

VML:MB
Vicki Lukritz
3810 6221

17 May 2018

Sir/Madam

Notice is hereby given that a Meeting of the **LIBRARIES AND TOURISM COMMITTEE** is to be held in the **Council Chambers** on the 2nd Floor of the Council Administration Building, 45 Roderick Street, Ipswich commencing at **11.30 am or 10 minutes after the conclusion of the Conservation and Environment Committee, whichever is the earlier** on **Monday, 21 May 2018**.

<u>MEMBERS OF THE LIBRARIES AND TOURISM COMMITTEE</u>	
Councillor Pahlke (Chairperson) Councillor Ireland (Deputy Chairperson)	Councillor Wendt (Acting Mayor) Councillor Pisasale Councillor Stoneman

Yours faithfully

ACTING CHIEF EXECUTIVE OFFICER

LIBRARIES AND TOURISM COMMITTEE AGENDA

11.30 am or 10 minutes after the conclusion of the Conservation and Environment Committee, whichever is the earlier on **Monday, 21 May 2018**
Council Chambers

Item No.	Item Title	Officer
1	Partnership with Kambu Health – Digital Literacy and Coding	LSM
2	2018 Ipswich Festival Parade – Entry by Ipswich Libraries	LSM
3	Springfield Central Library Communications Plan	LSM
4	Arts, Social Development and Community Engagement Department Quarterly Report – January to March 2018	ESRO

** Item includes confidential papers

LIBRARIES AND TOURISM COMMITTEE NO. 2018(05)

21 MAY 2018

AGENDA

1. **PARTNERSHIP WITH KAMBU HEALTH – DIGITAL LITERACY AND CODING**

With reference to a report by the Library Services Manager dated 2 May 2018 regarding a partnership with Kambu Aboriginal and Torres Strait Islander Corporation for Health (Kambu Health) to build digital literacy in aboriginal children and the broader Aboriginal and Torres Strait Islander community.

RECOMMENDATION

That the report be received and the contents noted.

2. **2018 IPSWICH FESTIVAL PARADE – ENTRY BY IPSWICH LIBRARIES**

With reference to a report by the Library Services Manager dated 2 May 2018 concerning Ipswich Libraries' entry in the 2018 Ipswich Festival Street Parade.

RECOMMENDATION

That Council thank all Council staff and family members, Library volunteers and members of the Library Service and general community who contributed to, and assisted with, the 2018 Ipswich Festival Parade.

3. **SPRINGFIELD CENTRAL LIBRARY COMMUNICATIONS PLAN**

With reference to a report by the Library Services Manager dated 2 May 2018 concerning the Springfield Central Library Communications Plan.

RECOMMENDATION

That the report be received and the contents noted.

4. **ARTS, SOCIAL DEVELOPMENT AND COMMUNITY ENGAGEMENT DEPARTMENT
QUARTERLY REPORT – JANUARY TO MARCH 2018**

With reference to a report by the Executive Support and Research Officer dated 3 May 2018 concerning the Arts, Social Development and Community Engagement Departmental Quarterly Report for the Quarter ending March 2018.

RECOMMENDATION

That the report be received and the contents noted.

** Item includes confidential papers

and any other items as considered necessary.

Libraries and Tourism Committee	
Mtg Date: 21.05.2018	OAR:
Authorisation: Caroline McMahon	

2 May 2018

MEMORANDUM

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

FROM: LIBRARY SERVICES MANAGER

RE: PARTNERSHIP WITH KAMBU HEALTH – DIGITAL LITERACY AND CODING

INTRODUCTION:

This is a report by the Library Services Manager dated 2 May 2018 regarding a partnership with Kambu Aboriginal and Torres Strait Islander Corporation for Health (Kambu Health) to build digital literacy in aboriginal children and the broader Aboriginal and Torres Strait Islander community.

BACKGROUND:

A Memorandum of Understanding (MOU) has been developed to formalise a partnership framework between Ipswich City Council – Ipswich Libraries and Kambu Aboriginal and Torres Strait Islander Corporation for Health (Kambu Health) for *Indigocoders*, a digital literacy initiative as part of the Ipswich Education Youth and Sport Program (IEYSP).

The potential for this partnership was identified when Ipswich Libraries delivered coding and robotics activities at the IEYSP Winter School at the Ipswich campus of the University of Southern Queensland in June 2017. Two hundred indigenous students from Years 4-12 attend this annual school holiday program organised by Kambu Health along with a number of mentors from across the Ipswich community.

The *Indigocoders* concept was developed by Ipswich Libraries with the aim of delivering coding programs in library spaces to indigenous secondary students and their mentors who are nominated and organised by Kambu Health.

The MOU will cover a period of two years with digital literacy projects offered in Term 2 of both 2018 and 2019:

2018 – Indigocoders and MaKey-MaKey:

- A basic coding education program delivered weekly based on Scratch and MaKey-MaKey technology for indigenous students from Years 7-9.

- Students will develop MaKey-MaKey games that will be showcased at the IEYSP Winter School in July 2018.
- Mentors will also be trained in coding with the aim of continuing an independent Indigocoders Code Club using a library venue with ad-hoc support only from library staff.

2019 – Indigocoders and MessageBot:

Recently, Ipswich Libraries submitted an expression of interest to bring a NAO MessageBot to Ipswich Library on loan for 3 months from State Library of Queensland. While not yet confirmed for the required dates, indication has been given that the submission was successful. The aims of the MessageBot project are to:

- Engage local Aboriginal and Torres Strait Islander community members.
- Build digital literacy skills through programming cultural content into the robot.
- Promote intergenerational knowledge and share local history information.

The coded robot will then travel between communities in a manner similar to a message stick. It is planned that this concept will form the basis of the Indigocoders project for Term 2, 2019 as corresponding dates have been requested as a first preference.

BENEFITS TO COMMUNITY AND CUSTOMERS:

The projects outlined are based on a relationship framework around which current and potential collaborations can be developed. The Indigocoders project will deliver digital literacy skill development across ages and cultures, including students, mentors and Kambu Health staff.

Inclusive access to technology is vital to effective community engagement and the Indigocoders partnership allows for digital literacy building in a target group that will significantly benefit from the collaboration. The project also supports the coding and robotics curriculum requirements and offers an extension of learning outside of the traditional school environment.

The partnership provides the opportunity for individuals of all ages within this target group to become aware of the Library, its services and programs, its community spaces and the social, educational and recreational advantages of library membership.

Showcasing the MaKey-MaKey game that results from their involvement in the Indigocoders program to peers at the 2018 IEYSP Winter School should be a very positive experience for these students. They will be able to see others enjoy and engage with their game creations. Ipswich Libraries and Kambu Health MOU contribute to the strategies and outcomes of Council's Advance Ipswich and Corporate Plan 2017-2022 in the following areas:

Advance Ipswich: Goal 1, Strategy 2

Provide a full spectrum of life-long learning opportunities, from early learning through to schooling, vocational training and tertiary education that aligns skills and education with emerging employment opportunities.

- Promote whole-of-life learning opportunities, particularly early learning and adult learning.

- Increased participation in learning opportunities across targeted community groups.

Caring for Community (Corporate Plan – Goal 3, Strategy 4)

Foster collaboration, partnership and use of evidence to shape service planning and delivery for the benefit of our communities.

- Support local community service agencies to improve their effectiveness through local interagency collaborations and partnerships.

FINANCIAL IMPLICATIONS:

- Costs associated with digital literacy content development and delivery, and library venue space will be the responsibility of Ipswich Libraries as part of the Public Programming service stream of Ipswich Libraries and funded in the 2017-18 financial year allocation.
- Costs associated with participant recruitment, supervision, MaKey-MaKey kits and catering are the responsibility of Kambu Health.
- Costs associated with future jointly developed or collaborative events/programs will be negotiated at the time of planning.

CONCLUSION:

The Memorandum of Understanding (MOU) between Ipswich City Council – Ipswich Libraries and Kambu Aboriginal and Torres Strait Islander Corporation for Health (Kambu Health) provides an interactive, educational and engaging partnership to bring access to technology and digital literacy skill development to a target community group via two projects over a two year period.

The partnership will highlight the Library as a freely available and inclusive place of interest, enjoyment and learning and will enhance the Library's reputation as a partner of choice in collaborative and inclusive programming within the community.

RECOMMENDATION:

That the report be received and the contents noted.

Sylvia Swalling
LIBRARY SERVICES MANAGER

I concur with the recommendation contained in this report.

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

Libraries and Tourism Committee	
Mtg Date: 21.05.2018	OAR: YES
Authorisation: Caroline McMahon	

2 May 2018

MEMORANDUM

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

FROM: LIBRARY SERVICES MANAGER

RE: 2018 IPSWICH FESTIVAL PARADE – ENTRY BY IPSWICH LIBRARIES

INTRODUCTION:

This is a report by the Library Services Manager dated 2 May 2018 concerning Ipswich Libraries' entry in the 2018 Ipswich Festival Street Parade.

BACKGROUND:

Ipswich Libraries was first represented in the Ipswich Festival Street Parade by the Friends of Ipswich Libraries group in 2004. This quickly transitioned into a larger project that involved staff, family, friends and patrons from across the library service. The aim of this whole of service undertaking is to:

- Highlight the Library's expanding role in Ipswich's growing community;
- Support Ipswich City Council and the Ipswich region by contributing to one of the city's most prestigious and community orientated events;
- Demonstrate and promote Ipswich Libraries continued commitment to the community through a spectacular visual display which appeals to the diverse captive audience present at the Festival Parade;
- Foster a sense of achievement across library staff and the community and encourage pride in Ipswich Libraries and the services we offer to the city of Ipswich.

