



City of Mount Gambier

Reference: AF12/376 FM

20th February, 2014

TO: CR RICHARDSON (PRESIDING MEMBER)
CR PERSELLO
CR SHEARING
CHIEF EXECUTIVE OFFICER
MANAGER - COMMUNITY SERVICES AND DEVELOPMENT
COMMUNITY DEVELOPMENT OFFICER
JOHN AMOROSO
ROB FOGGO
EMMA HAY

COPY: ALL MEMBERS

NOTICE is hereby given that the Community Engagement and Social Inclusion Sub-Committee will meet in the following Meeting Room on the day, date and time as follows:

Community Engagement and Social Inclusion Sub-Committee
(Reception Area - Level 4):

Monday, 24th February, 2014 at 5.30 p.m.

An agenda for the meeting is enclosed herewith.

Other Members not on the Sub-Committees are encouraged to attend the above meeting as your thoughts and contributions will be appreciated.

Barbara CERNOVSKIS
MANAGER – COMMUNITY SERVICES AND DEVELOPMENT

COMMUNITY ENGAGEMENT & SOCIAL INCLUSION SUB-COMMITTEE

Meeting to be held at the Committee Room, Civic Centre, 10 Watson Terrace, Mount Gambier
on Monday, 24th February, 2014 at 5.30 p.m.

AGENDA

PRESENT: Cr Richardson
Cr Persello
Cr Shearing
John Amoroso
Rob Foggo
Emma Hay

APOLOGIES: moved that the apology from
be received.

seconded

NOT IN ATTENDANCE:

COUNCIL OFFICERS: Mark McShane, Chief Executive Officer
Barbara Cernovskis, Manager - Community Services and Development
Alison Brash, Community Development Officer

COUNCIL MEMBERS

AS OBSERVERS:

OTHER GUESTS

IN ATTENDANCE: Eve Barratt, Chief Executive Officer, Lifeline, Regional South Australia

WE ACKNOWLEDGE THE BOANDIK PEOPLES AS THE TRADITIONAL CUSTODIANS OF THE LAND WHERE WE MEET TODAY. WE RESPECT THEIR SPIRITUAL RELATIONSHIP WITH THE LAND AND RECOGNISE THE DEEP FEELINGS OF ATTACHMENT OUR INDIGENOUS PEOPLES HAVE WITH THIS LAND.

MINUTES: moved that the minutes of the previous meeting
held 28th October, 2013 be taken as read and confirmed.

seconded

1. JAIL EXPANSION – SOCIAL IMPACT

The Presiding Member welcomed and introduced Eve Barratt, Chief Executive Officer, Lifeline Regional South Australia.

RECOMMENDATION NO. 1

received. moved it be recommended that the presentation from Eve Barratt be

seconded

Community Engagement and Social Inclusion Sub-Committee Agenda, Monday 24th February, 2014 cont'd..

2. BUSINESS ARISING

The Presiding Member raised for discussion:

- (a) Research on previous Headspace Centre funding submissions (report attached)
- (b) Consolidated notes from Uniting Care and ac.care presentation (attached)
- (c) Aboriginal and Torres Strait Islander Flags – Update from meeting held Friday, 21st February 2014.
- (d) Calendar
Meeting Schedule to be set for 2014.
- (e) Resignation
Notice of resignation received from Callena Rawlings.

RECOMMENDATION NO. 2

moved it be recommended

- (a) the business arising report be received;
- (b) the calendar be accepted;
- (c) resignation from Callena Rawlings be accepted and Expression of Interest for Community representative be initiated.

seconded

3. STRATEGIC/CORPORATE PLAN REVIEW

Members to review attached strategic goals prior to meeting

- Community well-being
- Diversity
- Building Communities

RECOMMENDATION NO. 3

moved it be recommended the strategic goals as reviewed be accepted.

seconded

4. MANAGER COMMUNITY SERVICES AND DEVELOPMENT REPORT

The Presiding Member reported the Members present receive a report from the Manager Community Services and Development:

- (a) the report delivered by the Manager Community Services and Development include:
 - (i) Limestone Coast Community Services Roundtable (LCCSRT)
To assist members to become informed, a copy of the LCCSRT Charter is

Community Engagement and Social Inclusion Sub-Committee Agenda, Monday 24th February, 2014 cont'd..

attached. Please note that formal agency representation on the LCCSRT is specifically targeted at the Executive/Senior Management level of each participating agency.

- (ii) Community Engagement Schedule
Draft Schedule attached for discussion.
- (iii) Social and Workplace Impact of Domestic Violence
Susie Smith, Manager Limestone Coast Domestic Violence Service and Mark Thompson, Regional Manager Housing SA to hold a presentation at the next meeting.
- (iv) Homeless
Approached by Mr Barry Maney to support the 'Support Homeless People' luncheon at the Barn Palais, 11 April 2014 with a commitment to 1 table of 10 people. Flyers to be tabled at meeting.
- (v) Community Engagement Toolkit
Tabled at meeting for discussion.

RECOMMENDATION NO. 4

moved it be recommended:

- (a) the Manager – Community Services and Development report be received;
- (b) Council be represented by _____, on the LCCSRT. Minutes be circulated internally to Members, and relevant issues be raised and actioned via this sub committee;
- (c) Community Engagement Schedule as discussed be amended and actioned;
- (d) Council commit to 1 table of 10 (\$1,000) for the 'Support Homeless People' initiative on 11th April 2014. Representation, in order of precedence be sought as follows Elected Members of Council, Community Engagement & Social Inclusion Committee Members, Chief Executive Officer, Director Operational Services, Director Corporate Services, Manager Community Services & Development and Community Development Officer;
- (e) feedback on Community Engagement Tool Kit be submitted to the Manager Community Services and Development by 14th March, 2014.

seconded

5. COMMUNITY DEVELOPMENT OFFICER REPORT

The Presiding Member reported the Members present receive a report from the Community Development Officer:

- (a) the report delivered by the Community Development Officer include:
 - (i) Youth Advisory Group (YAG)
The Youth Advisory Group will now be meeting fortnightly in the lead up to Youth Week. \$2,000 contribution has been received from the Office of Youth. Additional application submitted to the South Australian Office for Youth, in partnership with District Council of Grant, seeking support for a youth driven survey into the local needs and interests of young teenagers. YAG will host the U N Youth SA Branch

Community Engagement and Social Inclusion Sub-Committee Agenda, Monday 24th February, 2014 cont'd..

to run their state wide conference from Mount Gambier. Date to be confirmed. Expected 50 high school students will participate.

(ii) Plant Your Own Fresh Snack

To ensure sustainability of the OPAL initiative 'Plant Your Own Fresh Snack' the program will now be administered by the Community Development Officer. End of year celebration planning is underway and discussions are being held regarding employment directions for participants.

(iii) Every Generation Festival

Seniors involved in planning the Every Generation Festival met to discuss opportunities to celebrate Seniors in 2014. It was decided that a focus on, and early preparations towards computer training geared towards reducing isolation, and mobile phone text message could have significant positive benefit. In addition, retitling the event to be a Festival for Seniors would reduce confusion.

(iv) Your Professional Network (YPN)

Several YPN events, including meet and greet of new medical interns to Mount Gambier, with the distribution of welcome packs. A planning event was well attended with 17 people meeting at metro to discuss what they'd like to see YPN achieve. The program will 're-launch' in 2104 – having been throughout 2013. Increased facebook activity and regular email information will be distributed.

(v) Migrant Resource Centre (MRC)

Meeting with Angela Malpas, the new Manager of the MRC to discuss power usage issues being experienced by newly arrived communities in Mount Gambier and possible support for the City of Mount Gambier on a Dept. of Manufacturing, Innovation, Trade, Resources and Energy (DMITRE) project .

