Bul Had a great time, we will be back! Like · Reply · 1 · August 19 at 11:11am</p> <p>Naomi Thompson Thank you for putting on an amazing and affordable local event - greatly appreciated! Like · Reply · August 19 at 8:16pm</p> <p>Tania Tanner It was great!!! Much better than having to go into the city! And cheaper 😊 Maybe a few more stalls on the saturday only would be good next time too 😊 Like · Reply · August 22 at 9:04am</p> </div> <div data-bbox="502 1505 1364 1668"> <p>Melissa Mayfield-Hansen 0:00 Thank you fireworks were awesome Like · Reply · 1 · August 12 at 10:53pm</p> <p>Diane Bishop 0:41 Fantastic Like · Reply · August 13 at 7:31am</p> </div> <div data-bbox="502 1702 1364 1832"> <p>Dawnski Good Sarah Porter I heard it's good and cheaper than Ekka if you are thinking of ditching Ekka this year Like · Reply · 2 · August 11 at 8:01pm</p> </div> <div data-bbox="502 1865 1364 1989"> <p>Joanne Robinson I'm taking Heath do you want to meet for coffee Tanita Lee Emsley? Like · Reply · August 11 at 9:37am</p> </div>



Heidi Wease Kylie this one? Have fun. Looks perfect for your duo - plus a little less taxing than the ekka (for you atm). Mmmm fairy floss 😊

Like · Reply · 1 · August 11 at 10:16am



Mandy Carrodus Brenton Carrodus you can get a dagwood dog without the ekka entry price lol

Like · Reply · August 12 at 10:34am

Expected Benefits:

- Promote community cohesion and increased understanding of culture and heritage of established and emerging communities in our local region.
- Opportunities for increased community awareness and appreciation of cultural diversity and its benefit through performances, food and music. Also people talking to each other.
- Event promoted sense of belonging for members of the community

The Springfield Mini Show Day was featured in the following News/Promotional Publications:



Springfield Mini Show Day Article's:



The Springfield Mini show day is an affordable alternative day out to the royal Brisbane show for Kids. With all the Amusement rides just \$2 each Springfield Mini Show Day, Friday 11, Saturday 12 & Sunday 13 August 2017 See you there Pyramid Lawn, Robelle Domain Parklands, Springfield

The Springfield Mini show day Friday 11, Saturday 12 & Sunday 13 August 2017 is an affordable alternative day out to the royal Brisbane show for Kids.



© Dolton and Anabella Fleming at the 2016 Springfield Mini Show Day. Picture: John Gass

Southwest

Springfield is the place to be for all the Mini Show Day fun

Emma Schafer, Springfield News
August 11, 2017 10:44am

Springfield is the place to be for all the Mini Show Day fun

Emma Schafer, Springfield News
August 11, 2017 10:44am

IF EKKA prices have you clutching your purse a little tighter this year, fear not – Springfield Mini Show Day is back and this year there are three days of fun.

Thousands flocked to the inaugural show last year that was heralded as an affordable alternative to the Royal Brisbane Show.

Its Riverview Community Centre organisers have made sure this year's extravaganza offers even more with a special morning session exclusively for tiny tots.

From 11am until 3pm today, August 11, under 5s will have the run of Pyramid Lawn at Robelle Domain and all mini show rides will cost \$1.

From 3pm until 6pm the big show rides will kick into action, all for \$2 each. Saturday and Sunday are for all-age fun from 10am with rides staying at \$2 each.

But it is not just the free entry and cheap ride tickets that will keep children and parents smiling, there will also be sideshow alley amusements, affordable show bags, market stalls, food vans and a fireworks finale.

For more information search Springfield Mini Show Day on Facebook.

Springfield Mini Show Day - Event Photos



A pink poster for Springfield Mini Show Day. At the top, there is a string of colorful triangular bunting flags in teal, orange, red, light green, and yellow. Below the flags, the title "SPRINGFIELD MINI SHOW DAY" is written in large, bold, black, sans-serif capital letters. Underneath the title, it says "PROUDLY ORGANISED BY RIVERVIEW COMMUNITY CENTRE AND BIG SHOW QLD!". The poster is divided into two columns of text. The left column is under the heading "WHEN?" and lists the event times for Friday, Saturday, and Sunday. The right column is under the heading "\$2 AMUSEMENT RIDES, SHOW BAGS, RAFFLES, ENTERTAINMENT, DELICIOUS FOOD AND STALLS!" and features a logo for "FAIRY FLOSS" which shows two cotton candy swirls, one pink and one light blue, on sticks. At the bottom of the poster, under the heading "WHERE?", it lists the location: "PYRAMID LAWN, ROBELLE DOMAIN, SPRINGFIELD!".