This year's theme was *From the Pages of a Storybook*. To portray this theme, this year's parade entry was based on Eric Carle's famous children's book *The Very Hungry Caterpillar*. The entry featured:

- A giant illuminated Hungry Caterpillar lantern designed and framed by a local artist, covered in tissue paper by families during a series of holiday workshops and powered on the night by seven energetic adults;
- Multiple brightly coloured and illuminated oversized butterfly wings worn by staff and parents to represent the butterfly featured in *The Very Hungry Caterpillar* book;
- Over 60 pyramid shaped lanterns carried by children who had built them during workshops held at Redbank Plaza Library and Ipswich Central Library, each one lit from the inside;
- Over 20 colourful fruit themed lanterns decorated by families during holiday workshops to represent oranges, plums, strawberries and pears as featured in *The Very Hungry Caterpillar* book;
- Signage based on Eric Carle's *The Very Hungry Caterpillar* book.

Ipswich Libraries has won an award in each of the ten years it has entered as outlined in the table below.

Year	Award
2018	Best Overall Parade Entry
2017	Best Use of Lights, Color and Creativity
2013	Best Overall Parade Entry
2011	Best Community Entry
2010	Best Community Entry
2009	Best Overall Parade Entry
2008	Best Community Entry
2007	Best Community Entry
2006	Best Community Entry
2005	Best Community Entry

In 2018 Ipswich Libraries welcomed one hundred and one participants in their parade entry comprising Library staff, their families and friends and members of the general community.

The involvement of two local artists in the construction of the caterpillar frame and delivery of lantern making workshops together with the enthusiasm of so many families who attended workshops and paraded with lanterns on the night added to the impact of this year's entry.

Families thoroughly enjoyed the opportunity to be involved as demonstrated by the following email from a parent:

“Just wanted to congratulate you and your team on a fantastic night! I was just reading that the library took out the overall winner prize, which is brilliant. It was evident the time and effort that had gone into it. We thoroughly enjoyed the parade and the lantern making activity.

Thank you for the opportunity to take part in such a wonderful event!”

The contribution of Council’s Sign Writers Section of the City Maintenance Branch was also significant, producing high quality, visual signage to link our entry to Ipswich Libraries and Eric Carle’s book.

BENEFITS TO COMMUNITY AND CUSTOMERS:

The Ipswich Festival Parade is an opportunity for members of the community to engage with library staff participating in a positive and fun city-wide celebration. The Library has built a reputation for adding a highly creative, colourful and vibrant entry which contributes to the overall experience for the thousands of spectators who gather to watch the Festival Parade each year.

The Library entry in the Festival Parade contributes to the outcomes of Council’s Corporate Plan 2017-2012 in the following strategic priority areas:

Community Spirit and Wellbeing

- Fosters the unique sense of belonging and community that defines Ipswich for both residents and visitors.
- Residents of Ipswich communicate and demonstrate a sense of pride and belonging to their community that acknowledges and celebrates their culture, its contribution to community and the wellbeing and equitable access to cultural facilities.


FINANCIAL IMPLICATIONS:

Costs associated with the Ipswich Festival Street Parade entry form part of the Public Programming service stream of Ipswich Libraries and were funded in the 2017-2018 budget allocation.

CONCLUSION:

The Ipswich Festival Parade is a valuable opportunity for Ipswich Libraries to engage with the community and showcase its role as a contemporary, creative and fun presence in the community. The Festival brings together Ipswich City Council staff and the community in a highly successful and visual event which celebrates our City and its residents.

ATTACHMENTS:

Name of Attachment	Attachment
Attachment A – 2018 Ipswich Festival Parade - Photographs	 Attachment A

RECOMMENDATION:

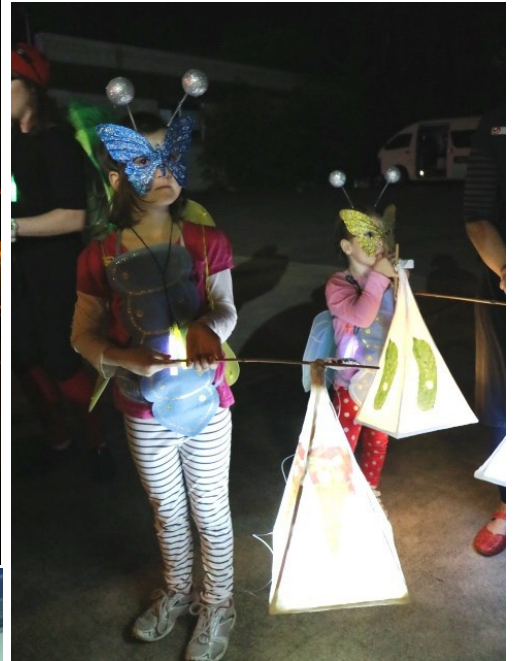
That Council thank all Council staff and family members, Library volunteers and members of the Library Service and general community who contributed to, and assisted with, the 2018 Ipswich Festival Parade.

Sylvia Swalling
LIBRARY SERVICES MANAGER

I concur with the recommendation contained in this report.

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

2018 Ipswich Festival Street Parade



Libraries and Tourism Committee	
Mtg Date: 21.05.2018	OAR: YES
Authorisation: Caroline McMahon	

2 May 2018

MEMORANDUM

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

FROM: LIBRARY SERVICES MANAGER

RE: SPRINGFIELD CENTRAL LIBRARY COMMUNICATIONS PLAN

INTRODUCTION:

This is a report by the Library Services Manager dated 2 May 2018 concerning the Springfield Central Library Communications Plan.

BACKGROUND:

The Springfield Central Library, located on the corner of Main Street and Sirius Drive is expected to open in July 2018. The two-level Library measures around 2,000 square metres and will be a safe and engaging community hub for residents of all ages.

BENEFITS TO COMMUNITY AND CUSTOMERS:

The Springfield Central Library will offer a new hands-on experience that will delight, inform and build the Ipswich communities digital literacy, while supporting the Smart City initiative. The facilities will enable members to build their skills, and increase their employment opportunities. Areas of the new Library include

- Main Collection area
- Market Place selections
- Public Access Computers with dedicated express computers
- Children's Space
- Parents Room
- Event Spaces with supporting kitchen facilities
- Public Meeting rooms
- Fully equipped training room
- Smart Lockers
- Makerspace
- Full range of library resources across all formats

STAKEHOLDER ENGAGEMENT PLAN:

Ipswich Libraries has drafted a Stakeholder Engagement Plan that targets all Ipswich residents but in particular, those within the eastern suburbs catchment area. Two main messages will be communicated - One – Coming Soon and Two – Now Open.

The below two marketing styles will run between May – September 2018.

Style # 1 *Concept



Style # 2 *Concept



The communication plan provides for primary (direct) and secondary audiences.

Primary Audience:

TARGET AUDIENCE	MESSAGING AND TIMELINE					
	May		June	July	August	September
	<i>"Coming Soon"</i>	<i>Approach for Partnership Opportunities</i>	<i>Invitation only "Special Preview"</i>	<i>"Now Open"</i>	<i>Official Launch invitation</i>	<i>Post Promotions</i>
Citywide residents	◇			◇	◇	◇
Eastern suburbs resident	◇			◇	◇	◇
Residents of Ipswich - Facebook groups	◇			◇	◇	◇
Redbank Plains and Redbank Plaza - local residents	◇		◇	◇	◇	◇
Mobile Library Users	◇		◇	◇	◇	◇
University of Queensland (students and staff)		◇		◇	◇	◇
Visitors to Orion Shopping Centre	◇			◇	◇	◇
Orion Shopping Centre	◇	◇		◇	◇	◇
Kindergartens in catchment area	◇			◇	◇	◇
Local schools in catchment area	◇			◇	◇	◇
Previous library members				◇	◇	

Planned messaging for secondary audiences is as follows:

TARGET AUDIENCE	MESSAGING AND TIMELINE							
	May		June			July	August	
	<i>Timeline of Milestones</i>	<i>"Coming Soon"</i>	<i>Invitation only "Special Preview"</i>	<i>Progress updates</i>	<i>Opening hours and what's available</i>	<i>"Now Open"</i>	<i>Launch details / lead up information</i>	<i>Official Launch invitation</i>
Mayor and Councillors		◇	◇	◇			◇	◇
Ipswich City Council Call Centre Staff	◇				◇			
Library Staff	◇	◇	◇	◇	◇	◇	◇	◇
Ipswich City Council staff		◇				◇		

Media will be used in the following ways:

TARGET AUDIENCE	MESSAGING AND TIMELINE										
	May			June				July	August		September
	<i>Timeline of Milestones</i>	<i>"Coming Soon" digital advertising</i>	<i>Approach for Partnership Opportunities</i>	<i>'Coming soon' myth busting weekly column or similar editorial concept</i>	<i>Invitation only "Special Preview"</i>	<i>Progress updates</i>	<i>Opening hours and what's available</i>	<i>"Now Open" digital advertising</i>	<i>Launch details / lead up information</i>	<i>Official Launch invitation</i>	<i>Post Launch Activities digital advertising</i>
Library/ Ipswich City Council Website		◇					◇	◇			◇
Ipswich First		◇		◇				◇	◇		◇
Queensland Times		◇		◇				◇	◇	◇	◇
River 949 FM		◇						◇	◇	◇	
Little Tokyo Two			◇					◇			

FINANCIAL IMPLICATIONS:

Costs associated with the communications and marketing of the Springfield Central Library have been provisioned in the December Budget Review as part of the Library Services 2017-2018 budget allocation.

CONCLUSION:

Marketing and promotion of the new Springfield Central Library is a vital part of activating the new branch. A staged approach is required to inform and encourage the catchment population to engage with and explore the new Library.

RECOMMENDATIONS:

That the report be received and the contents noted.

Sylvia Swalling
LIBRARY SERVICES MANAGER

I concur with the recommendation contained in this report.

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

Libraries and Tourism Committee	
Mtg Date: 21.05.2018	OAR: YES
Authorisation: Caroline McMahon	

3 May 2018

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 – JANUARY TO MARCH 2018

INTRODUCTION:

This is a report by the Executive Support and Research Officer dated 3 May 2018 concerning the Arts, Social Development and Community Engagement Departmental Quarterly Report for the Quarter ending March 2018.