Preliminary discussion held regarding opportunities to link new migrants into volunteering positions in the community. Exploring volunteer opportunities to foster community contribution roles for new migrants is a key focus area for the MRC.

Facilitated an introduction between Geared 2 Drive and the MRC.

(vi) Healing Circles

Met with the Pangula Mannamurna Inc. team to discuss the Healing Circles project. Council's planning team are now working with Pangula offering site specific practical advice and assessing structural support needs for the physical development of the project.

(vii) Australian Population Migration Research Centre

Council have been approached by Helen Feist of the University of Adelaide's Australian Population and Migration Research Centre with the purpose we consider assisting an LGA alliance exploring the enablers and dis-enablers of settlement of new migrants. They have been working with Naracoorte – Lucindale and LGA for some time, and now wish to expand this research into Mount Gambier. They request our involvement on their project reference group and an application of top up funding through the national Australian Centre for Excellence for Local Government (ECELG) research partnerships scheme.

Community Engagement and Social Inclusion Sub-Committee Agenda, Monday 24th February, 2014 cont'd..

RECOMMENDATION NO. 5

moved the Community Development Officer report be received.

seconded

6. OTHER BUSINESS

The Presiding Member raised:

(a)

RECOMMENDATION NO. 6

moved it be recommended:

seconded

7. STANDING ITEM: TERMS OF REFERENCE

| Objective: | Project | Current Status |
|---|--|--|
| 4.1 | | |
| Review Council's current community engagement and social inclusion practices and policies | Revised Policy P195 Community Engagement Process Audit | Revised Policy adopted 19 th November 2013 Internal Audit in development |
| Investigate relevant practices in other Councils. | | Achieved |
| Develop a community engagement and social inclusion strategy | Draft Strategy for Member Engagement Community Engagement Framework | In development In development |
| Reflect community needs | | In development |
| Embed community engagement and social inclusion practices in Council's operations | Community Engagement Framework Community Engagement Process | In development Internal Audit in development |
| 4.2 | | |
| Develop an organisational and operational framework to achieve Objective 4.1 | As above | In development |

Community Engagement and Social Inclusion Sub-Committee Agenda, Monday 24th February, 2014 cont'd..

RECOMMENDATION NO. 7

moved it be recommended the standing item Terms of Reference table as presented be received and actioned.

seconded

8. **NEXT MEETING**: 24th March 2014 at 5.30 p.m.

Meeting closed at p.m.

FM

COMMUNITY ENGAGEMENT & SOCIAL INCLUSION SUB-COMMITTEE

Minutes of Meeting held at the Committee Room, Civic Centre, 10 Watson Terrace, Mount Gambier
on Monday, 28th October, 2013 at 5.30 p.m.

MINUTES

PRESENT: Cr Richardson
Cr Persello - left at 6.50 pm
John Amoroso
Rob Foggo - Teleconference
Emma Hay

APOLOGIES: Cr Persello moved that the apology from Callena Rawlings and John D'Sousa be received.

Emma Hay seconded Carried

NOT IN ATTENDANCE: Cr Shearing

COUNCIL OFFICERS: Barbara Cernovskis, Manager - Community Services and Development
Alison Brash, Community Development Officer

APOLOGIES COUNCIL OFFICERS: Mark McShane, Chief Executive Officer

COUNCIL MEMBERS AS OBSERVERS: Cr White
Cr Maher

OTHER GUESTS IN ATTENDANCE: Beth McKay, Uniting Care

WE ACKNOWLEDGE THE BOANDIK PEOPLES AS THE TRADITIONAL CUSTODIANS OF THE LAND WHERE WE MEET TODAY. WE RESPECT THEIR SPIRITUAL RELATIONSHIP WITH THE LAND AND RECOGNISE THE DEEP FEELINGS OF ATTACHMENT OUR INDIGENOUS PEOPLES HAVE WITH THIS LAND.

MINUTES: Cr Persello moved that the minutes of the previous meeting held 23rd September, 2013 be taken as read and confirmed.

Rob Foggo seconded Carried

1. STAKEHOLDER GROUP VISIT

The Presiding Member welcomed and introduced Beth McKay.

RECOMMENDATION NO. 1

Emma Hay moved it be recommended that the verbal reports from Uniting Care and ac.care be consolidated and the following actions undertaken:

- (a) Rob Foggo of ac.care deliver to the sub-committee Aboriginal and Torres Straight Islander Emergency Relief Program client statistics;
- (b) Cr Jim Maher to forward UniSA contact/s for possible research project if underlying social issues;

Community Engagement and Social Inclusion Sub-Committee Minutes, Monday 28th October, 2013 cont'd..

- (c) Beth McKay to provide the sub-committee with a formal summary of activities and aspirations for Uniting Care;
- (d) Research all available options for public showers;
- (e) Research the number of family relocations associated with the Jail (expansion).

John Amoroso seconded

Carried

2. BUSINESS ARISING

The Presiding Member raised for discussion:

- (a) Research on previous Headspace Centre finding submissions is currently underway.
- (b) The Youth Advisory Group have met with Cr Persello and discussed the recommendations contained in the Youth Mental Health Community Profile.
- (c) Previously a Youth Advisory Group Member has formally approached the Mental Health Network to discuss a Youth Health and Wellbeing Expo. The Youth Advisory Group have requested that she present her idea to them, and identify how she wishes to be involved with this. The Group are also aware that there are efforts from other sources being generated towards similar outcomes, but that these are not being coordinated. It was recommended that services be encouraged to correspond with the Youth Advisory Group, so that the Youth Advisory Group can advise on partnership approaches where appropriate.
- (d) A meeting regarding prohibitive access within the CBD is still being negotiated between the identified participating parties. Preliminary discussion Wednesday, 30th October, 2013.

RECOMMENDATION NO. 2

Cr Persello moved it be recommended that the business arising report be received and the Youth Advisory Group inform Innovative Community Action Networks (ICAN) of current activities.

Emma Hay seconded

Carried

3. MANAGER COMMUNITY SERVICES AND DEVELOPMENT REPORT

The Presiding Member reported the Members present receive a report from the Manager Community Services and Development:

- (a) the report delivered by the Manager Community Services and Development include:
 - (i) P195 - COMMUNITY CONSULTATION AND ENGAGEMENT POLICY

All feedback received from the Committee and the recent consultation has been received and incorporated in the revised policy.

Community Engagement and Social Inclusion Sub-Committee Minutes, Monday 28th October, 2013 cont'd..

(ii) LIMESTONE COAST COMMUNITY SERVICES ROUND TABLE (LCCSRT)

Currently the Manager Community Services and Development has been the Council representative on the LCCSRT after an approach was made by the Chair, Mark Thompson. Further to that, the Community Development Officer has assumed a position on the LCCSRT Community Engagement Sub Committee in lieu of Manager Community Services and Development.

It has been previously endorsed that the Presiding Member be the Council representative on the LCCSRT Violence Against Women Sub Committee with the Community Development Officer nominated as the proxy.

(iii) PARK AND STRIDE

The Shop Local to Win Campaign has concluded and the data has been analysed.

A total of 3,304 participants submitted the surveys with the following outcomes:

| | |
|-----------------------|-------|
| Age | |
| 18-34 | 583 |
| 35-54 | 1,441 |
| 55-64 | 692 |
| 65+ | 538 |
| None indicated | 50 |
| Transportation | |
| Car | 2,848 |
| Bike | 51 |
| Walk | 178 |
| Public Transport | 14 |
| None Indicated | 190 |
| Parking | |
| Front of Store | 2,053 |
| Off Street | 694 |
| Other | 262 |
| None Indicated | 243 |

Extract from the Parking data the five business's that provide adequate parking front of store and are either not located in the CBD or the nature of their business requires front of store parking, the Front of Store figure reduces to 887 participants that opt for front of store parking.

RECOMMENDATION NO. 3

John Amoroso moved it be recommended that the P195 Community Consultation and Engagement Policy as amended be adopted.