WHEN?
FRIDAY: 11AM-3PM (KIDS RIDES ONLY)
3PM- 6PM (ALL RIDES OPEN)
SATURDAY: 10AM- 8PM
SUNDAY: 10AM- 4PM

WHERE?
PYRAMID LAWN, ROBELLE DOMAIN, SPRINGFIELD!

\$2 AMUSEMENT RIDES, SHOW BAGS, RAFFLES, ENTERTAINMENT, DELICIOUS FOOD AND STALLS!

FAIRY FLOSS





The Riverview Community Centre's Show Bag Stall with annual raffle





The Blue Bean Mobile Coffee Van at the Springfield Mini Show Day: Jazz has supported many of our events and RCC has developed a strong relationship with this small business owner.




Fireworks at the Springfield Mini Show Day



Milestone: Events

<p>Name of event:</p>	<p style="text-align: center;">Seniors Day 2017 ‘Breakfast in the View’</p>
<p>Issue/ process to identify issue:</p>	<p>Seniors Week is an opportunity for Queenslanders of all ages to join together and celebrate the valuable contributions of older people within our community.</p>
<p>Purpose of event:</p>	<p><i>Breakfast in the View</i> aims to connect local residents, alongside our senior residents, in an enjoyable relaxed atmosphere. Inviting those in our community from a diverse age and cultural background will ensure that the event will cross cultural and intergenerational borders.</p> <p>Breakfast in the View aims to assist senior residents make meaningful connections with the community.</p> <p>Seniors Week aims to:</p> <ul style="list-style-type: none"> ✓ improve community attitudes towards older people and ageing ✓ facilitate community participation and activity by older people, including those from Indigenous and culturally and linguistically diverse backgrounds ✓ enhance community connections and inter-generational relationships.
<p>Description of event:</p>	<p>The Riverview Neighbourhood House Ass Inc. (RNH) Event Information:</p> <p>Breakfast in the View:</p> <p>What’s on the menu?</p> <p>Free breakfast was organised and cooked by our local church, RivCom, for:</p> <ul style="list-style-type: none"> ✓ Local senior residents ✓ School aged children & youth ✓ Local families and residents <p>The Invited Line-up – things to see and do:</p> <ul style="list-style-type: none"> ✓ RCC handed our free children’s goodie bags which contained lollies, small activities and an information flyer for RCC ✓ Ipswich City Council, Councillor Kerry Silver will hold a mobile office and council funded free plant stall ✓ Riverview Neighbourhood Watch held a stall ✓ Dinmore Bushrats Soccer and Sports Club held an information stall

	<p>✓ KinCare held a stall and they provide in-home aged care services. Helping seniors maintain their independence.</p> <p>Ipswich Mayor Andrew Antonioli and Federal Member for Blair Shayne Neumann MP also attended the event and spoke to residents and community members while enjoying Breakfast in the View.</p> <p>The day was packed full of local community members enjoying a free breakfast and networking with other community members.</p>
<p>Target group/ number of participants:</p>	<p>There were approximately 150 community members who came down to the centre to enjoy a free breakfast, grab some free plants and have a chat with other community members.</p> <p>There was a healthy mix of seniors and families who attended the even on the day.</p>
<p>Evaluation, including but not limited to:</p> <ul style="list-style-type: none"> • benefits for participants • feedback from participants if relevant: 	<p>Verbal feedback received from stall holders and residents was positive.</p> <div data-bbox="403 860 1311 1061" style="border: 1px solid #ccc; padding: 5px; margin: 10px 0;">  <p>Dinmore Bushrats Soccer & Sports Club Inc. Thanks to everyone that made this happen. It was a great morning 🐘 Like · Reply · Message · August 26 at 2:16pm</p> <p>Terri Harwood Thank you all 😊 Like · Reply · Message · August 26 at 12:45pm</p> </div> <p>RCC was able to connect with those in the community who had not previously been to the Centre or knew what the Centre has to offer residents.</p> <ul style="list-style-type: none"> ✓ Staff believe this was due to the Cr Kerry Silver's ICC free plant scheme, and ✓ The free hot breakfast <p>The event was unstructured and had a very casual, relaxed feel. This enabled community members to sit in the hall, eat some great food and make community connections.</p>

Event Flyer:



Breakfast in the View 2017: Celebrating our Seniors!