ATTACHMENTS:

Name of Attachment	Attachment
Arts, Social Development and Community Engagement Department – January to March 2018	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
January – March 2018



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Introduction

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

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

Community Engagement

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

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

Library Services

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

Performing Arts

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

Visual Arts

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

Data Challenges Our Thinking

Ipswich's diversity revealed

An intriguing statistic from the 2016 Census data, was that Spanish is ranked third in the Top 10 languages other than English spoken at home (behind Samoan and Vietnamese). Despite only 106 residents being born in Spain, 1033 residents (0.6%) stated they spoke Spanish at home. Deeper data analysis shows the breadth of the South and Central American and Spanish community in Ipswich making up the majority of the Spanish speaking residents in our city. For the remaining proportion it would be assumed the children of Spanish speaking parents would probably nominate speaking Spanish as well, although we note Switzerland has Spanish as an official language (25 residents) and Spanish was also an official language of the Philippines until 1987.

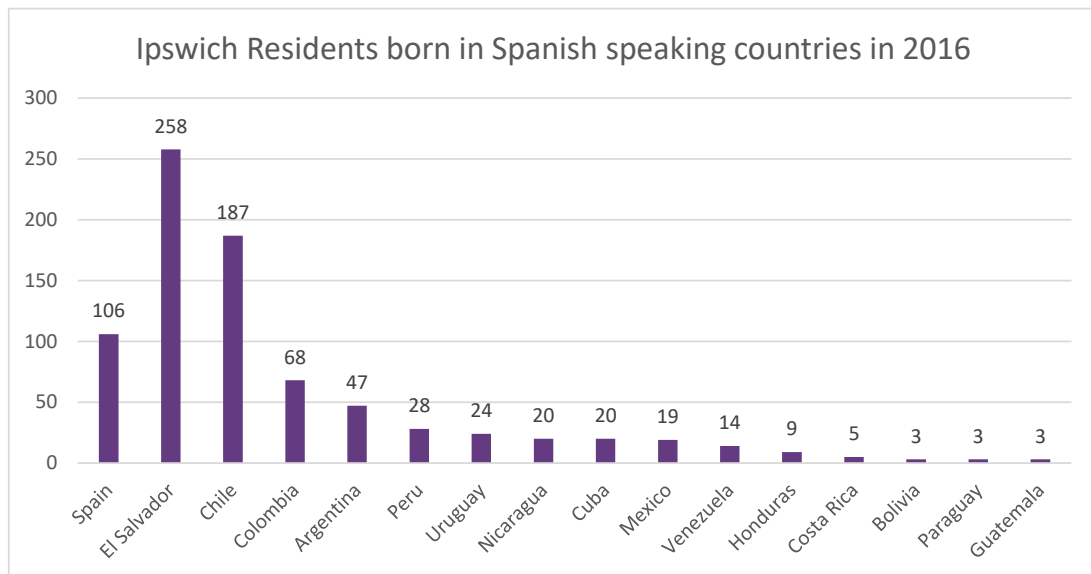


Figure 1

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.

Funding

Between January and March ASDCE administered \$181,544.54 of funding to community organisations, delivered through Community and Citywide Donations, and Council's community grant programs. The majority of this funding was made available to local clubs and religious organisations for facility upgrades; events; and ongoing running costs.

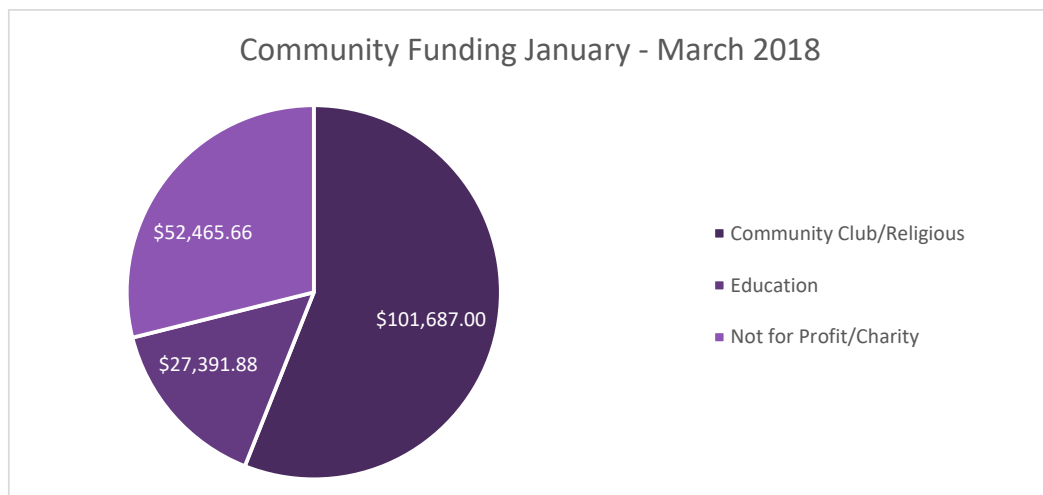


Figure 2

Our Community Focus:

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

Specific Community Development Programs

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

Session name	Community benefit	Involvement	Partners
Riverview Community Assessment	The Community Research and Engagement team held community conversations with residents, community organisations, government agencies that work in or provide services to the Riverview Community. These community conversations aimed to understand and identify the gaps in Riverview and develop a way forward for community engagement and capacity building. The work has led to the formulation of a community working group who are in the early stages of developing a plan that will establish what is currently being delivered in the area. Through the community conversations issues affecting young people were raised and the Riverview Working Group will work together to develop actions that can assist in community development and leadership supporting both young people and their families. The working group consists of active community members that have a wealth of knowledge and are keen to encourage greater community participation, leadership and community ownership.	Facilitator	<ul style="list-style-type: none"> • Neighbourhood Watch • Dinmore Bushrats • Riverview Community Centre • Riverview Primary School • Riverview Police Beat • Choices Day Care • Good News Church Youth Group • Cleanaway • The Movement (Emergency food relief) • Safe City
Graffiti Prevention and Management Meeting	<ul style="list-style-type: none"> • Bring together stakeholders who are actively working in the area of graffiti management and prevention • Present findings of internal research project to understand the extent and nature of graffiti in the City of Ipswich 	Facilitator	<ul style="list-style-type: none"> • Queensland Police Service • Ipswich City Council



Session name	Community benefit	Involvement	Partners
	<ul style="list-style-type: none"> Understand what all agencies are currently doing to manage graffiti, what data is being captured and available to share or analyse To start a conversation about opportunities for collaboration which leverages off all parties' graffiti experiences, resources, data and expertise 		
Seniors Connect Sessions	Two sessions were held relating to the following topics during February and March: <ul style="list-style-type: none"> Planning Ahead; Personal Safety Strategies; Dementia Awareness; and Peace of Mind CPR. 	Facilitator	<ul style="list-style-type: none"> Bolton Clarke Ipswich City Council Queensland Police Service OzCare
Seniors Consultative Committee	The objectives of the meeting are to assist Council to achieve its commitment to the principles of social justice with particular emphasis on enhancing the quality of life of our older citizens by supporting them as valued community members.	Facilitator	<ul style="list-style-type: none"> Cr Kylie Stoneman

Home Assist

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

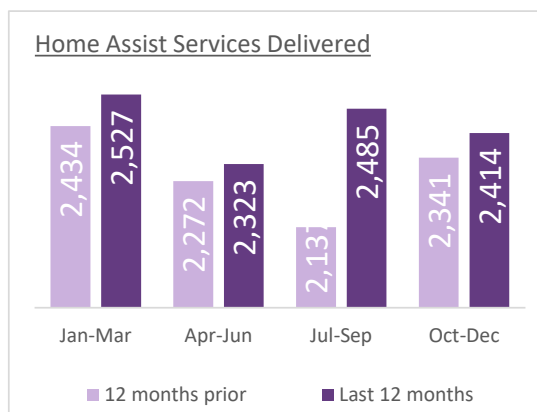


Figure 3

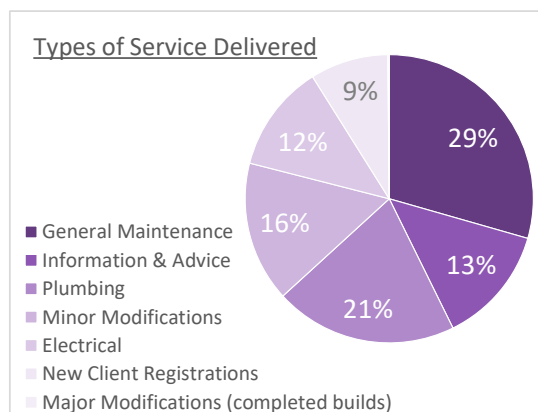


Figure 4

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

- Stair lift installation for a 66 year old lady with chronic health conditions and reduced mobility.
- Stair lift installation for an 82 year old lady with vertigo and balance issues, living in a highset Queenslander.
- Installation of accessible laundry facilities for a 76 year old gentleman with chronic respiratory illness.
- Stair lift installation for an 88 year old man, living alone in a mid-set home.