Cr Persello seconded

Carried

John Amoroso moved it be recommended:

- (a) the Manager - Community Services and Development Report be received;
- (b) that Council representation on the LCCSRT be carried over to the next meeting and the LCCSRT minutes be tabled;

Community Engagement and Social Inclusion Sub-Committee Minutes, Monday 28th October, 2013 cont'd..

- (c) Sub-committee recommendation for Park and Stride is for a community education program to be developed and delivered on an ongoing basis in collaboration with Manager Community Services and Development and Team.

Emma Hay seconded

Carried

4. COMMUNITY DEVELOPMENT OFFICER REPORT

RECOMMENDATION NO. 4

Cr Richardson moved the Community Development Officer report be carried forward to next meeting due to time constraints.

John Amoroso seconded

Carried

5. OTHER BUSINESS

The Presiding Member reported:

- (a) Aboriginal and Torres Strait Islander Flags;
- (a) Social Inclusion Action Plan be reviewed.

RECOMMENDATION NO. 5

- (a) Cr Persello moved a recommendation be presented to Council for the Aboriginal and Torres Strait Islander flags be permanently displayed in the Council Chamber and a formal presentation to Council, from the Boandik Elders, be held in line with the anniversary of the National Apology in February 2014.

Emma Hay seconded

Carried

- (b) Cr Richardson moved it be recommended that the review of the Social Inclusion Action Plan be moved forward to the next meeting due to time constraints.

John Amoroso seconded

Carried

6. STANDING ITEM: TERMS OF REFERENCE

| Objective: | Current Status |
|---|------------------------------|
| 4.1 | |
| Review Council's current community engagement and social inclusion practices and policies | Current Consultation Process |
| Investigate relevant practices in other Councils. | Achieved |
| Develop a community engagement and social inclusion strategy | Achieved |
| Reflect community needs | In development |
| Embed community engagement and social inclusion practices in Council's operations | In development |
| 4.2 | |
| Develop an organisational and operational framework to achieve Objective 4.1 | In development |

Community Engagement and Social Inclusion Sub-Committee Minutes, Monday 28th October, 2013 cont'd..

RECOMMENDATION NO. 6

Cr Richardson moved it be recommended the Terms of Reference table be reviewed at the next meeting due to time constraints.

John Amoroso seconded

Carried

5. **NEXT MEETING:** 25th November, 2013 at 5.30 p.m

Meeting closed at 7.10 p.m.

TLG

Draft Report into Headspace:**COMMUNITY ENGAGEMENT AND SOCIAL INCLUSION SUB COMMITTEE****SUBJECT: Mount Gambier Headspace Centre Application Feedback.****Report November 2013.**

This report is prepared in response to recommendations made by Linda Winterfield in her 2013 Youth Community Profile report presented to the CESI Sub Committee, that Mount Gambier should consider pursuing a Headspace Centre. Enquiries have been made into known feedback received on why previous Mount Gambier community consortium bids to pursue a Headspace facility have been unsuccessful. Currently South Australian Headspace Centres are located in Murray Bridge, Berri, Port Augusta and Noarlunga.

To gain historical insight staff from a number of local community agencies have been consulted including CAMHS (Child Adolescent Mental Health Service), Housing SA, ICAN, HYPAs and AC Care, as well as a number of people known to have been directly involved in previous community consortium Headspace Centre application bids.

Feedback received from those we consulted differ on whether one or two formal bids to secure a Headspace Centre for Mount Gambier have been made. Dates also differ. With respect to those consulted, for the purpose of this report we will assume that there were two formal bids made for two separate application stages to expand Headspace into Mount Gambier, with these occurring in 2005 and 2007.

Around 2005, a local consortium was successful in securing a grant of \$35,000 to conduct research into the potential of developing a Headspace Centre in Mount Gambier. The consortium of local service providers included the City of Mount Gambier. Funds were auspiced by the Limestone Coast Division of General Practice providing for engagement of a Research Project Officer. In 2007 the second application was launched, but this was unsuccessful, with Murray Bridge securing a facility instead, opening as Murraylands Headspace in April 2008. It was believed a demographic factor impacting this decision was a higher ratio of Indigenous young people who would benefit from the Headspace Centre in Murray Bridge.

In October 2010, at the Limestone Coast Community Services Round Table planning session, Youth Mental Health was identified as key theme to be addressed, and a sub-committee focusing on mental health advocacy formed. This sub-committee included some members who had worked on the unsuccessful 2007 Headspace application. Members of the sub-committee did not have access to feedback on why the bid had been unsuccessful, so a 2011 phone link with Pat O'Leary Project Director of Headspace Centre Expansion was initiated to gain feedback.

A number of those we consulted stated that feedback received identified Headspace had chosen to target communities evidencing higher needs than Mount Gambier. That there was a lack of prevalence of identified key focus issues in the South East, such as the number of young people at risk, and the actual number of recorded youth suicides. It was allegedly explained that Mount Gambier was on the radar, but was not a priority and establishing a Centre would not be on the cards for a number of years.

In response to this feedback, the Round Table sub-committee decided not to wait for the likelihood of a future Headspace, but to instead explore different youth support models.

In 2012 Paula McCubbin and others presented a wide variety of youth support models to the sub-committee for consideration. Of these, the sub-committee were particularly interested in the Streetlink youth hub developed by Uniting Communities and being run out of Adelaide. Uniting Communities' Robyn Sutherland presented to the group and invited sub-committee members to visit Streetlink when they were in Adelaide. Site visits impressed sub-committee members with the potential to develop a similar model, and the Streetlink Working Party was formed.

With a primary focus on youth homelessness, Streetlink in Adelaide offers on site and outreach support targeting young vulnerable people with complex needs who are homeless or at risk of homelessness and unlikely to be serviced elsewhere. Streetlink is a service hub concept less rigid in structure than Headspace, but still offering onsite GP services, as well as a complex case management model, and services including needle exchange, sexual health clinics and drug and alcohol support.

Being a holistic service with the potential of adaptation to a rural location the Streetlink Working Party are now working alongside Robyn Sutherland to develop the model in Mount Gambier. This is currently operating in an embryonic form, with the local Working Party keen to start small, get to know the community needs, and evolve.

There are clearly pros and cons of both Headspace and Streetlink and it is evident that there is still support locally for a Headspace Centre. Headspace's credibility in part results from its evidence based clinical model. Being federally funded, the service appeals to communities keen to strengthen youth mental health support. Interestingly, one contributor who provided background for this report suggested a number of Headspace have fallen down due to the funding model which requires a three month in advance service cost coverage by the local Headspace consortium partners. Given the costs associated with staffing a professional clinical service model, these costs would be significant.

It is recognised too, that Streetlink as it evolves will need to respond to the bespoke needs of young people in Mount Gambier, and that these may differ from Uniting Communities' Adelaide consumers, and questions about their capacity to support local collaborations have been raised. Uniting Communities' Youth Services Group Manager Robyn Sutherland is coming to Mount Gambier in December and will be present at the Community Round Table around the 9th of December to discuss Streetlink's growth. It is recommended that Council be present at this meeting. It should be expected that a request for Council to show support for the Streetlink model, from an advocacy point of view will be made.