Milestone: Events

Complete the table below for each event delivered during the reporting period. Copy and paste as required.

Name of event:	<p style="text-align: center;">Little Theatre 'Chip the Seagull' September School Holiday Program 2017 Thursday 28th September 2017 @ 11:00am</p>
Issue/ process to identify issue:	<p>Our Community in a Snapshot: Riverview is one of the most disadvantaged Ipswich suburbs (ABS 2011). 96% of families have a low socio-economic status (Riverview State School Annual Report 2011); 39% are single parents, with high levels of welfare dependence and unemployment rates.</p>
Purpose of event:	<p>While planning the September School Holiday Program RCC Staff collaborated and decided to stage a mini-play. Children's theatre has many positive benefits for kids: increasing self-confidence, building team work skills, creative outlet and increasing presentation skills.</p>
Description of event:	<p>The mini-play was based on the book 'Chip' by Kylie Howarth. This particular book was chosen on the recommendation of the librarian at WoodLinks State School. Chip does not have a large amount of dialogue but it does have a multitude of theatrical actions. This meant RCC could stage the play within a short time-frame (3 days from beginning to productions day).</p> <p>The Kids were involved in preparing and staging the play. Parents, Carers, Friends, Siblings and Community Members were invited to see the final production.</p> <p>The Play was staged on the final day of the September School Holiday Program which is family day. Family Day allows all the families that attend the School Holiday Program a chance to connect and network over a free lunch.</p>
Target group/ number of participants:	<p>The Kids were given the option of being involved in the play. 15 kids that attend the school holiday program chose to become involved with the play.</p>
Evaluation, including but not limited to:	<p>Verbal feedback from the kids and their extended families was positive.</p> <p>Staff observed that the kids were excited to perform in front of their families and siblings and noticed that most parents filmed the production.</p> <p>Ipswich City Council, Councillor Kerry Silver was invited and attended the event. Cr Silver provided positive feedback about the play and stayed to talk to the children, families and community members who attended on the day.</p>
<ul style="list-style-type: none"> • benefits for participants • feedback from participants if relevant: 	

A video of 'Chip the Seagull' can be found on Riverview Community Centre's Facebook Page.
<https://www.facebook.com/RiverviewCommunityCentre/>

'Chip the Seagull' Playbill

THE
RIVERVIEW COMMUNITY
CENTRE
PRESENTS

**CHIP THE
SEAGULL**

Little Theatre

*September 2017
School Holiday
Program*

Cast:

SEAGULLS	Angela, Candence, Maidyn, Maddison, Joel & Shonny
JOE	Sumher
CHIPS GIRL BEING CHASED	Victoria, Luke, Phillip, Monica & Jimmy Brooklyn
NARRATOR	Ripley
CREATIVE DIRECTOR	Tracey Vickery

BASED ON THE BOOK BY:

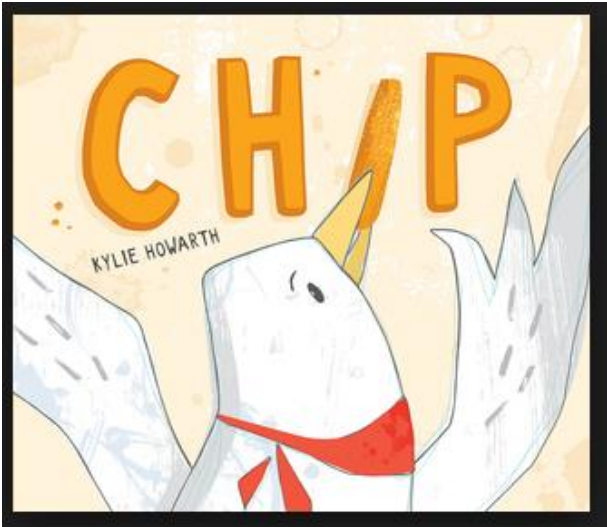
**KYLIE
HOWARTH**

Chip'