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:

SBS Harmony Art Collective – Art Empowers African Students Who Now Call Ipswich Home		
	Attendance	20+
	Venue	Springfield Lakes Community Centre
	Partners	SBS, aMBUSH Gallery and the Department of Social Services (DSS)
	Community Benefit	<p>The <i>Harmony Art Collective</i> is a national initiative between SBS, aMBUSH Gallery and the Department of Social Services (DSS) to bring young people, particularly migrants, refugees and vulnerable youth together to create a collection of large scale murals expressing their experiences, cultural identities and promote social cohesion.</p> <p>20+ participants from the Redbank Plains State High School EALD class (English as an Additional Language or Dialect) took part in the 2-day workshop. The mural was then sent to Sydney for a public exhibition in Sydney’s Darling Quarter to celebrate Harmony Day on 21 March 2018.</p>




Ipswich Indigenous Business Networking Breakfast	
Attendance	70+
Venue	Fire Station 101
Partners	<ul style="list-style-type: none"> - Ngiyani Pty Ltd; - The Ipswich Chamber of Commerce; - The South East Queensland Indigenous Chamber of Commerce; - Indigenous Business Australia; - The Department of Aboriginal and Torres Strait Islander Partnerships; and - Tagai Management Consultants. <p>The Community Engagement Branch is also collaborating with Council's Office of Economic Development.</p>
Community Benefit	<p>The Inaugural Ipswich Indigenous Business Networking Breakfast was held on 26 March 2018. Over 70 people attended, including local Aboriginal and Torres Strait Islander businesses, various local organisations and government agencies.</p> <p>The Inaugural Ipswich Indigenous Business Networking Breakfast was the official launch of a survey designed to ascertain the aspirations of the city's local Indigenous businesses and the challenges they may face. The results of this survey will produce enormously valuable information about local Aboriginal and Torres Strait Islander businesses, and will inform the design of a capacity-building program moving forward.</p>





Ipswich Film Festival for Youth (IFFY)	
Attendance	
Venue	Studio 188
Partners	USQ, Screen Queensland, Limelight Cinemas and Film Ipswich
Community Benefit	<p>IFFY 2018 was delivered using a new digital platform allowing our film makers an easy no fuss online portal to upload their films. Over 462 films were received from within Australia and beyond, from this 45 were shortlisted from Australia and then finally a shortlisting of 20 films were agreed upon. Judging was completed by industry representatives, sponsors and Council staff. IFFY partners were consulted across all aspects of IFFY with great feedback being provided around the level of applications and the delivery of the red carpet event. All shortlisted entries are available for viewing at https://www.ipswich.qld.gov.au/community/children-and-youth/iffy.</p>





Protégé Master Classes – International Women’s Day Songwriter Speaks Workshop		
	Attendance	25
	Venue	Studio 188
	Partners	APRA AMCOS
	Community Benefit	<p>Songwriter Speaks is an APRA AMCOS initiative, which enables APRA AMCOS members and other members of the music community, to gain an insight into some of Australia's most successful songwriters.</p> <p>In celebration of International Women’s day, Marie DeVita (Waax) and May Lyn discussed what it takes to write music that inspires, connects and endures. Hosted by and celebrating these two uncompromising talents was acclaimed music journalist Andrew Stafford.</p>

Protégé Master Classes – Shake & Stir Theatre Co. Drama Program		
 	Attendance	80+
	Venue	Studio 188
	Partners	Shake & Stir Theatre Company
	Community Benefit	<p>A four (4) week drama workshop program open to youth (16-25 years of age) of any ability designed to inspire and develop performance skills and learn new techniques.</p> <p>Facilitated by the renowned Shake & Stir Theatre Company in February, the drama workshop program covered the four topics of ‘Characterisation & physical theatre’, ‘Improvisation’, ‘Speak the speech’, and ‘Working as an actor & creative development’.</p>

Service Development

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

Collaboration with Other Agencies

Agencies / Forum	Community focus
Ipswich Early Years Network Meeting	These meetings are an opportunity for service providers in the early childhood sector to network with other services and professionals, hear about the work services are doing across our region to support our community's children and young people, find out about upcoming activities or events, create opportunities to collaborate, hear about new funding opportunities and outcomes, and all things related to early childhood.
Early Development Working Group Meetings x 4	Improving services available for children aged 0-8 years in the following areas: <ul style="list-style-type: none"> • Leichhardt / One Mile (AEDC¹) • Riverview / Collingwood Park / Redbank regions (AEDC) • Redbank Plains (AEDC) • South Ripley (Providence Action Group)
Ipswich Disability Interagency Network Meeting	Monthly network meeting sharing information, project collaboration, partnership development and discussions on emerging needs of people with disabilities.
Ipswich & West Moreton Seniors Services Interagency Network	Local agencies who support seniors or carers come together to discuss concerns, share advice and information and work cooperatively.
Regional Youth Mental Health Forum: Talkin' it Up	<p>The Regional Youth Mental Health Forum (RYMHF): Talkin' it Up returns for the third year by providing high school students and young people the opportunity to engage with local services and organisations to raise awareness of available supports for mental health issues, reduce the stigma surrounding mental health, and increase the confidence of local young people to assist peers to access support services.</p> <p>This year's event will be hosted at USQ Ipswich Campus. Contributing partners include Ipswich City Council, Ipswich Hospital Foundation, Livin', University of Southern Queensland, Queensland Department of Education, Ipswich Community Youth Services, Headspace Ipswich, Busy at Work, Anglicare Southern Queensland, Lockyer Valley Regional Council, Somerset Regional Council, supporting high schools etc.</p> <p>Ipswich City Council is part of the planning committee which meets on a fortnightly basis.</p>

¹ Australian Early Development Census working group meetings



<p>Ipswich & West Moreton Youth Interagency</p>	<p><i>The Ipswich & West Moreton Youth Interagency invites service providers who support young people in their work across the Ipswich, Somerset, Lockyer Valley and Scenic Rim regions to join us for our monthly meetings in 2018. These meetings are an opportunity for service providers to network with other services and professionals across our sector, hear about the work services are doing across our region to support our community's young people, find out about upcoming activities or events, create opportunities to collaborate, hear about new funding opportunities and outcomes, and all things youth related</i></p>
<p>Murri Interagency</p>	<p>Networking opportunities for both Aboriginal and/or Torres Strait Islanders services and non-Indigenous services, encouraging information sharing and collaboration</p>
<p>The Smith Family: Let's Count Training for Ipswich early childhood workers</p>	<p>The Community Engagement Branch partnered with The Smith Family to deliver 'Let's Count' training in the City of Ipswich. Let's Count is an innovative program designed to improve the numeracy skills of children aged between 3-5 years of age. Facilitated by The Smith Family and delivered for Ipswich-based early childhood workers, Council partnered with the Smith Family to provide Queens Park Environmental Education Centre and distribution of information via local networks.</p>
<p>Autism QLD: Workshop for parents and families of children with ASD</p>	<p>The Community Engagement Branch partnered with Autism QLD to deliver free workshops for parents and families of children with ASD. The gap for this type of service was identified at the Ipswich Early Years Network. Consequently, Council partnered with Autism QLD to deliver these workshops in the City of Ipswich by providing Queens Park Environmental Education Centre and distribution of information via local networks.</p>
<p>West Moreton Hospital and Health Service (Child Development Service, Child Youth Mental Health Service): Big Day Out 7</p>	<p>The Community Engagement branch partnered with West Moreton Hospital and Health Service to deliver the annual Big Day Out event - a paediatric interagency, get-together and knowledge sharing opportunity for Ipswich-based private practitioners, health and education professionals. Council partnered with West Moreton Hospital and Health Service to deliver this event in the City of Ipswich at the North Ipswich Reserve Corporate Centre.</p>

Ipswich Libraries

The Changing Face of Ipswich Libraries

Springfield Central Library

Ipswich Libraries is preparing for the commissioning of the highly anticipated new Springfield Central Library at Orion Shopping Centre in June-July 2018 with an official opening to occur in August. The new Library will benefit from the extensive testing and pilot installations implemented at Ipswich Central including the Marketplace and Makerspace offerings and to ensure the optimised delivery of RFID-enabled self-service technology, with the added functionality of an automated item returns and sorting suite in the basement level of the building, further enabling mechanisation of some routine library returns functions.

The branch will also feature the Library service's first Smart Lockers that will enable 24/7 access to requested items for borrowers.

Much planning has been undertaken in developing security measures to allow out-of-hours access to Library meeting rooms, study areas and function spaces. The new function spaces and training room will allow the Library's programming team to deliver a full suite of events and programs, with the benefit of purpose-built catering facilities and furniture stores.

Makerspace at Springfield Central Library



The activation of the Ipswich Central Library STEAM Powered Makerspace has proven to successfully offer emerging technology in an exciting and hands-on environment, allowing a modern learning experience for all in a fun setting. Based on the learnings from the first Makerspace, the creation of the Springfield Central Makerspace will reflect a new spin on the featured emergent technology.

The Augmented Reality Sandbox and the Virtual Reality Environment successfully developed and implemented at Ipswich Central Library will be replicated at the Springfield Central Makerspace along with improvements such as a volcano for the Augmented Sandbox and a larger and more current selection of environments and games for the Virtual Reality Space.

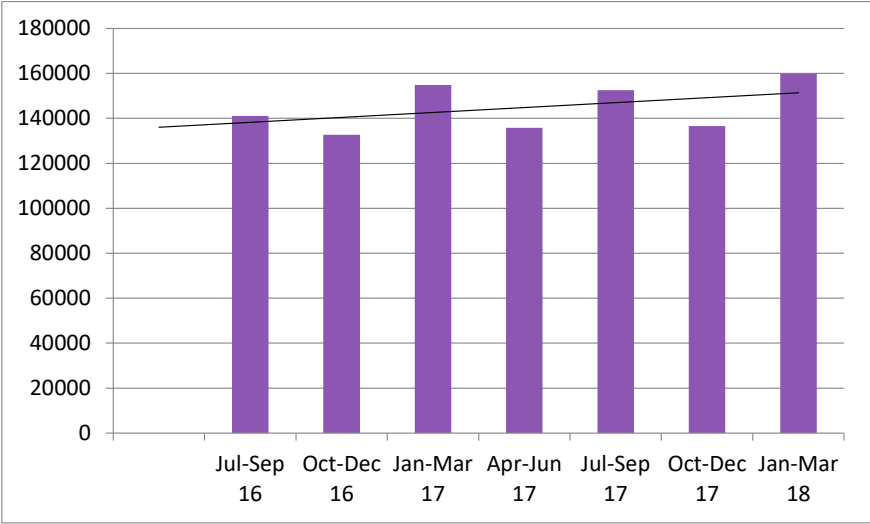
The Springfield Central Makerspace will also feature new experiences such as a filmmaking green screen that will facilitate public content creation of short films using assorted backgrounds and special effects in real time, allowing users to instantly receive a finished product to share. Other equipment is planned to promote the use case and functionality of 2D and 3D scanning technology for a range of real-world applications such as object creation in conjunction with a 3D printer, object animation and digital interaction in the Virtual



Reality environment. These improvements are designed to provide the community with a more interactive and lasting emersive technology experience.