Alison BRASH
COMMUNITY DEVELOPMENT OFFICER

Terasa Nearmy
DIPLOMA OF YOUTH WORK STUDENT

Sighted
Barbara CERNOVSKIS
MANAGER – COMMUNITY SERVICES AND DEVELOPMENT

Community Engagement & Social Inclusion sub committee
Stakeholder Discussion Notes – 25th October 2013

| | |
|-------------------------------------|---|
| <p>Services Provided</p> | <p><u>Uniting Care</u> Support people less fortunate in our community and provide a non-cash emergency assistance service.</p> <p>Through their Emergency Relief program they provide people with food, groceries and vouchers. Whilst they see everyone and hear their stories, priority goes to those with children.</p> <p>Uniting Care aim to have a targeted – ‘non-bandaid’ approach to financial support, flexibility within their service allows support with essentials such as purchase of petrol, prescriptions (an increased trend) and special need support (eg. car rego. Etc.) Sleeping bags/swags, have been made available to people. Restricted with the increase of this service however, due to minimal storage facilities for bulky items.</p> <p>Emergency support operators service 23 people in a 5 hour period.</p> <p><u>Ac.care</u> Emergency Relief program and Homelessness Team addressing short term and crisis accommodation</p> |
| <p>Funding Support.</p> | <p><u>Uniting Care</u> The Adelaide Synod handle their funding agreement. Currently operating under a triennial agreement which concludes in June 2014. Operational funding is \$17,000 per annum under this agreement. Service is heavily reliant on fundraising, donations etc. Strong levels of support for these initiatives in the community are evidenced by their 6 cooking teams and support from local service clubs.</p> <p><u>Ac.care</u> Ad hoc funding comes via the Wyatt Trust, State and Federal funding, and tenders such as Utilities Literacy program, Financial Counselling services and Low Income Support program.</p> <p>Financial literacy tender has gone out regionally, and a financial counselling tender is coming up via the State Government.</p> <p>The Low Income Support Program (LISP) will go out for tender in June next year, with an announcement expected in December. Unclear who will deliver services (financial counselling etc.) in the long term.</p> |
| <p>Concerns and Emerging Trends</p> | <p><u>Uniting Care</u> Experiencing service numbers growing in line with increased demand. Over the past two years a continuing increase in a new demographic seeking financial assistance.</p> <p>A reduction to the single parenting payments has translated to a direct growth across the local combined agency network of services, in single parents seeking assistance.</p> <p><u>Ac.care</u> Experienced a 44% increase from last year in service demand.</p> |

Community Engagement & Social Inclusion sub committee
Stakeholder Discussion Notes – 25th October 2013

| | |
|-------------------|--|
| | <p>They are now seeing ;</p> <ul style="list-style-type: none"> • 157 per month after Emergency Relief. • a huge increase in debt levels from the court system and court fines. • a rise in the working poor accessing financial emergency relief assistance. • An increase in clients presenting with rental arrears. <p>For the first time AC Care are seeing people from dual income homes presenting with mortgage stress.</p> <p>There is a 4 week waiting list for Financial counselling.</p> <p>More complex financial issues are presenting, this has seen a 100% increase in average appointment times, from 2 hours to 4 hours currently, a result of increased experience of changed life circumstances, redundancies, relationship breakdowns.</p> <p>There is a rise in settlement numbers of new migrant families.</p> <p>Lack of available/regular access to transport access remains an issue.</p> <p>Accessible and affordable health care/prescriptions/bulk billing (option) are also issues.</p> |
| Housing | <p><u>Uniting Care/ac.care/Migrant Resource Centre</u> Struggle finding short term emergency accommodation for people in crisis due to lack of affordable housing stock.</p> <p>Reported growth in number of people sleeping rough out in Vansittart Park.</p> <p>Eligibility for housing with SA Housing Trust - must be local resident/s to the town for 6 months prior to going on the waiting list for a house.</p> |
| Support Requested | <p><u>Uniting Care</u> Enquiry regarding public shower access for homeless and people living rough. Request information regarding possible options.</p> |
| Social Inclusion | <p>Aboriginal and Torres Strait Islander (ATSI) Emergency Relief client statistics are not kept by either service currently, however at AC Care, are reviewing the program.</p> <p>Anecdotally it was reported that more vulnerable people may be settling in Mount Gambier, suggested this may be a result of the prison expansion. Agreed research needed to identify actual position based on factual evidence.</p> <p>Lack of available/regular access to transport access remains a whole of community issue however particularly impacts on our vulnerable.</p> |



Limestone Coast Community Services Round Table Charter

1. Aim

The Limestone Coast Community Services Round Table will provide strategic direction regarding integrated service responses to those most vulnerable in the community.

Member agencies will work collaboratively as a Round Table to provide leadership, coordination, advocacy and promotion to develop regional responses that will enhance the social, health and housing outcomes for people in the Limestone Coast community.

2. Objectives

- 2.1 Identify and prioritize the community service needs of those most vulnerable in the community
- 2.2 Develop, plan and implement strategies within the scope of the Round Table that address community needs, which will contribute towards reducing disadvantage and improving social inclusiveness of the limestone Coast community.
- 2.3 Ensure homelessness issues in the region are a priority at a regional and state level and the responses in the region address national and state homelessness issues
- 2.4 Ensure housing issues in the Limestone Coast are addressed at regional and state level priorities.
- 2.5 Facilitate opportunities for consultation and information exchange with consumers and other sectors
- 2.6 Liaise and work collaboratively, facilitating networking across a wide range of agencies
- 2.7 Advocate for appropriate services/resources throughout the region to address the identified social needs of the community
- 2.8 Facilitate the coordination of services to assist individuals and families to access appropriate housing and support.
- 2.9 Oversee the management of the Limestone Coast Community Services Round Table priorities, ensuring the development of processes and procedures.
- 2.10 Planning and developing a Regional Action Plan

Issue Date:

Review Date:

3. Mandate

The Limestone Coast Community Services Round Table sets overall strategic direction, vision, objectives, and operating policies for the Round Table.

4. Membership

4.1 Membership of the Limestone Coast Round Table will consist of agencies operating within the Limestone Coast region from the following sectors which have stakeholder interest in regional social issues:

- Social Housing
- Non Government Organisations
- Local Government
- State Government
- Commonwealth Government

4.2 Input from all members is welcomed and valued

5. Round Table Responsibilities

The Limestone Coast Community Services Round Table membership responsibilities include, but are not limited to:

- 5.1 Setting overall direction and priorities for the Round Table
- 5.2 Ensuring member agencies work collaboratively in meeting the identified needs of the Limestone Coast community
- 5.3 Identifying and developing priorities and work plans as identified by the community and membership
- 5.4 Approving all working group projects and ensuring that all components meet their objectives
- 5.5 Promoting and monitoring working party project effectiveness
- 5.6 Liaising with government (federal, state and local), non government agencies, business and the broader community
- 5.7 Monitor and approve all promotion and publicity done on behalf of the Round Table

6. Individual Members Responsibilities

- 6.1 Each member agency or organization will assign a representative with decision-making authority to consistently attend Round Table meetings. When this representative is not available to attend, the agency/organization has the responsibility to designate a substitute with authority to vote on issues and make decisions on behalf of their organization.
- 6.2 Each member agency will attend at least 4 meetings per year to maintain membership on the Round Table (see 7.3)
- 6.3 Supporting the aims, objectives, goals and directions of the Limestone Coast Community Services Round Table.
- 6.4 Participating on working groups where appropriate.
- 6.5 When appropriate, raise items for discussion at meetings.

7. Role of the Executive

7.1 The Chair is responsible for the:

Issue Date:

Review Date:

- Leadership of the Limestone Coast Community Services Round Table
- Efficient organization and conduct of the Round Tables function
- Briefing of all members in relation to issues arising at meetings
- Facilitation of the effective contribution of all members
- Promotion of constructive and respectful relations between stakeholders

7.2 The Chair will be responsible for setting the meeting agenda.

7.3 The chair is responsible for organizing one planning session per year

7.4 If a member has dropped attendance at the Round Table to below 4 meetings per year the Chair will seek an ongoing commitment from the member. If the member is not able to provide an ongoing commitment to attend the Round Table then the Chair will raise the issue with the Round Table to discontinue membership.