*Adapted by the RCC
WFD Team*

*Thank you
For coming
along!!*

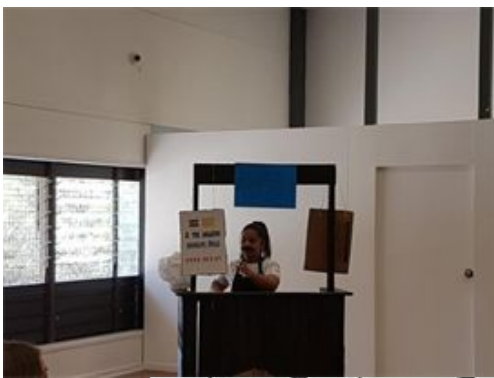
Photos of Chip the Seagull; a RCC Little Theatre Production.



The Book:










Milestone: Resources and Tools

<p>Name of resource/ tool:</p>	<p style="text-align: center;">Riverview Community Centre Website</p>
<p>Issue/ process to identify issue:</p>	<p>RCC's old website was suffering from an outdated hosting platform and as such staff were unable to access the panel to modify, change and update information on the website as needed. The website was put under construction because the website contained outdated information about services and programs.</p> <p>RCC has been in the process of enlisting someone who has the necessary skills and knowledge to rebuild our website on a more user friendly platform.</p> <p>RCC has enlisted the help of a community member to rebuild the RCC website and it is <i>currently under construction</i>.</p>
<p>Purpose of resource/ tool:</p>	<p>RCC's website provides community members up to date information about the Centre, services, programs, projects, community events, community links and community event information.</p>
<p>Description of resource/ tool and development process:</p>  <p><i>The website will be branded with our vibrant centre birds</i></p>	<p>RCC's website is an online brochure and can help community members and organisations make connections and keep updated with what's happening at the Riverview Community Centre. A functioning website also lends credibility to our organisation.</p> <p>RCC's updated website will include (but will not be limited too):</p> <ul style="list-style-type: none"> • Information about our organisation – History and contact information • Advertising community events, projects and programs • Information about venue hire (with associated documentation, for example, Hall hire agreement and the need for public liability insurance) • Emergency community contact list (for example: SES, local police station, council and lifeline) • Will display photos of past events and programs so those viewing the website will have an idea of what we do for the community
<p>Implementation/ use/ distribution:</p>	<p>Community members and organisations are able to access RCC's website at any time and be provided with the information they require.</p>
<p>Feedback/ evaluation:</p>	<p>RCC expects the website to go live around Christmas time 2017. We look forward to incorporating RCC's new website into our marketing plan.</p>

Milestone: Resources and Tools

<p>Name of resource/ tool:</p>	<p style="text-align: center;">Canva Graphic design website</p>
<p>Issue/ process to identify issue:</p>	<p>RCC staff had identified the need for an updated method of producing advertising and promotional material for events, projects and programs. Staff and volunteers has previously used Publisher to produce this material.</p>
<p>Purpose of resource/ tool:</p>	<p>To produce quality advertisements and graphics for the purpose of advertising RCC projects, events, programs and information about the Centre.</p>
<p>Description of resource/ tool and development process:</p>	<p>Canva is a free graphic design website. It has an easy to use drag-and-drop interface and provides access to many photographs, graphics, and fonts.</p> <p>It is easy to use and does not require users to be skilled in online design techniques. Canva can be used to produce social media advertisements and documents for both web and print media design and graphics.</p>
<p>Implementation/ use/ distribution:</p>	<p>RCC registered for a Canva Work Team and has provided Canva with the necessary documentation to be identified as a non-profit organisation.</p> <p>This means that staff and volunteers have access to a larger amount of graphics, fonts and layouts to use while producing material</p>
<p>Feedback/ evaluation:</p>	<p>Staff and volunteer feedback has been positive and that they find the website easy to use while producing quality documentation/advertising material for RCC.</p> <p>RCC looks forward to producing quality advertising/marketing material for community members.</p>

For comparison


Produced with Microsoft Publisher:



Produced with Canva:



