

Philip Street Communities and Families

Advisory Group – Meeting Minutes – 14/09/2023



Time: 12noon to 2pm

Location: Ngallil, Philip Street Smart Room, Philip Street Communities and Families Precinct

Meeting Chair: Jakob Humphries

Apologies: Kylie Lee –Gladstone Regional Council
Cecelia Eggmolesse – Ordinary Member
Cr Natalia Muszkat
Debbie Meier-Cuddy - Department of Treaty, Aboriginal and Torres Strait Islander Partnerships, Communities and the Arts

Participants:

Brianna Janson - Gladstone Regional Council, Proxy for Kylie Lee
Melissa French – Gladstone Regional Council (Secretariat)
Cr Desley O’Grady
Kate Dufty – Ordinary Member
Supria Singh – Ordinary Member
Maxine Brushe - Ordinary Member
Shakira Raymond – Communities for Children (GAPDL)
Chris Ford - The Salvation Army
Jakob Humphries – Ordinary Member
Michele Battisson – Gladstone Regional Council (minute taker)

Advisory Committee Principals of Working Together

- ***Valuing diversity – exploring each other’s motivations, values, and underlying interests to build understanding and appreciation of the added value that comes from diversity***
- ***Building equity – sharing equal rights to be at the table and valuing all contributions***
- ***Being open – respecting and trusting each other and handling information with care and respect***
- ***Ensuring mutual benefits – decision to be made with integrity and transparency and in the best interests of the partnership and its overarching goals***
- ***Being courageous – being bold to tackle the many unknowns in relation to complex issues to achieve breakthrough results.***

Topic	Action
<p>Meeting open: 12:04noon</p> <p>Acknowledgement of Country – Melissa French</p> <p>Chair gave a warm welcome to new member Debbie Meier-Cuddy</p>	
<p>Check In Q: what are the most important attributes of being an outstanding community partner?</p> <p>Kate Dufty– action and listening</p> <p>Cr Desley O’Grady – collaboration</p> <p>Supria Singh – showing respect and listening</p> <p>Maxine Brushe – communication</p> <p>Shakira Raymond – being available to listen, to respond</p> <p>Christopher Ford – integrity and respect</p> <p>Jakob Humphries – listening and participating</p> <p>Melissa French – listening</p> <p>Brianna Janson – to be here as a team</p>	
<p>Minutes & Conflicts of Interest</p> <p>Previous minutes accepted by committee.</p> <p>Moved – Kate</p> <p>Seconded – Maxine</p> <p>Conflicts of Interest declared – NIL</p>	For Noting
<p>Update of recommendations and actions</p> <p>Update of outcomes and progress of recommendations and actions from previous meetings - Community Development Officer</p> <p>No updates per say, tracking along with everything discussed last meeting.</p>	For Noting

Topic	Action
<p>Philip Street Precinct – Theory of Change update/discussion</p> <p>Chris advised that this item has been added to commence discussion around the Theory of Change.</p> <ul style="list-style-type: none">-What does it look like-How is it being met-Does it need to change (as document changes theory of change needs to change also) <p>Brianna proposed the matter be brought to the table: Shar will get involved and guide us through by explaining the document to us; come together to get our heads around it and share thoughts on how to move forward.</p> <p>Chris explained it's a bottom-up document – initially put together by himself, Maxine Brushe, Debbie Meier-Cuddy, Kylie Lee and Lee Griffiths.</p> <p>Chris put forward to have a separate/special meeting for this subject only – Thursday 2nd October 2023.</p> <p>ACTION: Special Meeting to be held for understanding and discussion around the Theory of Change – Thursday 2nd October.</p> <p>Moved: Brianna Janson</p> <p>Seconded: Christopher Ford</p> <p>Philip Street Communities & Families Advisory Committee and role of Chairperson and meeting duties discussion</p> <p>Discussion around reverting back to using a roster for chairing of future meets.</p> <p>Everyone on the Committee agreed they are happy with this, yes go back to roster.</p> <p>ACTION: Secretariat to prepare Chairperson Roster for future meetings.</p> <p>Moved: Melissa French</p> <p>Seconded: Christopher Ford</p>	
<p>Advisory Committee Members Updates/Reports</p> <p>Advisory Committee Member</p> <p>Disability Community Representative - Kate Dufty</p>	