7.5 The Vice Chair will represent the chair whenever they are unable to attend meetings

7.6 The Chair and Vice Chair positions will be elected every 12 months

8. Meetings

8.1 Meetings will be held bi-monthly for a period of two hours between 11 am and 1 pm, followed by lunch. If meeting times are going to extend beyond this time frame, members will be notified prior to the meeting.

8.2 Providing venues and lunch for meetings will be shared by all member organisations. Where providing food places undue financial hardship on an Organisation the Chair will organise other options.

I/We the undersigned agree to all terms and conditions of this Limestone Coast Community Services Round Table Charter

| | |
|---|--|
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Limestone Coast Community Services Round Table Regional Action Plan 2013

| Key Topic | Issue | Action | Lead | Members | By When |
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| <p>Homelessness Collaboration This reformed group replaces the previous all of round table collaboration and includes the former Accessible Housing Project</p> | <p>Continuous Improvement of communication and collaborative case management between Housing SA and funded accommodation and support services.</p> <p>Emergency Responses Early intervention would reduce need for emergency housing:</p> <ul style="list-style-type: none"> • Closure of Old Gaol • Reduction of commercial accommodation (Motels/Caravan Parks) | <ul style="list-style-type: none"> • Canvas opportunities for the development of a Homelessness Collaboration Group focusing on maximising regional approach to provision of housing and support for clients. To include HSA, ACC (GHS and PGP), Rubys, DVS and OARS. • Review early intervention strategies. • Monitor hotel/motel expenditure to establish demand for emergency accommodation • Implement recommendations from Student Social Worker report on Homelessness • Liaise with DCSI to improve the delivery of NAHA Training to the region • Work with relevant agencies to develop a program for women to break the cycle of homelessness by improving their skills and employment potential | Le-Anne Thomson | HSA ACCare LCDVS Rubys OARS | Next meeting |

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| <p>Complex Case Management/ Integrated Knowledge Sharing</p> | <ul style="list-style-type: none"> • Improve consistency between Limestone Coast agencies in the provision of complex case management • Implement training model funded through HIF | <ul style="list-style-type: none"> • Identify promotional opportunities for topic • Steering group provides strategic direction for the training program. • Implement training program. • Evaluate training program | <p>Steve Mills</p> | <p>Tasja Barelds Joe Moriarty Nikki Ling Lynne Pearce Mark Thompson David Hill</p> | <p>30 June 2013</p> |
| <ul style="list-style-type: none"> • Supportive Housing Allocation | <ul style="list-style-type: none"> • Allocate nominated high need applicants to the homelessness supportive housing program | <ul style="list-style-type: none"> • Follow guidelines for Homelessness Supported Housing Selection & Allocation process • Develop and implement an evaluation process • Identify promotional opportunities for topic | <p>Le-Anne Thomson</p> | <p>Susie Smith Trish Spark Peter Mitchell Annette Hirst Tasja Barelds (when youth focused)</p> | <p>Ongoing as vacancies arise</p> <p>Evaluation to occur annually</p> |

| Key Topic | Issue | Action | Lead | Members | By When |
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| Community Engagement and Access | <ul style="list-style-type: none"> Wellbeing and Lifestyle approaches to service delivery | <ul style="list-style-type: none"> Develop a checklist/engagement framework with elements around wellbeing and lifestyle that can be incorporated into an individual's life to encourage greater engagement. | Caroline Hill | Deb Agnew Karen Glover Emma Hay Caroline Hill Trudy Kent David Hill Barbara Cernovskis Robyn Sutherland (proxy S Mills) | Review progress of actions at February 2013 Planning Day. |
| | <ul style="list-style-type: none"> Aboriginal & generic services – prevention/early intervention | <ul style="list-style-type: none"> Develop an audit or assessment toolkit around the health of an organisation to engage. Organise a community services expo for staff of agencies to attend to update on services and contacts in our community for client referrals. Date to be decided. | Save date for M/G Expo – Friday Sept 13 th 2013 | | An expo each 12 months |
| | <ul style="list-style-type: none"> Funding Sources | <ul style="list-style-type: none"> Utilise the funding provided to LCCSRT from SA Works to support these initiatives. | | | Ongoing |

| Key Topic | Issue | Action | Lead | Members | By When |
|--|------------------------|---|-------------|--|---------|
| Violence Against Women Collaborations | Violence Against Women | <ul style="list-style-type: none"> Identify work already occurring through Limestone Coast Family Violence Action Group (LCFVAG) and incorporate into plan Identify gaps in services and reporting mechanisms Utilise a partnership model to progress the strategy HIF application made for round four– and now awaiting outcome from Homelessness Strategy. Increase participation of key stakeholders in the Collaboration Community Education and Awareness Strengthening Service Provision | Susie Smith | Le-Anne Thomson Jane Smith Mark Thompson Trevor Twilley Jacquie Halliday Paula McCubbin Dee Quinlan Mignon Bruce Eve Barratt Caroline Hill Lisa Ransom | Ongoing |

| Key Topic | Issue | Action | Lead | Members | By When |
|---------------------------------|--|--|------------------|---|--|
| Streetlink Working Party | Development of a holistic Youth Service incorporating: <ul style="list-style-type: none"> • Mental Health • Drugs and Alcohol Services • Sexual Health • Wellbeing | <ul style="list-style-type: none"> • Streetlink to develop Proposal for implementing service in Limestone Coast • Look for suitable premises for Streetlink Services to operate from • Applying to Office for Youth for a grant for a One Stop Pop Top caravan to enable mobile service provision | Tom Steeples | Joe Moriarty Mark Thompson Michael Mahony Caroline Hill Cathy Walmsley | Review progress of actions by February 2013 Planning Day Outcome from Office for Youth due April 2013 |
| Communication Strategy | Peak Body/Charter/Information Sharing/Knowledge Sharing | <ul style="list-style-type: none"> • Develop Draft Charter and bring to first 2013 CSRT Meeting • Develop Communication Strategy • Information-Experience Sharing | Robyn Sutherland | Mae Steele Jayel McCormack Deb Agnew Caroline Hill Mark Thompson Leisha Tippet Lynne Pearce Nikki Ling | March 2013 April 2013 February 2014 |
| Suicide Prevention Group | High Suicide Rate in Mount Gambier | <ul style="list-style-type: none"> • Identify other stakeholders to participate • Obtain a copy of the Suicide Prevention Strategy • Review Strategy • Review data to identify target audience | Trevor Twilley | John de Pree Jean Kerslake Mary Allstrom Trudy Kent Glenn Matthews Michael | |

| Key Topic | Issue | Action | Lead | Members | By When |
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| | | <ul style="list-style-type: none"> Identify current resources Monitor community issues (eg Mill Closures) | | Mahoney | |
| Specialist Assistance School Group | Specialist School for at risk youth | <ul style="list-style-type: none"> Understand the Model as it would fit into Mt. Gambier Identify and partner with an NGO linked to a school system – State but preferably National | Jo Moriarty | Cheryl Hillier Steve Mills Tania Cole | |
| Research and Evidence | Develop/Identify Data sources that will assist service planning | <ul style="list-style-type: none"> Align with the strategic aims of the LCCSRT Identify data sources Develop Limestone Coast database What local knowledge can be captured? | Tom Steeples | Allen March Michael Boyt David Hill | To be advised |
| Transport Issues | Lobby for the establishment/effective utilisation of accessible public transport | <ul style="list-style-type: none"> Establish TOR Frame survey/data questions, including method and gathering of data Survey, collect data, gather information Collate data Develop Action Plan | Steve Bain | David Hill Alison Thomson Trudy Kent Nick Ward | February 2013 April 2013 July 2013 August 2013 October 2013 |



Elected Member Ongoing Engagement Options

Purpose

Councils resolution dated 6th August, 2013 clearly states that Elected Members are seeking ways for – ‘ongoing engagement with a view to establishing an ongoing program of forums for Councillor/citizen engagement’.