Milestone: Resources and Tools

<p>Name of resource/ tool:</p>	<p>RCC Social Media Facebook Page</p>
<p>Issue/ process to identify issue:</p>	<p>It was identified that RCC needed a Facebook page that provides content that is up to date, informative and engaging.</p> <p>Social Media is useful while engaging and communicating with people in real-time and is also budget friendly.</p>
<p>Purpose of resource/ tool:</p>	<p>Provide relevant up to date information about RCC. Advertise up and coming events/projects/services currently available at the Centre.</p> <p>Through social media, RCC has been able to reach residents and service users in real time to grab people's attention and to strengthen community relationships.</p>
<p>Description of resource/ tool and development process:</p> 	<p>RCC's Facebook page is an online community that allows residents and service users to interact with the Centre and each other. It is also a platform that allows community members to leave feedback and reviews.</p> <p>RCC's Facebook page is used to inform community members about what is happening in and around the Centre & the greater Ipswich area. To advertise activities and to engage with those in our community who prefer to connect with the Centre online.</p>
<p>Implementation/ use/ distribution:</p>	<p>Use: People are able to access our Facebook page at any time and be provided with the information they require. Information on our Facebook page is current and content is produced by staff and volunteers and posted on a regular basis.</p> <p>Outcome: It has been noted that there has been an increase of people accessing our Facebook page for our School Holiday Program and other events/services provided by RCC. The messaging feature is used widely by community members for asking questions and engaging with the Centre.</p>
<p>Feedback/ evaluation:</p>	<p>Feedback:</p> <ul style="list-style-type: none"> • Many people go to our Facebook page with <i>692 likes with 682 users following the page.</i> • We continue to get people accessing our Facebook page <p>Facebook Stats: 1st July 2017 to 17th October 2017</p> <ul style="list-style-type: none"> • Total Reach of Content: 13 414 Facebook Users

- Total Engagement (post clicks, Reactions, Comments & Shares): 1 948 Facebook Users
- Total Posts: RCC posted 28 pieces of content

Springfield Mini Show Day: This event/program was advertised on Facebook and was boosted (\$20 advertising budget).

- The post reached 3 783 Facebook Users; with 32 Likes, 21 shares and 11 users commenting on the event

Seniors Breakfast in the View: This event/program was advertised on Facebook.

- The post reached 702 Facebook Users; with 16 Likes, 10 shares and 2 users commenting on the event and 49 post clicks


Skilling Queenslanders for Work: This event/program was advertised on Facebook and was boosted (\$20 advertising budget).

- The post reached 1709 Facebook Users; with 37 Likes, 14 shares and 18 users commenting on the event and 189 post clicks

September School Holiday Program: This event/program was advertised on Facebook.

- The post reached 1169 Facebook Users; with 18 Likes, 14 shares and 8 users commenting on the event and 30 post clicks

Milestone: Resources and Tools

<p>Name of resource/ tool:</p>	<p>Networks and Partnerships</p>
<p>Issue/ process to identify issue:</p>	<p>96% of families have a low socio-economic status (Riverview State School Annual Report 2011) with high levels of welfare dependence and unemployment rates, nearly 14% of households not owning cars (ABS 2011). 59% of residents in Riverview spoke a language other than English at home making Riverview a very multicultural area.</p>
<p>Purpose of resource/ tool:</p> 	<p>To provide wrap around services and a more collaborative approach with other organisations, allowing better use of shared resources for the local community. This will provide diverse programs for the most vulnerable in our community. It also provides an opportunity to work with other agencies that have a seniors/family/children/youth focus more closely and develop those relationships.</p> <ul style="list-style-type: none"> • The Movement Brisbane are a non-profit organisation with Deductible Gift Recipient Status. <p>The Movement provide free hampers, bread and household items for their member base which is administrated through a Facebook Group moderated and administered by The Movement. The Movement approached RCC through Ipswich City Council Councillor Kerry Silver who recommended RCC.</p> <ul style="list-style-type: none"> • The Movement has partnered with RCC and now distributes free hampers, \$5 hamper packs and free bread from the Centre on Mondays, Thursdays and Fridays. <p>These services are available for RCC community members by joining The Movements Facebook group. Community members can drop into the Centre on Mondays, Thursdays and Fridays to access free bread without joining The Movements Facebook Group.</p>
<p>Description of resource/ tool and development process:</p>	<p>Riverview Community Centre has networks and partnerships with about 74 other agencies or departments (please see previous reports for list)</p>
<p>Implementation/ use/ distribution:</p>	<p>Implementation: Some of the above networks and partnerships were developed over a long period of time, some over shorter periods. The nature of our network or partnership depends on the project or event that we are working on.</p> <p>Use: People are able to access our services and be linked into referral services</p>