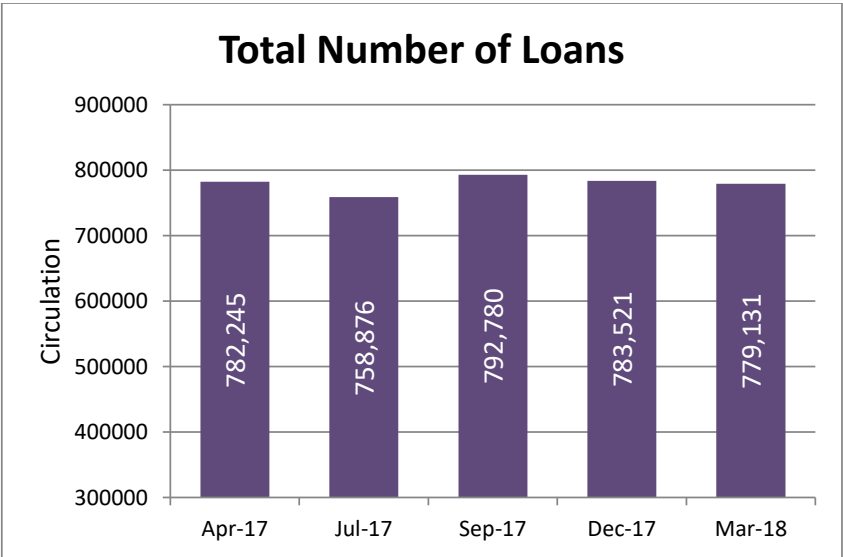
Understanding our Customers

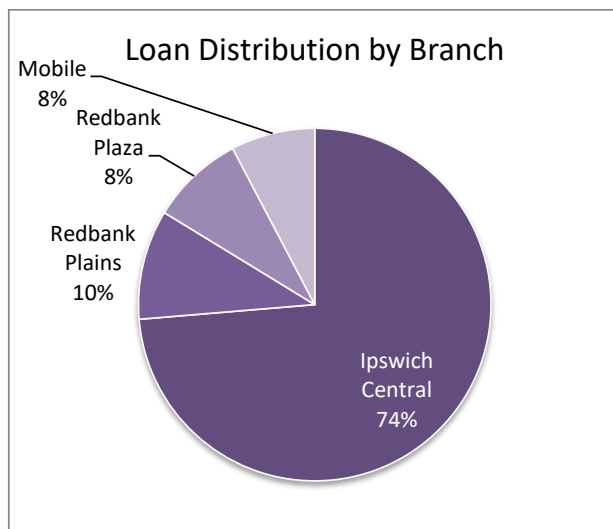
Ipswich Libraries recorded 157,237 visitors across all branches between the beginning of January and the end of March. Visitor numbers have been steadily trending up as Figure 6 below demonstrates (this includes the closure period of one week at Redbank Plains Library)



Loans

Overall loans continue to hold strong, below graph shows the 12 month rolling loan data with average annual loans per item remaining over four uses per item each year. This indicates that the overall collection is accessible and meeting community needs.





Ipswich Central Library continues to account for the majority of loans with an overall growth in the Ipswich Central's loans from 63% in the last quarter to 74% for this quarter. Redbank Plains has shown a slight decrease in comparative loan percentage for overall loans compared to last quarter as does Plaza and Mobile.

Library Collections

Logistics Hub

Work to build the Springfield Central Library collection is well under way. Existing stock has been isolated from circulation as it is assessed and recommissioned for use at the Springfield Central Library. This stock will form the base collection with the other 45% of the collection being procured for the new community profile of the catchment area. Regional delivery of Home Library Services, Inter-Library Loans and digitisation operations for Picture Ipswich are also part of the operations based at the Logistics Hub.

Systems Update

During the last three months the Library has been involved in the on-going task of migrating from our legacy Library Management System to the new cloud based system. This offers greater functionality to customers and staff, with the application accessible on phones and tablets.

The migration project was highly successful. Several smaller LMS upgrades are planned during this Quarter to enable further enriched functionality in Events, Reporting and PC Booking.

Public Programming

Inclusive Programming

Ipswich Libraries has continued to build relationships within the disability services sector during the January to March 2018 quarter. New inclusive programs have been successfully developed and delivered, and regular library events and services have been actively promoted across relevant community networks.

Targeted disability programs, such as the Sensory Sessions pilot program with *Multicap Limestone*, as well as facilitated group visits with local special schools, have focussed on inclusive approaches to storytelling, arts and culture, digital literacy and emergent technology. Existing programs including the Learn, Digital Arts and Makerspace series have attracted the attention of disability service providers such as *House with No Steps* and *Centacare Ipswich*, who have organised participation by their clients.



Sensory Sessions with Multicap Limestone

Library Public Programming staff have recently attended professional development workshops and forums with agencies such as Carer's Queensland and the Department of Education and Training. This increased skill and knowledge will inform future inclusive programs for audiences with disabilities from early years to adults and seniors.

Highlights of this quarter's Library programs include:

During the January to March 2018 quarter the Library Public Programming team delivered 12 interactive sessions to adults and children with intellectual or physical disabilities, with a total engagement of 99 attendees.



Distinctive Prints Makerspace Program with Centacare Ipswich

Cocktail Hour with Magda Szubanski	
Attendance	180 Adult community members
Venue	Ipswich Central Library
Community Benefit	Keen community members had the opportunity to have their questions answered when multi-award winning comedian, actor and writer, Magda Szubanski, engaged her captivated audience with witty, honest and revealing insights during the recent Cocktail Hour.




Celebrate First Nations		
	Attendance	140 community members
	Venue	Ipswich Central Library
	Partners	C&K Ready Together-Transition to School
	Community Benefit	The 2018 Celebrate Series began with First Nations and included cultural performances by the Goodna State School Indigenous group, painting workshops by artist Jessica Skeen-Mckinnon (Muralappi) and catering by First Food Co. It was a wonderful sharing of culture, literacy and community.


Sensory Sessions	
Attendance	21 community members
Venue	Ipswich Central Library
Community Benefit	Over 4 weeks in March, clients and support workers from Multicap Limestone participated in storytelling, digital literacy, arts and music activities in this pilot program designed to stimulate creativity and sensory experience.





Ipswich Poetry Feast- Poetry Feast Launch		
	Attendance	97 community members
	Venue	Henry Lawson Bicentennial Park, Walloon
	Partners	Ipswich Poetry Feast Committee (Ipswich Community), Sponsors and Partners, Walloon State School
	Community Benefit	This breakfast event officially launched the 16 th year of this poetry writing competition which aims to spread the word about the significance and beauty of poetry. "Henry Lawson" made a guest appearance and shared his work, <i>The Waterlily</i> . The morning also provided the opportunity for community poets to read a selected piece.

Summer Reading Club Finale		
Attendance	99 community members	
Venue	Ipswich Central Library	
Community Benefit	The Summer Reading Club, held during December 2017 – January 2018, aims to encourage young people to continue reading over the holiday period. Participation increased this year with 41% of the young people who registered completing the Reading Challenge.	

Makerspace – Distinct Prints		
	Attendance	13 community members and disability services
	Venue	Ipswich Central Library
	Community Benefit	Local creative Bec Lewis delivered a screen printing workshop where participants created and printed their own design. Attendees at this successful Makerspace program developed a range of new skills and techniques as well as being exposed to Ipswich's creative community.

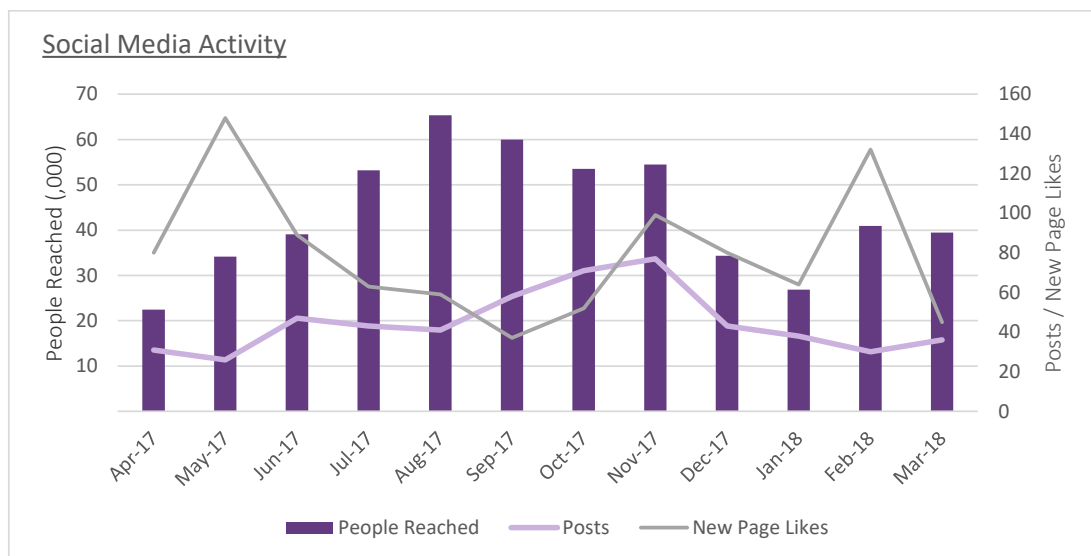
Libraries Up Late – Escape Room	
Attendance	13 community members
Venue	Ipswich Central Library
Community Benefit	The Undead Escape Room was newly developed for Ipswich Libraries in response to the success and demand of previous program sessions. The Ipswich community were enthralled by a Zombie apocalypse environment, challenged and excited by a range of puzzles, impressed with program’s professional construction and pleased with the team based enjoyment with like-minded people.