Background

A workshop for Elected Members was held on Tuesday 22nd October, 2013 at 6.00 p.m. to discuss the establishment of an ongoing program of forums for councillor/citizen engagement.

Elected Members were invited to make feedback on the comments and considerations put forward at the meeting, and return any further suggestions to Manager Community Services & Development by close of business Wednesday 30th October, 2013.

Comments and considerations received have been prepared for the Community Engagement & Social Inclusion Sub-Committee to develop a strategy and action plan of ongoing engagement forums for the duration of Members’ current term.

The below IAP2 spectrum for community engagement is included for the information of members.

| Inform | Consult | Involve | Collaborate | Empower |
|--|---|---|--|---|
| To provide the public with balanced and objective information to assist them in understanding the problems, alternatives, opportunities and/or solutions | To obtain public feedback on analysis, alternatives and/or decision | To work directly with the public throughout the process to ensure that public concerns and aspirations are consistently understood and considered | To partner with the public in each aspect of the decision including the development of alternatives and the identification of the preferred solution | To place final decision-making in the hands of the public |



Elected Member Ongoing Engagement Options

The following table consolidates all feedback received

| Comments | Challenges | Considerations |
|--|---|--|
| Need to provide the community with opportunities to provide general feedback | Thinking of engagement as only issue or project based | Share stories from the community gathered from Pop Up Engagement Sessions to the wider community via online channels |
| Provide opportunities for the community to be heard, to share ideas and to show they are respected | Councillors are part of the community and need to be seen and respected for this | Limited advertising prior to sessions, however various tools to be utilised during the event to raise awareness |
| Ongoing engagement needs to be a collective effort from all Elected Members | Councillors must be prepared to answer questions, take any criticism and ensure appropriate actions are taken where necessary | Regular presence in the Library (JP Room) |
| Need to provide the community with more background information to ensure they are informed – feedback will become more positive if they have a greater understanding | | Increased level of radio participation including live chats from community events |
| Common misconception present in the community around what Councillors role is | | Continued engagement with children and school groups |
| How do we engage with the disengaged | | Pop Up Engagement Sessions at various locations (E.g. Library, Centro, McDonalds, Bookmark Café, Industry Groups, Service and Sporting Clubs) |
| Need more practise with engagement | | Designate a chairman for advertised community forums, whom is perhaps an independent person not an Elected Member to control larger engagement sessions (i.e. Forums held in Library at Budget time) |
| Need to inform the community and increase understanding | | Write to Probus and service clubs and offer 2-3 Elected Members to speak throughout their annual program |
| | | Citizens Jury |

2014 COMMUNITY ENGAGEMENT SCHEDULE

| 2014 | SUBJECT | VENUE | DATE/TIME |
|-----------|---|-------------------------|------------------------------|
| MARCH | PROJECTS: LANDFILL, RAILWAY LAND, OLD HOSPITAL | MARKET PLACE, CENTRO | 24 TH MARCH, 2014 |
| APRIL | | | |
| MAY | | | |
| JUN | | | |
| JULY | | | |
| AUGUST | | | |
| SEPTEMBER | | | |
| OCTOBER | | | |
| NOVEMBER | | | |
| DECEMBER | | | |

Corporate Plan - 2012

| Goal | Strategic Objective | Operational Activity | Key Performance Indicator & Target |
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| <p>Building Communities</p> <p>To maintain and improve the quality of life of our people by fostering a range of infrastructure, services and activities.</p> | <p>1. Strive for an increase in services and facilities to ensure the community has equitable access and that the identified needs of the community are met.</p> | <p>1. Build on the connections of the role and responsibilities of the Community Health Officer, Environmental Health Officer and Environmental Sustainability Officer to determine what is being undertaken to promote and achieve healthy communities objectives.</p> | <p>1. At least four (4) meetings of the three (3) officers and one (1) project nominated and achieved in each year.</p> |
| | | <p>2. Continue to develop and provide events support, management and assistance.</p> | <p>1. Develop a yearly program of all events supported, managed and assisted by Council by 2012/2013..</p> <p>2. Council events are appropriately managed and supported as identified within the budget and Long Term Financial plan and accounted for at all times.</p> <p>3. All permits for Special Events are issued and inspected to ensure compliance with Council's Policy for Special Events.</p> <p>4. Develop, promote, implement a diverse program of activities in the Garden Square and review annually.</p> |
| | | <p>3. Continue to provide high level customer services to all members of the community and visitors.</p> | <p>1. Maintain or improve the annual performance results of the Local Government Association Comparative Performance Measurement Survey.</p> |
| | | <p>4. Promote online booking systems for bus ticketing for better delivery of services.</p> | <p>1. Identify the usage rate of the online booking system.</p> <p>2. Review the usage rate of the on line booking system annually.</p> |

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| | | | <p>3. Maintain and promote the online booking system for bus ticketing.</p> |
| | | <p>6. Ensure the efficient implementation of the Dog and Cat Management Act through the enhancement, implementation and review of the Dog and Cat Management Plan 2013-2018.</p> | <p>1. Review City of Mount Gambier Dog and Cat Management Plan in 2013.</p> <p>2. Conduct an annual public awareness campaign to raise awareness of the requirement to register dogs annually.</p> <p>3. Prepare an annual community education plan and program to promote the Dog and Cat Management Plan.</p> |
| | | <p>7. Continue to provide an efficient and high performance kerbside household waste and recycling Service.</p> | <p>1. Waste Services are delivered to customer satisfaction through maintaining the annual performance results of the Local Government Association Comparative Performance Measurement Survey.</p> <p>2. Council's waste management system continues to reflect community, legislative requirements and Council's decisions.</p> <p>3. Identify and implement annual Continuous Improvement Projects.</p> <p>4. Ensure the Waste Transfer Station accounts are maintained and all accounts are kept current and authenticated in daily operating systems and appropriately recorded.</p> |

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| | | <p>8. Provide timely and effective burial and cremation services in accordance with relevant acts (Carinya Gardens and Lake Terrace Cemetery).</p> | <ol style="list-style-type: none"> 1. Maintain accurate and detailed record keeping in accordance with relevant legislation. 2. Relevant Cemetery/Burial/Cremation Acts and Regulations are complied with 100% at all times. 3. Provide secretariat services and advice to the Mount Gambier Cemetery Trust as required. 4. All bookings for burial or cremation are undertaken efficiently and coordinated at all times. 5. The Carinya Gardens Cemetery Master Plan implemented and adhered to at all times. |
| | | <p>9. Ensure all public toilet facilities and amenities are maintained and kept clean</p> | <ol style="list-style-type: none"> 1. Public toilets and amenities are cleaned as per the Public toilets and amenities schedule. 2. Public toilets and amenities are audited and inspected quarterly by the Environmental Health Officer and any issues identified are appropriately addressed so as to ensure all toilet and amenities are in a clean and functional manner 90% of the time. 3. Customer requests are dealt with within 24 hours of receipt of any request. |
| | | <p>10. Continue to develop and deliver the library as a vibrant hub and destination, providing high quality library services and collections.</p> | <ol style="list-style-type: none"> 1. Use annual statistics to identify and review usage rates of all library programs and amend accordingly. 2. Conduct a biannual (twice yearly) survey of customers to determine customer satisfaction. |