	<p>Outcomes:</p> <p>It has been noted that there has been an increase of people accessing our services for a variety of reasons. For example the School Holiday Program, Skilling Queenslanders for Work, Emergency Relief community events or projects.</p>
<p>Feedback/ evaluation:</p>	<p>The statistics that we keep support the continued need for our services in the region. Community members face many barriers and continue to need the wrap around support and networks RCC provide.</p>

Milestone: Resources and Tools

<p>Name of resource/ tool:</p>	<p style="text-align: center;">Grants Secured by Riverview Community Centre</p>
<p>Issue/ process to identify issue:</p>	<ul style="list-style-type: none"> • To provide resources, training and employment opportunities to local community members • To update RCC equipment and resources for continued quality of delivery of services
<p>Purpose of resource/ tool:</p>	<p>Through training, we will help upskill local members so that they are able to gain employment</p> <p>Resources and equipment are used by individual community members and groups</p>
<p>Description of resource/ tool and development process:</p>	<p>We have applied for several grants over this period and have been awarded the following grants:</p> <ul style="list-style-type: none"> • Skilling Queenslanders for Work 2017 (Community Work Skills) delivering 2 x Certificate 3 in Education Support accredited Training Courses (a total of 24 participants over 2 intakes) • ICC Community Donation for the School Holiday Program, September 2017) • Energex Grant (2017) items bought: new commercial printer, new upright fridge/freezer, a small fridge for staff and volunteer lunches and a new computer for the Centre
<p>Implementation/ use/ distribution:</p>	<p>Use:</p> <ul style="list-style-type: none"> • Skilling Queenslanders for Work commenced the September 2017. There are currently 12 participants completing the course onsite at RCC • The September School Holiday Program was facilitated over two weeks providing local children with a range of activities at no cost • The items bought with the proceeds of the Energex Grant will be utilised by community members, community groups who use the Centre, training participants, staff and volunteers.
<p>Feedback/ evaluation:</p>	<p>We are able to deliver programs and contract staff to run the programs through our grant applications. The continued funding and increase of funding has seen progress in our centre and our community.</p>

Items purchased with the proceeds of the Energex Grant



Riverview Community Centre Monthly Stats January 2017

Date	Phone	Walk In	ER	Miscellaneous	Info/Ref	Admin Task	Social or Personal Support	RCC Meetings	Groups	RCC Programs	
1/9/2017	13				13						
1/10/2017	10	9			10				1		
1/11/2017	8	6			8				1		
1/12/2017	1	2			2			1			
1/13/2017	5	20	10		5						
1/16/2017	26	15	1		13		2	1			
1/17/2017	4	19			4				1	1	
1/18/2017	6	14			6					2	
1/19/2017	6	13			7					2	
1/20/2017	5	10	10		5						
1/23/2017	6	14			1	6		1			
1/24/2017	4	20	2		4				1	2	
1/25/2017	5	22			6	2			1	2	
1/26/2017											
1/27/2017	4	10	10		4						
1/30/2017	6	17			1	7		1			
1/31/2017	2	4			4						
	<u>111</u>	<u>195</u>	<u>33</u>		<u>2</u>	<u>104</u>	<u>2</u>	<u>4</u>	<u>2</u>	<u>5</u>	<u>9</u>