Digital Engagement

Ipswich Libraries recognises the importance of social media in connecting with and influencing customers.

Top 5 Performing Posts from the Ipswich City Council Facebook Page			
Date of Post	Description	Reach	Engaged Users <i>(reaction, share, comments and post clicks)</i>
23 Feb	Cocktail Hour with Samuel Johnson – Save The Date	14,999	1,364
3 Mar	Cocktail Hour with Magda Szubanski	2,807	279
14 Mar	#Throwback Thursday – Two girls at the beach 1947	6,128	900
26 Mar	Photos from the Ipswich Central Library ‘Escape Room’ program	2,270	218
27 Mar	‘Name The Book’ – Guess the book from its first line	2,019	180



Holiday Reading Challenge



HOW TO ENTER
Complete the below and submit to any Ipswich Libraries branch by **2 February 2018**.

Name: _____
Library card: x405
Phone: _____
Email: _____

Write the name of the book you read and colour in your star rating. You can also share your recommendations by using #Ipswich #ReadingChallenge on social media.

Book by an Australian Author
#CtAuthor
Title: _____
☆☆☆☆

Adapted to movie/TV show
#Adaptation
Title: _____
☆☆☆☆

Recommended by staff
#IpswichLibrariesStaff
Title: _____
☆☆☆☆

Author you've never read before
#HelloNewAuthor
Title: _____
☆☆☆☆

Set during the Summer
#SummerLove
Title: _____
☆☆☆☆

Book you've been meaning to read
#ReadingItNow
Title: _____
☆☆☆☆

From December 2017 - January 2018 Ipswich Libraries ran a 'Holiday Reading Challenge' for Adults. Over this time, library members were invited to read six different books from different categories to enter into the draw to win prizes donated by traders at Ipswich City Square. Prizes ranged from \$25 & \$50 in-store vouchers to free movie tickets.

The six book categories were:

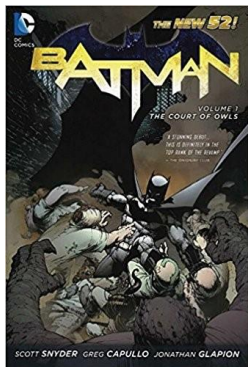
1. Book by an Australian Author
2. Adapted to movie / TV show
3. Recommended by staff
4. Author you've never read before
5. Set during Summer
6. Book you've been meaning to read

Name The Book



Towards the end of 2017, Ipswich Libraries introduced a weekly guessing game called 'Name The Book'. This is where, every Wednesday, Facebook followers are given a first line and are encouraged to guess the name of the book. January - March 2018 has seen this game grow in popularity and Ipswich Libraries are considering providing quarterly book pack prizes for those who correctly guess the title.

Comic Books

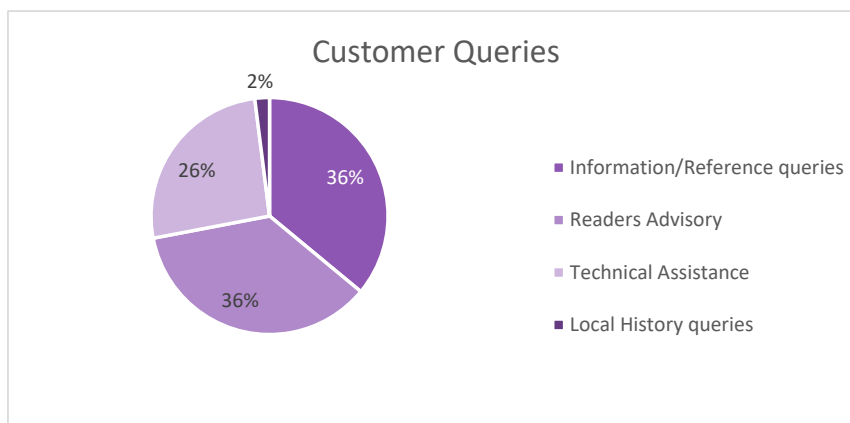


On 2 February 2018, Ipswich First featured a story set around the Comic Book collection. It gave a brief history of comic books and featured popular titles such as 'The Walking Dead', 'Thor', 'Batman', 'Naruto', 'Saga' and 'Star Wars: Darth Vader'

The article not only promoted the library comic book collection but ran an interactive 'How well do you know your Superheroes' quiz.

Customer Queries

During the period, **74%** of customers who sought help with queries were looking for assistance with general information, local history, and reference or reader's advisory as demonstrated in the below graph **Error! Reference source not found.**





Requests for Information	
Queries	8,735
Accessed	At Ipswich Libraries
	The Client Services team continued to provide assistance to customers seeking help with information, local history, technology and reader's advisory queries. Librarians assisted with 218 queries about Ipswich local history during the quarter.



Technical help	
Sessions provided	12
Accessed	At Ipswich Libraries
Community Benefit	Librarians engaged with 12 library customers to provide tailored one on one "Help Sessions" to show clients how to find and use library resources on devices such as laptops, iPads and similar mobile devices. Staff assisted with 2265 technical assistance queries at the point of need, with a resulting decrease in the demand for "Help Sessions" this quarter.



Studiosity	
Sessions provided	461
Minutes Accessed	11,771 minutes
Online tutor help	Students engaged through the library's online tutor service – "Studiosity". The service provided 461 tutorial sessions from January to March 2018 utilising 11,771 minutes of tutorial time



Performing Arts

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

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

15 Productions across both the Civic Centre and Studio 188 were delivered during the quarter, accounting for 3,607 tickets issued from a total of 1,679 transactions. This is marginally down by 576 tickets on same period last year, essentially due to 4 less productions.

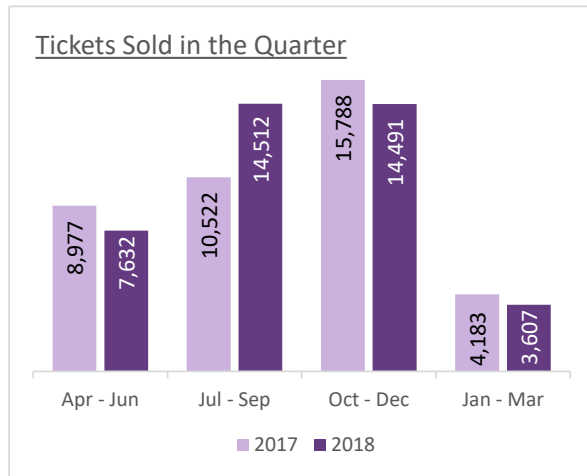


Figure 5

The March quarter is traditionally our quietest period in terms of actual delivery of performances, however sourcing and negotiations with promoters and tour operators has been the focus for this quarter. Of particular interest this past quarter has been the growth of enquiries and subsequent conversion of these enquiries for non-performance related activities – meetings, conferences, events, catered celebrations and the like. This demand along with scheduling up to 150 performances in any one year is now placing significant downward pressure on capacity.

Enhancing the Customer Experience

Programming

The January – March period followed the trend of previous years with fewer touring productions during this period. Despite this, the Civic Centre managed to achieve an average theatre occupancy of 62.24%, up against the same period last year of 53.63%. This result is by and large due to a shift in genre programming philosophy that saw us schedule two major head line comedy shows to start the year, resulting in sell out performances from Ahn Do and Jimeoin - between them generating 38% of total tickets sold for the quarter. These two significant draw cards provided a solid platform for our programming, resulting in a near 10% growth in occupancy over the same period last year.



Food and Beverage

Commercial food and beverage revenues increased 14.0% from the same quarter last year. This result continues to highlight the importance of non-performance related activities generating revenue and filling need periods where the auditorium and Cunningham rooms are sitting vacant. The business mix for the period was well balanced with a number of small meetings and larger catered lunches and dinners. Stars Café continues to perform solidly with consistent pre show dining numbers being generated. A mixture of price point, seasonal menu changes, and prompt and friendly service ensures a high level of patron advocacy for our food and beverage offering.

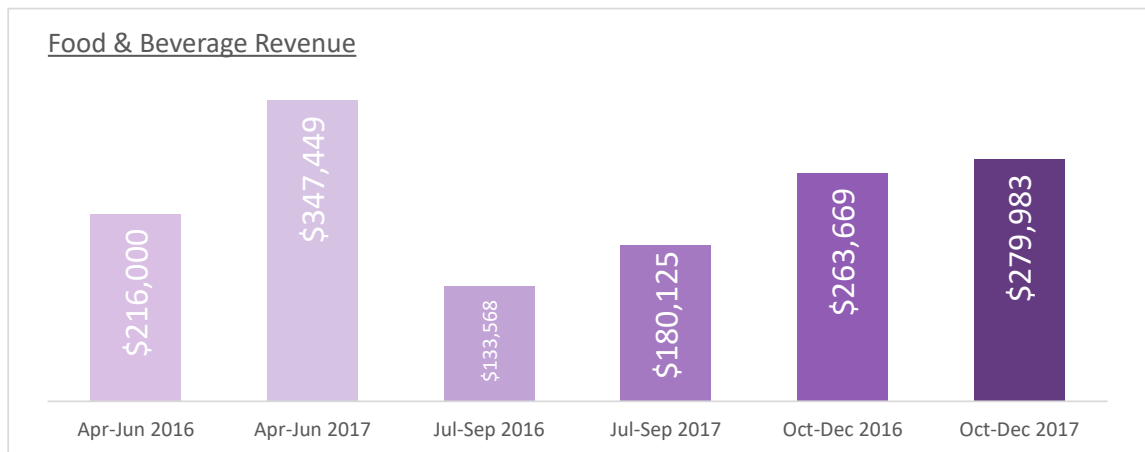


Figure 6

Our Community Focus

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

Community Use of the Civic Centre

By making the Civic Centre's facilities available for community organisations, we assist in the cultivation of creativity and engagement by our community and its artists. The March quarter was dominated by internal and external council activities, with an even distribution between corporate and community events making up the balance. This is traditionally a quiet quarter for the community segment and reflects a similar distribution to last year.