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| | | <p>11. Ensure a wide range of library programs are offered and continue to be developed to address the changing needs of the community.</p> | <p>1. Identify participation rates for each program.</p> <p>2. Undertake an annual review of the number of programs offered and type to assist in the scheduling of future programs.</p> |
| | <p>2. Encourage the empowerment of the community to lead and self manage their respective desires and aspirations.</p> | <p>1. Maintain the value of existing annual funding programs, including existing funding for events and festivals, including the main corner library programs, well being, events management, sport and recreation and community development.</p> | <p>1. 'In kind' (non-financial) support is initiated and budgeted against each event as identified within the annual events program is managed and reviewed..</p> <p>2. Develop a standard grant application and assessment process.</p> |
| | | <p>2. Encourage the Community to self manage events and identify opportunities for new events</p> | <p>1. Develop an Event Management Kit, including event funding application forms, to assist and support the community to identify opportunities and self manage events by 2012/2013 and review annually.</p> <p>2. Develop a marketing plan to promote Council facilities to community members and groups as a place to stage their community events and activities in 2012/2013.</p> |
| | <p>3. Encourage the development of community facilities and infrastructure, community events, and active and safe community spaces through direct support, seeking funding, facilitation etc.</p> | <p>1. Encourage community ownership of events and decrease reliance on Council to manage and provide community events.</p> | <p>1. Promote the Event Management Kit by sending to all clubs and community organisations to assist and support the community to identify, develop and facilitate events/projects and/or activities in 2012/2013.</p> <p>2. Provide support to community based organisations in the preparation of Funding Applications for the management and holding of community events when requested.</p> |

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| | | <p>2. Provide access to reserves and facilities for community use, including sporting groups, special occasions (i.e. weddings)</p> | <p>1. The booking system to use reserves and facilities is maintained at all times.</p> |
| | | <p>3. Develop and manage sustainable infrastructure including roads, footpaths and drains.</p> | <p>1. New footpaths are constructed annually in accordance with the five year plan.</p> <p>2. Existing footpaths are maintained on an ongoing basis and in response to customer requests and within the standard response time.</p> <p>3. Roads are maintained and constructed annually in accordance with the long term infrastructure plan.</p> <p>4. Roads are repaired and patched as required and 95% of the scheduled reseal programme undertaken annually.</p> <p>5. Stormwater drains are maintained and repaired as required.</p> <p>6. New drains are constructed in accordance with budget allocation.</p> <p>7. Cycling paths continue to be developed in accordance with the Bike Plan up to the annual limit of Council's budget and grants.</p> <p>8. All Pedestrian ramps installed to meet Disability Discrimination Act requirements with an annual budget and program, which includes community needs, to be prepared by 2013/2014.</p> |

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| | | <p>4. Provide a road and street network that promotes safe movement of all traffic.</p> | <ol style="list-style-type: none"> 1. Street Signs and Interpretive signs are maintained and installed in accordance with legislative requirements. 2. Regulatory signs are inspected annually. 3. Line marking of all roads is undertaken in accordance with legislative requirements.. 4. Regularly monitor parking areas monthly, including school zones, for compliance with parking restrictions. 5. Promote educational programs when developed, to encourage safe movement of traffic including cycling and walking. |
| | <p>4. The identified needs of the community are met, through implementing Long Term Asset Management Plans and Infrastructure Plans.</p> | <p>1. The long term financial plan be further reviewed and updated to identify and recognise the anticipated spend on identified capital works.</p> | <ol style="list-style-type: none"> 1. Undertake annual audits on the City Centre footpaths to appropriately address risk management issues. 2. Respond and address customer requests in relation to footpaths, street trees and roads in a professional and timely manner. |

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| | | <p>2. Increase the design and operational capacity of the Engineering Division (for a period of three (3) years) to manage major capital projects i.e. former hospital and railway lands and projects associated with Federal Government funding.</p> <p>**NOTE: Subject to outcomes of the Long term financial Plan</p> | <p>1. All major capital projects are planned and managed in a timely and efficient manner at all times as scheduled by Council through the implementation of the Long Term Financial Plan (with the Long Term Financial Plan reviewed annually)..</p> |
| | <p>5. Recognise and support our volunteers, community organisations and their sustainability as they continue to be the foundation of the community.</p> | <p>1. Encourage community members to volunteer in community life and contribute to the social and cultural fabric of Mount Gambier.</p> | <p>1. Identify, schedule and hold at least two events throughout the year to recognise volunteers.</p> <p>2. Develop a volunteer register to support Council and community based events by 2013/2014 and review annually.</p> |
| | | <p>2. Develop a community profile identifying the diverse groups/communities within the City of Mount Gambier.</p> | <p>1. Undertake a desktop review of the 2011 Census data to identify the community profile of the City of Mount Gambier by 2013/2014.</p> |
| | | <p>3. Where possible, reasonable, practical and efficient, identify projects that may be carried out partly or wholly by community groups.</p> | <p>1. Selected small scale construction projects to be carried out partly or wholly by community groups are identified annually.</p> |

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| | <p>6. Develop an improved means of communication and engagement between Council and the community (including vulnerable communities) in the building of community capacity.</p> | <p>1. Establish and promote a Corporate image through effective marketing and engage with the community through effective communication and media management.</p> | <ol style="list-style-type: none"> 1. Develop and implement a Strategic Marketing Plan by 2014. 2. Maintain consistency with branding and corporate messages with standardisation of corporate image by 2012/2013. 3. Develop and implement a Corporate Community Engagement Framework by 2013. 4. Develop and implement a Strategic Communication Plan by 2013. 5. Review and improve media management policies and procedures by June 2013. 6. Review Council's website annually. 7. Develop an on-line community notice board by 2013. |
| | <p>7. Support the community's development through nurturing collaborative relationships and partnerships and through direct access to Council for recognition, funding, facilitation, and in kind support.</p> | <p>1. Facilitate access to Council services and resources.</p> | <ol style="list-style-type: none"> 1. Services and facilities to remain accessible to Community Groups as required. 2. Council advocates, partners on a range of social, recreational and cultural programs as required. 3. Continue to provide support to community based organisations through funding, facilitation and 'in kind' support as identified within the yearly program of events and the annual budget process. |

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| | <p>8. Recognition of our different cultural communities. Building respectful partnerships with those communities and acknowledging the traditional custodians of this area.</p> | <p>1. Provide interpretation and education opportunities through appropriate displays.</p> | <p>1. Review and update existing displays within the Tourist Information Centre and the Main Corner which provide interpretation of communities, customs and heritage annually.</p> <p>2. Continue to foster the relationship between Aboriginal and Torres Strait Islander communities through consultation and involvement with the Community Engagement and Social Inclusion Working Party.</p> |
| | <p>9. Recognition of our indigenous communities as traditional custodians of the land. Build respectful partnerships with Aboriginals and Torres Strait Islanders.</p> | <p>1. Acknowledgment and recognition of Aboriginals and Torres Strait Islanders as traditional land owners.</p> | <p>1. Boandik people are recognised on all Council agendas as per Council's policy.</p> <p>2. Seek to work with Aboriginal and Torres Strait Island Communities and organisations in Mount Gambier and surrounds during 2013 to cooperatively identify and develop plans for possible projects..</p> |
| | <p>10. Recognise the roles, needs and contributions of minority or disadvantaged groups in our community.</p> | <p>1. Identify minority and disadvantaged groups in our community by a review of Census data.</p> | <p>1. Include appropriate engagement strategies within the Community Engagement Framework by 2013/2014.</p> |
| | | <p>2. Continue to service the needs of the socially disadvantaged and/or impaired people within the community.</p> | <p>1. Support community organisations via grant funding that provide a service to minority or disadvantaged groups to develop programs to aid their contribution to the community.</p> |

| Goal | Strategic Objectives | Operational Activity | Key Performance Indicator & Target |
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| <p>Diversity</p> <p>To provide opportunities for the needs of our diverse community groups to fully participate in our community, and to ensure a continuing sense of their engagement, belonging and recognition.</p> | <p>1. Understand our community profile.</p> | <p>1. Gather and summarise information and statistics including census data (2011) to assist understanding and decision making regarding our community.</p> | <p>1. 2011 Census summary document prepared by June 2013.</p> <p>2. Maintain the data base which forms part of the community directory and review twice a year..</p> |
| | <p>2. Engage with Federal and State Governments and other agencies to provide resources to meet the needs of diverse groups in our community.</p> | <p>2. Advocacy and partnership with stakeholder groups to assist with service delivery programs.</p> | <p>1. Maintain regular meetings of the Community Engagement and Social Inclusion Sub Committee.</p> <p>2. Maintain and strengthen Council's involvement with the Tertiary Education sector and support its expansion.</p> |
| | <p>3. Celebrate the positive contributions of all members of our communities, to our collective social, economic, cultural, health and overall well being.</p> | <p>1. Facilitate a range of community cultural programs and events.</p> | <p>1. All existing community events are held as per an annual schedule of events.</p> <p>2. Identify and recognise opportunities regarding national/international days of significance.</p> |
| | <p>4. Recognise and respond to our collective responsibilities to provide ease of access to physical facilities and spaces (public or privately owned).</p> | <p>1. Undertake an assessment of all Council buildings to assess, record any issues identified that prevent or restrict access (In accordance with the principles in the Disability Discrimination Act), and respond appropriately.</p> | <p>1. Inspections undertaken on all Council owned buildings and completed by 2014.</p> <p>2. A schedule of all works to be carried out is developed by December 2013 and implementation commenced.</p> |