ary 2017

Groups	RCC Programs
1	
	1
	1
1	
1	
1	
1	
	2
2	
1	
1	
1	
1	
1	
	1
12	5

Riverview Community Centre Monthly Stats March 2017

Date	Phone	Walk In	ER	Miscellaneous	Info/Ref	Admin Task	Social or Personal Support	RCC Meetings	Groups	RCC Programs
1/03/2017		6	4			5			1	
2/03/2017		3	1			2				
3/03/2017		5	4			8	1			
6/03/2017		5				5				
7/03/2017		9	1			7				
8/03/2017	10	16			1	7	1	1		1
9/03/2017	3	2			2	2		1		
10/03/2017	4	13	3			5		10		
13/03/2017	7	6				6		1		
14/03/2017	5	9	1			5				1
15/03/2017	9		1			8				
16/03/2017	5	1				4	1			
17/03/2017	4	4	2			4	1			
20/03/2017	9	10				7		1	1	
21/03/2017	2					2				
22/03/2017	3	12			3	1		2	1	2
23/03/2017	3	1			2	2				
24/03/2017	2	12	4			4	1			
27/03/2017	14	6			2	5				1
28/03/2017	7	8				7				1
29/03/2017	6	2			2	5				1
30/03/2017	4	1	1		3	1				
31/03/2017	4	3	3			4				
	129	116	15	15	106	5	6	2	7	
	239	223	28	30	192	6	6	2	12	5
	<u>452</u>	<u>414</u>	<u>55</u>	<u>57</u>	<u>363</u>	<u>14</u>	<u>16</u>	<u>6</u>	<u>25</u>	<u>5</u>
Total	<u>820</u>	<u>753</u>	<u>98</u>	<u>102</u>	<u>661</u>	<u>25</u>	<u>28</u>	<u>10</u>	<u>44</u>	<u>10</u>



Riverview Community Centre Monthly Stats June 2017

Date	Phone	Walk In	ER	Miscellaneous	Info/Ref	Admin Task	Social or Personal Support	RCC Meetings	Groups	RCC Programs
1/06/2017	5	6			7		3			1
2/06/2017	14	5			2	1	17			
5/06/2017	4	26		2	6		21	1	3	1
6/06/2017	14	6			10	1	6		1	1
7/06/2017	10	10		2	10		6		1	1
8/06/2017	6	10		5	7		4			1
9/06/2017	12	1			3		10			
12/06/2017	9	24			7		25		2	1
13/06/2017	10	16		1	10	1	12		1	1
14/06/2017	7	24		3	7		19	1	1	1
15/06/2017	9	4			7		6			1
16/06/2017	19				2		17			
19/06/2017	10	31		2	8	1	28		2	1
20/06/2017	12	22		1	11		18		1	1
21/06/2017	5	19		1	7		16		1	1
22/06/2017	2	19		2	3		16		1	1
23/06/2017	6				2		4			
26/06/2017	5	20		1	5		18		1	1
27/06/2017	2	28			3		25		1	3
28/06/2017	11	47			8		45		1	2
29/06/2017	5	40	1				41	1		2
30/06/2017	2	2			3					
	<u>179</u>	<u>360</u>		<u>20</u>	<u>128</u>	<u>4</u>	<u>357</u>	<u>3</u>	<u>17</u>	<u>21</u>
	<u>146</u>	<u>650</u>	<u>16</u>	<u>8</u>	<u>88</u>	<u>3</u>	<u>598</u>	<u>8</u>	<u>5</u>	<u>21</u>
	<u>170</u>	<u>275</u>	<u>14</u>	<u>13</u>	<u>147</u>	<u>9</u>	<u>255</u>	<u>7</u>	<u>18</u>	<u>19</u>

[495](#)

[1285](#)

[31](#)

[41](#)

[363](#)

[16](#)

[1210](#)

[18](#)

[40](#)

[61](#)

RIVERVIEW COMMUNITY CENTRE MONTHLY STATS F

Date	Phone	Walk In	ER	Miscellaneous Info/Ref	Admin Task	Social or Personal Support	RCC Meeting		
3/07/2017	12	49		1	7	3	1	45	
4/07/2017	6	10				3			
5/07/2017	9	33			5	2		36	
6/07/2017	3	55		1	3			55	
7/07/2017	4					4		4	
10/07/2017	6	24			1	5		23	
11/07/2017	7	13				7		13	
12/07/2017	7	14			1	2		18	
13/07/2017	4	15			2	4		13	
14/07/2017	3	4			1	2		1	
17/07/2017	10	30			2	12		25	
18/07/2017	2	9			2	4			
19/07/2017	6	14				6		14	
20/07/2017	6	16			3	6		13	
21/07/2017	16	20		1	1	19		2	
24/07/2017	3	18				3		17	
25/07/2017	4	8			2	5		5	
26/07/2017	6	14			5	4		11	
27/07/2017	8	7			1	10		4	
28/07/2017	9	8		5		9		1	
31/07/2017	6	18				5		18	
July Total	<u>137</u>	<u>379</u>		<u>8</u>	<u>36</u>	<u>115</u>	1	<u>318</u>	2