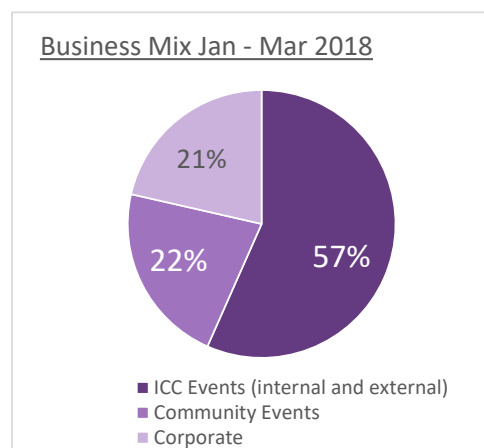


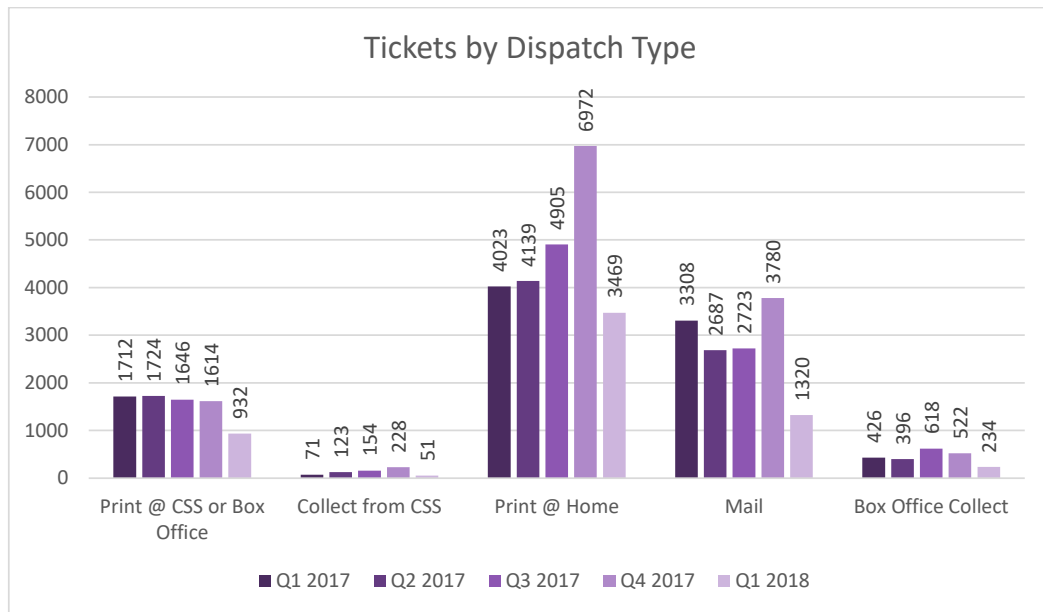
Figure 7

Organisation	Attendance
Ipswich City Council – Australia Day Celebrations	300
RSL Moreton Branch Dinner	200
Centro Church	400
Trade Show (Chamber of Commerce)	200
Department of Premier & Cabinet	360
Blackstone Cambrian Choir	200
Blue Care Bridal Expo	150
Citizenship Ceremony	180
Michael Pascoe Luncheon (Chamber of Commerce)	150
St Marys College Formal	270
125 th Queensland Eisteddfod	2000



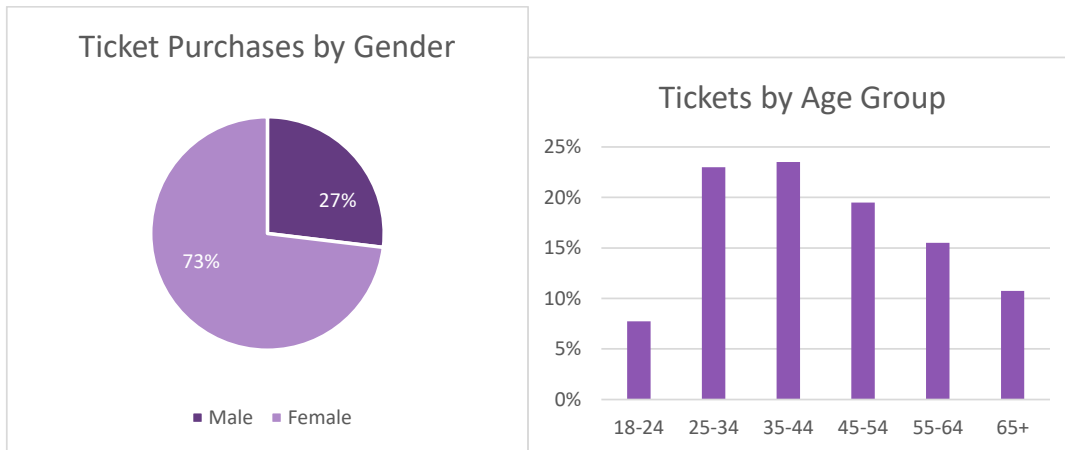
Ticketing and On Line Sales

On line sales continue to dominate our sales channels, with 70% of our sales for the quarter via the internet. In the past 12 months a total of 8762 transactions were completed versus 5396 in the previous year. This increase has also saw our Ecommerce conversion rate grow to 7.31% vs 4.31% the previous year - well above retail industry benchmarks of between 3 – 4%. It is clear that growth in this area is both a balance of the shows on sale and their popularity along with the ease in which patrons are able to find what they are looking for quickly and easily, supported by a secure payment portal. The below table highlights the impact of on line sales (Print at Home) over the past 15 months, representing close to 60% of all sales.



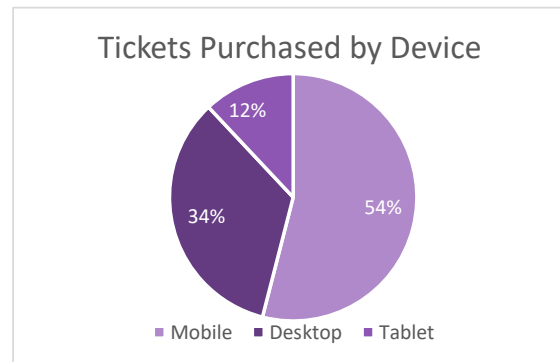
Website and Social Media

The engagement and use of our web site and social media platforms is a critical tool in our ability to successfully promote and communicate the performances and activities held at the Civic Centre and Studio 188. The past 12 months has seen an increased emphasis on driving the promotional activity and general communication via these channels. Not only is this a cost effective platform, it has also proven to have significantly greater reach and measurable cut through than the more traditional advertising and promotion mediums. Some key findings for the period 1/4/17 – 31/3/18 are detailed below.



Audience Devices

Mobile usage has increased by 6.2% over the previous year and accounts for 54% of all traffic flow to our website. Desktop by comparison accounts for only 33% of traffic. With the use of mobile devices becoming more and more prevalent as the preferred viewing channel, it remains important to ensure that all new website updates and on line campaigns take into consideration a “mobile first” view to maximise exposure and subsequent sales conversion opportunities.



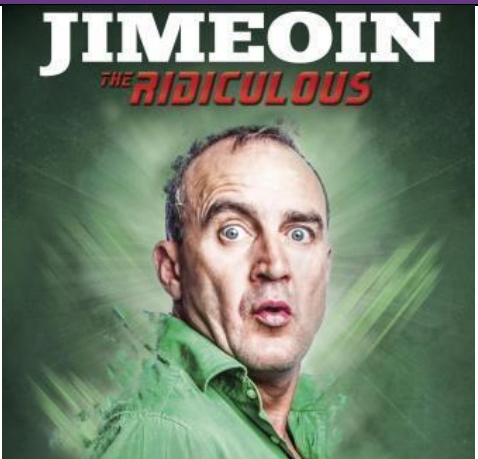
Driving Visitation to Our City

By attracting visitors to the City, the Civic Centre builds the profile of Ipswich and contributes to the local economy. In the March quarter, the Civic Centre attracted 1,001 new customers representing 31.00% of total ticket sales for the period. Of the total bookings (transactions) 1,679 (29.30%) of these came from outside local Ipswich area. This result is well up on both the same period last year and the previous quarter, driven by the two headliner acts of Ahn Do and Jimeoin, who given their national profile assisted in driving an increased level of visitation to the city from beyond the local government area boundaries.

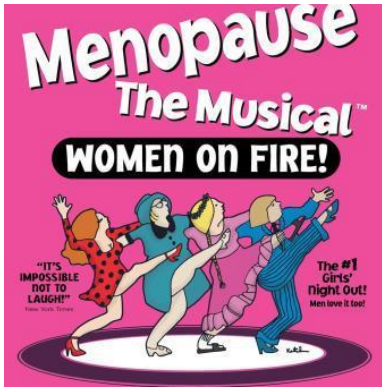
Cultural Flagship

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

Anh Do		
	Target Audience	18 – 49 yrs
	Attendance	594
	<p>Comedian Anh Do brings his best-selling memoir, <i>The Happiest Refugee</i>, to life in a ground-breaking stand-up show. This moving, inspirational and unforgettable theatre experience combines humour, real-life stories, photos and filmed pieces to retell Do's amazing story. Anh Do travelled to Australia in 1980, the journey the first of many struggles for a young Do, who overcame all manner of difficulties throughout his life to become a lawyer and, in 2008, Australia's Comedian of the Year. Today he is one of Australia's most sought after stand-ups, as well as a talented writer, actor, producer and Star of the ABC1 TV's <i>Anh's Brush With Fame</i>.</p>	

Jimeoin – The Ridiculous	
Target Audience	18 – 49yrs
Attendance	759
<p>From the ridiculous to the hilarious...come and see Jimeoin's new show as he takes you into the brain of one of the world's best stand-up comedians and masters of observational humour. Jimeoin is acclaimed as one of the hottest stand-up comics of this generation – a true comedy master. A prolific writer with an exceptional audience rapport, he is known and loved for his brilliantly funny wit and charming observations on the absurdities of every-day life.</p>	
	

Menopause the Musical: Women on Fire



Target Audience	25 – 60 yrs
Attendance	463

Menopause The Musical returns to the stage with new songs, new dance routines, new gags, and a new producer. Celebrating all things menopausal, in the all-new Menopause The Musical – Women on Fire! Menopause The Musical – Women on Fire! follows the story of four women who meet at a lingerie sale and discover they have plenty in common, including memory loss, night sweats, hot flashes, too much sex, not enough sex and much more! The original Menopause The Musical debuted in Melbourne in 2005.