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| | 5. Consider the needs of all community groups in developing projects, services and infrastructure (public or privately owned). | 1. Develop open spaces and recreation facilities that support active communities, healthy environments and maintain a high level of amenity. | 1. All roundabouts, reserves and playgrounds are maintained on an ongoing basis. 2. Community spaces audited for accessibility and design in accordance with Good Urban Design Principles by 2015.. |
| | | 2. Advocate for means of safe crossing of Major Arterial roads | 1. Actively liaise with the Department of Planning, Transport and Infrastructure (DPTI) to determine clearly what DPTI can and will do in relation to this matter. |
| | 6. Facilitate the community's active involvement in meeting the varied aspirations, diverse needs and special services that are required (including those for marginalised and vulnerable groups). | 1. Advocate for the development of a special needs program for marginalised and vulnerable groups. | 1. A Safe mobility program is developed, delivered and maintained by 2014. 2. Provide support for the delivery of programs for special health groups for marginalised and vulnerable groups when requested. |
| | 2. Continue to promote a Child/Vulnerable People Safe Environment. | 1. All Elected Members, Employees and volunteers identified as working with children/vulnerable people undertake appropriate training as per legislative requirements. | |
| | 7. Develop the capacity of Council to effectively communicate and engage with our communities, other agencies and service providers | 1. Network with age care and disability service providers to identify needs within the community. | 1. Attend meetings with aged care and disability service providers twice a year. 2. Advertise for funding rounds biannually 2012/13 |
| | 2. Work with kindergartens and primary schools to improve health and wellbeing through active lifestyles. | 1. Identify safe walking/cycle path networks around schools through community education by 2013. 2. Provide training and education to parents and new migrants on safe walking/cycle pathways to schools. | |

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| | | 3. Develop and implement effective and efficient communication and community engagement tools to integrate with Council's daily operations. | 1. Establish online engagement tool by 2012/2013. |
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| Goal | Strategic Objectives | Operational Activity | Key Performance Indicator & Target |
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| <p>Community Well-Being</p> <p>To advance the holistic health and well being of all age groups in our community by creating healthy environments, strengthening community relationships, developing health and well-being programs and supporting excellence in the delivery of health services.</p> | <p>1. Advocate for the health needs of the community by encouraging partnerships in the provision of affordable and viable facilities and infrastructure.</p> | <p>1. Reduce risk and improve public health outcomes for the community through the effective and timely implementation of the Public and Environmental Health Act, associated regulations and codes.</p> | <p>1. Food premises are inspected as per the Food Act and on a risk basis and notified accordingly.</p> <p>2. Support the 'Registered Training Organisation' in the provision of affordable and accessible food safety training for food handlers.</p> <p>3. Undertake annual auditing, or ensure it is undertaken, of high risk food businesses serving vulnerable people.</p> <p>4. Undertake inspections of public pools and spas in respect to relevant acts and regulations.</p> <p>5. Inspect hairdressers and skin penetration facilities in accordance with the Public and Environmental Health Act and risk management principles.</p> <p>6. Ensure all cooling tower and warm water systems are audited annually as per the Public and Environmental Health Act, relevant regulations, codes and standards.</p> <p>7. When insanitary conditions are identified, attempt to resolve in a timely and effective manner.</p> <p>8. Ensure timely follow up of communicable diseases where required.</p> <p>9. Provide a timely and effective immunisation program to the Mount Gambier population.</p> <p>10. Effective immunisation of target communities as per the schedule of immunisations and to maintain the current immunisation rate.</p> |

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| | | <p>2. Ensure applications for on site waste water treatments are assessed according to the Public and Environmental Health Act and are regularly reviewed for maintenance.</p> | <p>1. Maintenance reports are reviewed when submitted with Council.</p> <p>2. Review all properties for sewer connections in 2013/2014, subject to budget allocation.</p> |
| | | <p>3. Provision of a safe, all inclusive and welcoming 'third place', through the library, that is free for all community members, incorporating a broad range of activities so as to reduce social isolation and promoting inclusiveness.</p> | <p>1. Keep detailed statistics on visitation and usage of service and prepare quarterly reports..</p> <p>2. Identify and develop an annual schedule of programs to be offered through the library.</p> <p>3. Continue to promote and further enhance the library as an active and safe community space to maintain the community support and usage of the library.</p> |
| | | <p>4. Have safe and regulated outside displays/eateries in accordance with relevant legislation.</p> | <p>1. Ensure all outdoor furniture and displays have been issued with a permit subject to the Local Government Act.</p> <p>2. Undertake (at least twice yearly) monitoring of furniture and displays to ensure they meet permit conditions.</p> |

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| | | 5. Deliver and regulate a taxi service which is beneficial to the community. | 1. Check taxi meters and registrations annually. |
| | 3. Ensure through research and engagement that the current and future health (services and infrastructure) needs are identified. | 1. Monitor the level of assisted care for residents of supported residential facilities and boarding houses within the City in accordance with legislation. | 1. Supported residential facilities and boarding houses are monitored to comply with legislation through annual licensing requirements. |
| | | 2. Work closely with Universities, TAFE, training bodies and allied health providers. | 1. Continue to provide support to the Medical, Pharmaceutical, Dental professions through the provision of orientation tours. |
| | 4. Actively liaise with community health service providers to encourage local programs and services and ongoing community consultation. | 1. Encourage and support identified collaborative arrangements and partnerships of a local community nature. | 1. Continue to liaise with the community health service program providers. |
| | 5. Actively liaise with primary (acute) health care providers to expand local availability of specialist services. | 1. Advocate for and support the provision of health care services in Mount Gambier | 1. Continue to attend meetings of the Mount Gambier and District Health Services Board. |
| | 6. Advocate for support programs which increase the level of community engagement in healthy lifestyle activities and which encourage our community to make quality health decisions. | 1. Continue to promote active lifestyles amongst the community. | 1. Continue to implement the Bike Plan and expanding the footpath and bike path network. |

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| | 7. Increase the local awareness and understanding of the range of health issues and needs of the community. | 1. Encourage community initiatives to identify, address and respond to emerging health issues and trends within the community. | 1. Identify opportunities for Community Groups to develop and enhance their activities and facilities. |
| | 8. Facilitate programs that focus attention on mental health issues in the community and support mental health providers in their work. | 1. Encourage SA Health to Identify opportunities and programs addressing mental health concerns and issues. | 1. Provide support and funding assistance to locally based programs addressing mental health issues and concerns within the community. |
| | 9. Advocate with Federal and State Governments to increase local availability to acute health care services and also primary health care services. | 1. Continue to maintain Council's advocacy role in the provision of health services. | 1. Ensure Council provides timely responses to requests for letter of support. |