OR JULY 2017

Groups	RCC Programs
1	3
1	3
	3
1	2
1	1
1	1
	1
	1
1	2
	2
1	2
1	1
1	1
	2
	1
1	1
	2
1	2
<u>11</u>	<u>31</u>

Aug-17

Date	Phone	Walk In	ER	Miscellaneous	Info/Ref	Admin Task	Social or Personal Support	RCC Meetir Groups	RCC Programs	
1/08/2017	7	8			1	6	3		2	
2/08/2017	9	7			2	9	4		1	
3/08/2017	10	20			2	8	2	1	1	
4/08/2017	8	13	2		1	11	1			
7/08/2017	15	29	1		1	8	28	1	1	
8/08/2017	3	24			4	3	20	1	1	
9/08/2017	15	14			1	11	15	1	1	
10/08/2017	9	8				6	8		1	
11/08/2017	3	9	2			2	2			
14/08/2017	4	26			1	3	25	1	2	
15/08/2017	5	13	1		1	3	8	2	1	
16/08/2017	3	9	2		1	4	1	3		
17/08/2017	7	13			1	5	12	1	2	
18/08/2017	9	12	4		1	11	3			
21/08/2017	17	33			1	12	30	2	2	
22/08/2017	10	17			3	5	2	3	1	
23/08/2017	14	20				7		1	1	
24/08/2017	10	13			2	6	3		1	
25/08/2017	11	18	3			14	1	3	2	
28/08/2017	9	33			3	6	31	1	2	
29/08/2017	4	20	1			2	1	2	1	
30/08/2017	12	18			6	8	1		1	
31/08/2017	12	33	1		3	5	1	24	1	
Aug Total	206	<u>410</u>	<u>17</u>	<u>35</u>	<u>155</u>	<u>10</u>	<u>239</u>	<u>8</u>	<u>20</u>	<u>24</u>



Groups	RCC Programs
	2
2	1
1	1
1	1
1	2
3	1
2	1
	2
1	1
1	1
	1
	4
1	2
1	2
1	2
	1
3	2
1	2
1	2
1	2
4	
25	33
11	31
20	24
56	88

Oct-17

Date	Phone	Walk In	ER	Miscellaneous Info/Ref	Admin Task	Social or Personal Support	RCC Meeting	
2/10/2017	PUBLIC HOLIDAY							
3/10/2017	4	26			6	10		
4/10/2017	7	47		1	11	12	1	
5/10/2017	8	30	3		7	19	1	
6/10/2017	9	32	5	3	8	11		
9/10/2017	9	33		2	6	31	1	
10/10/2017	9	17			11	9		
11/10/2017	7	19	3	1	8	9		
12/10/2017	11	46			13	34	1	
13/10/2017	8	25	2	1	8	14		
16/10/2017	10	39		3	7	31		
17/10/2017	8	29		1	7	19		
18/10/2017		16				16		
19/10/2017								
20/10/2017								
23/10/2017								
24/10/2017								
25/10/2017								
26/10/2017								
27/10/2017								
30/10/2017								
31/10/2017								
Oct Total:	90	359	13	12	92	3	215	4



Groups RCC Programs

1	2
1	2
1	2
3	
2	1
	2
	2
2	1
1	1
1	2
2	2

December 2017

Date	Phone	Walk In	ER	Miscellaneous Info/Ref	Admin Task	Social or Personal Support	RCC Meeting
1/12/2017							
4/12/2017							
5/12/2017							
6/12/2017							
7/12/2017							
8/12/2017							
11/12/2017							
12/12/2017							
13/12/2017							
14/12/2017							
15/12/2017							
18/12/2017							
19/12/2017							
20/12/2017							
21/12/2017							
22/12/2017							
25/12/2017							
26/12/2017							
27/12/2017							
28/12/2017							
29/12/2017							
Dec Total:	0	0	0	0	0	0	0
From Oct:	90	359	13	12	92	3	215
From Nov:	0	0	0	0	0	0	0
Total Qtr:	90	359	13	12	92	3	215

Christmas Holiday



Groups RCC Programs



0	0
14	17
0	0
14	17