Topic	Action
<p>These items have now been addressed:</p> <p>1. Access sign at the top of the ramp was overgrown over by a tree – this has now been actions and is on maintenance scheduled. Thank you to Brianna and Melissa.</p> <p>2. Maxine Brushe bookings – 2nd Tuesday of each month Kate attends two meetings at the Maxine Brushe Community Meeting Place (Disability Community Network and Queenslanders with Disability Network). When booking hire the community hall 3 was requested specifically due to disability. Suggestion by Kate that other groups may need to request a certain hall for use due to specific reasons. Consideration and awareness to be given to this by the Venue Hire Team. Also, when attending more than one meeting would it be possible to allocate a ‘hot desk’ area for use by the hirers in between their meetings.</p> <p>ACTION: Instruct the Venue Hire Team to make note in calendar in relation to the reason for keeping Kate’s meetings in community hall 3.</p> <p>Moved: Kate Dufty</p> <p>Seconded: Christopher Ford</p> <p>3. Feedback from community member: possibility of having an area or a building/room that could be like a drop in room or hot desk, to allow them to work in between meetings they are attending on site. Matter discussed by the committee.</p> <p>ACTION: Brianna to investigate the possibility of a hot desk situated in the Micro Library space at the Ngallil Building.</p> <p>Moved: Kate Dufty</p> <p>Seconded: Christopher Ford</p> <p>4. Kate had meeting with Hop of Salvos (case worker) around accessibility – Hop mentioned that on Dorrie Day he had 27 people come to him to talk about access and how there is a lot of back tracking at the Precinct. Kate realises there is not a lot which can be done now about it. Hop also mentioned that a lot of these people went home from Dorrie Day because of this and connected to this there is no direct disability access from carpark to Salvation Army building, you must walk up to the disability access in front of Maxine Brushe then back track to Salvation Army Building. Brianna gave update:</p> <ul style="list-style-type: none">-concrete path to be install across Astro turf providing more direct access to Maxine Brushe from main path – suitable weekend for work to be carried out is currently being identified, due to noise and dust involved in that work.- within the Access and Inclusion Action Plan this venue will be audited, we will ask that the auditors put a higher lens on this venue. We already know that technically this venue is in line with current standards, but what we would like to see a higher standard to cater for the clientele visiting this venue, so this needs to be raised through that audit. We have had a couple of learners from the Dorrie Day event in terms of an event management perspective and the lack of having access to their site plans etc prior to the day to provide them with advice in the are of set-up.	

Topic	Action
<p>5. The Agnes Water mobimat being launched on 23rd September – ‘go accessibility!’.</p> <p>Culturally and Linguistically Diverse Community Representative – Supria Singh</p> <ul style="list-style-type: none">- Good News Story - Have received feedback from quite a few people and three cultural groups now, on how wonderful the facilities here at the Precinct are. A happy place for families and groups to come and celebrate, generational gathers are happening, and they report as feeling safe in this environment. <p>Youth Community Representative – Jakob Humphries</p> <ul style="list-style-type: none">- Mayor’s Youth Breakfast – all of Youth Council attended with 300 in attendance. Very proud to be a part of this event, very inspiring eg saving people’s lives through their Surf Life Saving. Melissa advised that Jakob shred MC duties on the morning with Tayla Bullen, another Youth Council member. They ran the show from 8-9:30am. Very impressed with the job they did, well done.- Youth Movie Night to be held on 11th October 6-9pm (15-24 years) – Youth Council are working to hold a mental health event in alignment with Mental Health Week. A BBQ, movie, fairy floss and popcorn. So will be in touch soon with everyone here with more information. MA Rated Movie: ‘Sweet As’. First Nations movie - a coming of age story (1.5hrs). Collaborating with organisations such as Roseberry Services and Headspace Gladstone and PCYC.- Chris offered Nerf branded laser guns are available through him for youth events. Maxine offered for Jakob to keep in mind the large population of youth at Boyne/Tannum suggested doing something locally out there in the future also. Discussion around reaching out to the smaller regions with youth events. <p>Senior Community Representative – Maxine Brushe</p> <ul style="list-style-type: none">- Good News Story - Aged care and retirement village at Tannum Sands has started, commenced work. Press releases will come out shortly, very exciting. Situated on Old Tannum Road going out of town, on the left-hand side on the hill, view of the sea etc. Timeline: ‘to come out of the ground fairly quickly’. Aged care 87 beds originally allocated, then there is the retirement village, to transition between the two. Wonderful news for the whole region as the need for facilities here is so great.	