Outtawak

Target Audience	60 – 80 yrs (Seniors)
Attendance	442

Wickety Wak members Rob Rosenlund & Tony Jeffrey have teamed up with the hilarious Dave Mitchell to perform as Outtawak. Their show includes send up's and songs of artists like Tom Jones, Kermit the Frog, Elvis Presley, Dolly Parton, The Platters, John Denver, and many more.



Queensland Symphony Orchestra



Target Audience	25 – 60 yrs
Attendance	219

Be charmed by Nimrod which you will know from films Dunkirk and Elizabeth. Barber's Adagio is profoundly beautiful and enshrined in Platoon, The Elephant Man and even South Park. Rachmaninov's Vocalise is one of the composer's most cherished pieces with its melody poised above pulsing chords. Tchaikovsky's Dance of the Sugar Plum Fairy is pure, sweet delight, beloved by audiences. Queensland Symphony Orchestra plays a vital role in Queensland's cultural community, giving over 157 live performances across 47 weeks each year to more than 1.6 million people.

Visual Arts

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

Cultural Development

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

A primary indicator of our success in this area is the number of people engaging with the Arts. Visitors in the January to March quarter were attracted to the popular *Built for Speed* exhibition and the Scale Free Network workshops.

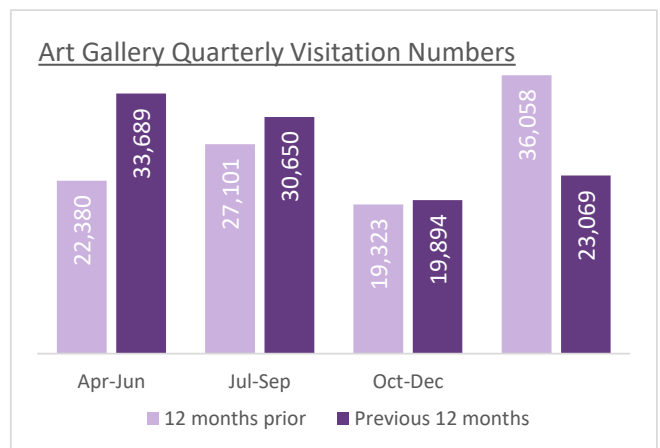


Figure 8

Where are our visitors from?

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

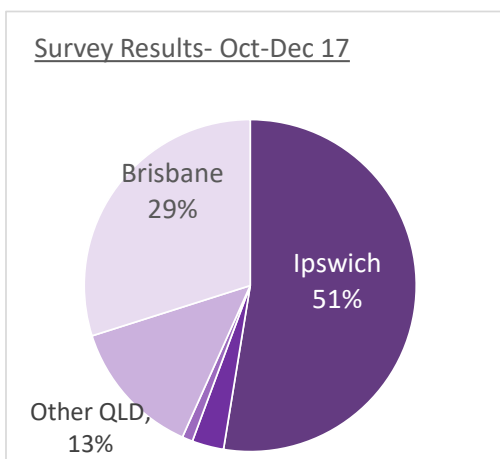


Figure 9

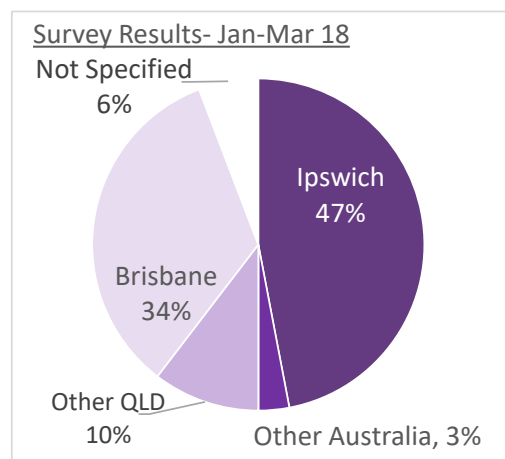



Figure 10


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 11,000 visitors to Ipswich between January and the end of March.

Cultural Flagship

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

Built for Speed		
Target Audience	Children and families	
Attendance	17,798	
Cultural Value	<i>Built for Speed</i> provided an enjoyable opportunity for children and their parents engage their creativity on a large scale, fostering design skills, constructive play and intergenerational dialogue and activity, etc.	

Scale Free Network		
	Target Audience	Primary education classes, children and families
	Attendance	786
	Cultural Value	<i>Scale Free Network</i> provides an educational and enjoyable workshop program for primary school groups and families. Mixing art and science, the workshops provided local schools with an innovative cross-curricular excursion.



Ipswich Artists	
Target Audience	General audience, arts community, local artists
Attendance	4,504
Cultural Value	<i>Ipswich Artists</i> showcases a range of exceptional works by local artists which have been acquired for the Gallery's from the Ipswich Art Awards over the past 10 years.

Our Community Focus

Education Programs

A total of 1,077 students participated in 53 education sessions presented during the January - March quarter, including vacation care groups visiting *Built for Speed* and both primary and secondary classes attending Scale Free Network's Micro-Draw education sessions.

Events and Membership Programs

The Ipswich Arts Foundation held a successful Friday evening event attended by over 50 members and guests celebrating the work of Thomas Griffiths, a Welsh immigrant to Ipswich in the 1880s who became a master craftsman of Queensland timbers. The ticketed event unveiled a new display featuring an inlaid timber exhibition piece acquired by the Foundation. Additionally, the Gallery Boardroom hosted monthly meetings for local Arts Connect members.

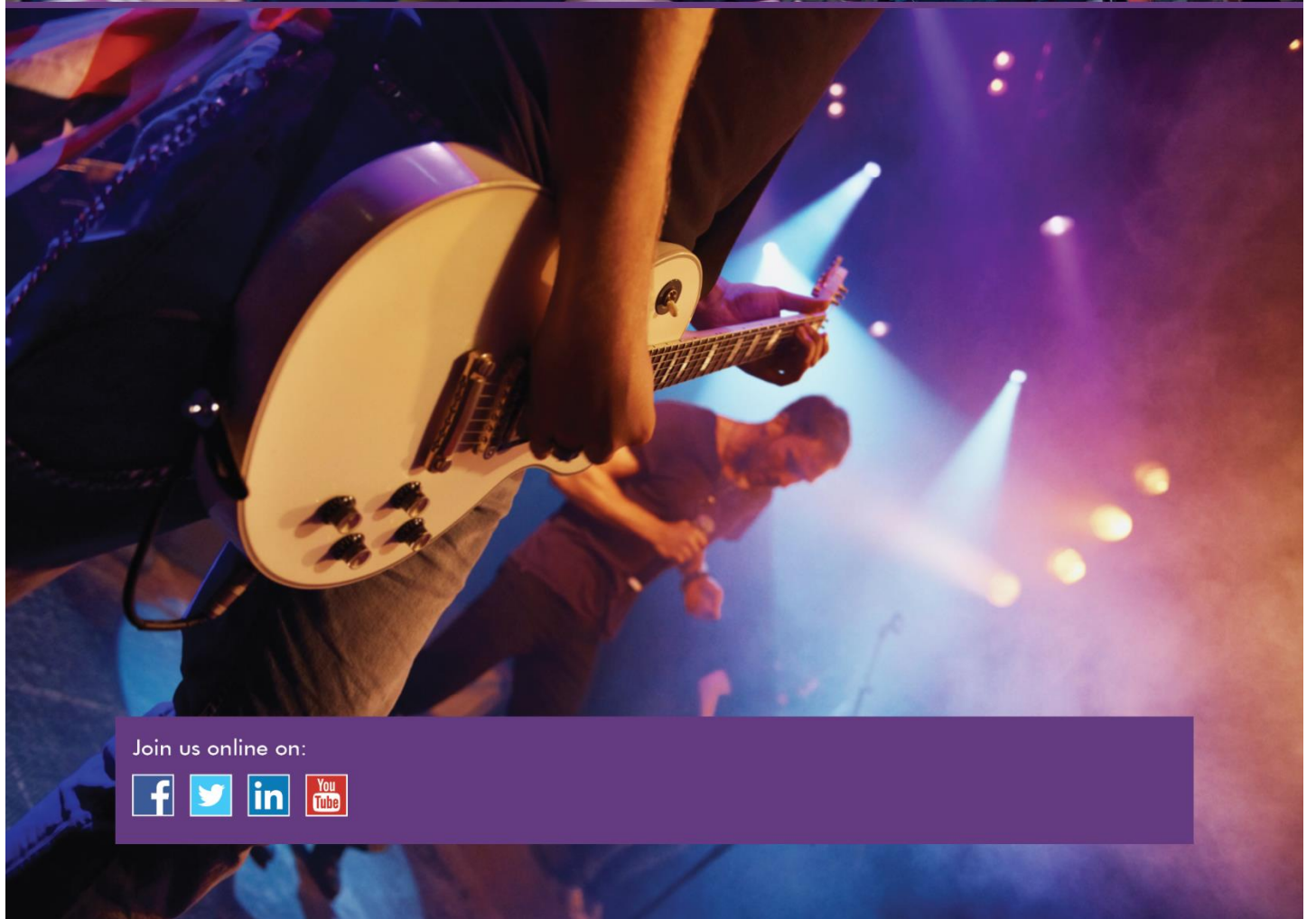
Workshops/ Art Activities

The Gallery hosted the launch event for the 2018 Ipswich Festival attended by 77 guests.



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