Topic	Action
<p>Advisory Committee Members Updates/Reports</p> <p>Councilors</p> <p>Cr Desley O’Grady</p> <p>Rail Trail to received \$188,000 of state funds.</p> <p>Boyne Valley has purchased toilet facilities so they will be installed in the next few months. Now the accessibility trail is finished which includes a viewing platform and eight tables and chairs donated by PCYC, yet to be installed. The trail is approximately 950 meters long. Toilets will be on solar, will have tank for hand washing etc. Funding has covered the new toilet block, disabled parking for two and accessibility trail. There are also currently disability toilets at the Kalpowar Hall before you get out to the trail.</p> <p>Meeting with Bicycle Queensland tomorrow who are wanting to have a Southeast Queensland event next year. This event may coincide with an opening event in May 2024 for the toilet block, and there is a retaining wall along the Rail Trail which will be 100 years old (evidence in the form of a builder’s signature dated 8/5/1924) – all can be celebrated together with the bicycle event.</p>	
<p>Council & Appointed Members Updates/Report</p> <p>Appointed Members</p> <p>Gladstone Regional Council – Manager Community Partnerships – Brianna Janson</p> <p>Trends</p> <ul style="list-style-type: none"> - Housing affordability and availability remains a key issue for Gladstone. Vacancy rate is sitting at 1.7% which is not as bad as Rockhampton or Bundaberg. Although anything under 2% is not great as it means people are struggling to find positions. This has been exasperated in Gladstone as rental rate has increased by 80% over the past five years, so while our rent is not actually that high and availability isn’t actually that bad, the fact that we’ve gone from this very low up to the normal it’s been a much bigger change than most other communities have experienced. - Homelessness in Gladstone – Welcome to Graham who is in our Community Gallery, is seeking feedback from the Committee today around this subject. On the 10th August we held the Homelessness Expo here at the Precinct. Approximately 100 families attended with several service providers attending. Advice and goods were provided on the day. Majority of people coming through on the day were vulnerable, and at risk. We certainly know the community is experiencing a higher rate of homelessness than before. Families experiencing financial pressure, what we 	



Topic	Action
<p>are seeing through Neighbourhood Centre (NHC) are people missing in the middle whereby there are people who are not necessarily eligible for government assistance (may even be two income families) but are at the point where they're struggling to make ends meet due to the rise in cost of living. NHC itself does not have an eligibility requirement, and don't provide any Emergency Relief but we are currently negotiating with State Government regarding providing food relive on a short-term basis.</p> <p>Chris added it is an emerging trend, predictions now for the coming Christmas to be one of Salvation Army's biggest mainly because we are anticipating new families seeking assistance, which brings a large range of new issues. We can see this through our financial capability and counselling work. Most of these people are on two incomes generally lower incomes, and they are people who have not sort assistance in the past. The risk of homelessness within the next 12-18 months for a lot of families will become very real. We are seeing both renters and homeowners.</p> <p>Shakira advised that in attending meetings in space of education, domestic violence, communities for children, the advisory committee and collaborating partners, we have asked about children's wellbeing and note advice that a child's wellbeing is not even on the radar of parents/families due to their state of crises, which is quite concerning.</p> <p>Graham is a concerned citizen and volunteers at Rays Soup Kitchen is hearing and seeing people struggle with homelessness. Graham is asking if there a place where people are safe to stay? I have advised Graham it is outside Philip Street Advisory Committee's scope and from a Council perspective, we are highly unlikely to ever say you are safe to sleep there we are not going to move you on, because of the level of risk involved in that. I just want to open up to see if there are any other suggestions and conversations around homelessness we are seeing in the community, unless Chair you wish to wait until after we've been through everyone reports.</p> <p>Chair opened the conversation up – Question asked around the numbers of people Graham is seeing at the Soup Kitchen? Brianna advised they have a minimum of 30 people attending on a Monday night, which can then be anywhere up to 70 people. A lot of those are single people but they are seeing more and more single parent families coming through, not to say these people are homeless but are the clientele who are likely to be at risk. Discussion found the following points:</p> <ol style="list-style-type: none"> 1. The talk is that Barney Point is the place to go, people sleeping rough who are in vehicles or at parks and beaches. 2. Roseberry may have statistical data as they give out swags to the homeless and they have the dignity hub as well. 3. Orange Skye here at the Precinct, continuing. Salvation Army are not seeing that homelessness as such, but again those 'at risk' are growing significantly and after spending two weeks in Maryborough with the team there, the homelessness situation here is not anywhere near as bad as what it is there. Their community meal is directed specifically at the homeless, so they do not have those 'at risk' attending that event. They tend to have 80-110 people attending twice per week. 4. Gender - the single middle-aged man is still key person struggling with homelessness, but more and more we are starting to see older women as well as single parent families. Roseberry currently working with 20 families living out of vehicles. 	



Topic	Action
<p>ACTON: Hold the homelessness discussion over to the next meeting with request to Debbie Meier-Cuddy to provide feedback as well. Moved: Maxine Brushe Seconded: Chrisopher Ford</p> <p>5. There is a movement within Gladstone in the Specialist Disability Accommodation (SDA) area so there is a development out at Kirkwood soon, but there is also a development that I’ve had communication about that is tailored towards psycho-social disability.</p> <p>6. Discussion around bringing together to the one table all ‘players’ in this field including those bringing people to town, leaving their support systems behind, to have some discussion this. Gladstone Region engaging in Action Together (GRT) have stepped up and offered and host a round table discussion to do exactly that, pull together the key players.</p> <p>ACTION: Brianna to follow up with GRT on a timeframe for the round table discussion they proposed to have with the key players regarding homelessness. Moved: Maxine Brushe Seconded: Christopher Ford</p> <p>7. Roseberry expanding their location along Dawson Highway - believe dignity hub will be relocated there once built with the current dignity hub in Rollo Street to be re-purposed.</p> <p>8. Anticipate seeing another big change in the community within period December through to March, which is seen every year and then another minor change mid-year. This year’s mid-year change was more dramatic than seen in the past, that is why there is anticipation/fear around what this Christmas is going to look like. Statistics (about 8 weeks old) from TSA homeless team reflect 250 families homeless in the local government area. When compared against Rockhampton our per capita rate was way higher which is more of a concern.</p> <ul style="list-style-type: none"> – Child exploitation – figures we are received reflect that it has almost doubled over the past year, despite that it does seem difficult to general awareness and action. Our NHC had to recently cancel the ‘think u know’ session as only 1 registration was received, despite it being shared by a number of partners including Police. – Youth crime and violence – increase due to lack of services available to youth. Recently meeting held at Roof Top Vibe, Benaraby Road, around this. They can assist with providing advice on design and making sure these things are reported. In the scheme of things, Gladstone really does not have an issue, but from a community perspective a lot of people are seeing it where they haven’t seen it before. Reporting it obviously really importance. 	



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<ul style="list-style-type: none"> - On site we have welcoming week this week, a partnerships event this Saturday about welcoming any new resident to the region to link them in with the community and what we offer here and the services. Regional events are then to happen every quarter – November, February, May: at Agnes Waer, Calliope and Boyne/Tannum – Councilors will be invited to these events. - Disengaged youth on site – we have engaged with Police as well as PCYC and we are hoping to go down the path of restorative justice process because it has continued. Wendy of C4C is therefore involved in the matters also due to more personal threats being received. We are looking to work and see if there is a way to realign this youth without taking the hard line. - Council have received three Expressions of Interest in relation to the land here at the Precinct – there is a preferred applicant whom Council will continue working with. Council is certainly not looking to dismiss the other two applicants as may be needing to work with them as well, as we do not know what will be the right solution. Our Strategic Team will continue to work on this until we are ready to put through to Council a recommendation for endorsement. There still has not been announcement on the funding opening that most of the applicants are wanting to go for, but we are wanting that to progress sooner rather than later. Two of the three applicants did look at a number of different demographics in need. - Within the next six months I will be preparing for Council the IDF regarding works required for Stage 1B, so that if we do have someone interested in building here at the Precinct Council is in a position of approval. 	
<p>Salvation Army – Philip Street Manager – Chris Ford</p> <ul style="list-style-type: none"> - Our social service continues to be busy with good engagement across Connect/welfare, Case Work and Moneycare. NILS are still extremely strong with over 7 a week being written. Our Christmas program starts in the second week of October which will see an additional 40 people twice week coming to the Precinct. - The Kingdom Chat Room program is continuing to grow seeing over 80 meals served up each week. The conversations are rich, and people are now beginning to come back to chat with the team Orange Sky is seeing about 6 to 10 people engaging with them on the day's Kingdom Chat is operating. interesting is people are starting to ask what else is happening at the Precinct and they want to get involved. We are also beginning to see families who we connect with appearing at Sunset Skate to get dinner. - Our welfare team has seen a dramatic increase of people becoming dependent on welfare support. This is largely due to increase living costs. We believe there is a large cohort of the community who are going to be in real distress this Christmas due to the increase in costs. People presenting as Homeless has not increased however there is a large increase in people unable to meet their living costs. - Our Consult rooms are now beginning to fill up. Commencing 24th September Regional Community Housing will be present fulltime. A second Psychologist has taken the 2 days left in Consult Room 8 making that room fully booked. This means 4 of the 7 rooms available are now booked fulltime. We still have interest in the other rooms, and we hope to have them filled by years end or early next year. 	

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<p>CQ Rural Health – carrying out mental health assessments. They come in once per fortnight with the likelihood of increasing these visits. Regional Housing Limited – a new provider to Gladstone, they started in Bundaberg and now provide services up and down in regional areas, along the Queensland coast. This will be their first property portfolio in Gladstone, they’ve taken on 32 two-bedroom units. We have also commenced conversations with CQU to see how we might partner as the Precinct to bring wellbeing services to the Precinct at discounted rates. This would be final year Allied Health students delivering services. They would be fully supervised by the Uni.</p> <p>ACTION – to be added to the beginning of future agenda’s – an onsite partner to visit each Advisory meeting to speak on their service. Moved: Kate Dufty Seconded: Christopher Ford</p>	
<p>Shakira Raymond - Communities 4 Children - Project Support Officer</p> <ul style="list-style-type: none"> - Community Concerns - Situation reported from the Nutchee building staff where young people had been onsite and behaved inappropriately (throwing equipment into gardens etc.) PSP Stakeholders had agreed to make a police report about the incident/s. The outcome that has arisen was a universal decision to ask for restorative justice and to have the opportunity to talk to the young people and their carers about how the Precinct (and the things that happen onsite) might be able to support them. - Nutchee Building/Communities for Children News - Looking at the official operating hours of the Nutchee Building, the Playspace is booked at 80% and the Consult Room at 91%. We have made the formal decision that the Meeting Room will not have any permanent full or half day regular bookings, this is due to this room being the only accessible room that building users can use if they need to connect with clients outside of their booked space. We are almost at the point of being ready to widely promote volunteer opportunities within the Nutchee Building. There are four different volunteer portfolios- reception, garden, utilities and program support. Gus has retired from the CEO position of GAPDL. Nicola Smith has stepped in as acting CEO. - New Nutchee Building Users - National JobLink has taken a booking in the Playspace for 2 hours on a Friday, starting next school term. This will be for their ParentsNext Program. This program is already being hosted at the precinct in the Maxine Brushe Building, however they are planning to add the additional session in the Nutchee Building where onsite childminding can be included. - Trends - Cost of living and housing restraints continue to be a major issue that has flow on effects to other areas – DFV, substance abuse, poor mental health. The adults are in such crisis that the kids needs aren’t even on the radar. 	

Topic	Action
<p>Collaboration and Operations Update GRC Community Development Officer</p> <ul style="list-style-type: none">- Service Mix- Organisations on site- Bookings update <p>RECOMMENDATIONS FOR ACTION ACTION - Special Meeting to be held for understanding and discussion around the Theory of Change – Thursday 2nd October. Moved: Bri Seconded: Chris</p> <p>ACTION: Secretariat to prepare Chairperson Roster for future meetings. Moved: Melissa French Seconded: Christopher Ford</p> <p>ACTION: Instruct the Venue Hire Team to make note in calendar in relation to the reason for keeping Kate’s meetings in community hall 3. Moved: Kate Dufty Seconded: Christopher Ford</p> <p>ACTION: Brianna to investigate the possibility of a hot desk situated in the Micro Library space at the Ngallil Building. Moved: Kate Dufty Seconded: Christopher Ford</p> <p>ACTON: Hold the homelessness discussion over to the next meeting with request to Debbie Meier-Cuddy to provide feedback as well. Moved: Maxine Brushe Seconded: Christopher Ford</p>	

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<p>ACTION: Brianna to follow up with GRT on a timeframe for the round table discussion they proposed to have with the key players regarding homelessness. Moved: Maxine Brushe Seconded: Christopher Ford</p> <p>ACTION – A partner on site to visit at each Advisory meeting to speak on their service. This is to be added to the beginning of future agenda’s. Moved: Kate Dufty Seconded: Christopher Ford</p> <p>ACTION: email to the Committee with minutes, a copy of the hire statistics. Moved: Kate Dufty Seconded: Christopher Ford</p>	
<p>Recommendations from Operations Group to Advisory Secretariat - Community Development Officer</p> <p>Evaluation and systems data. there was a deputation done to Council in October. Evaluation systems are having Council endorse the way in which we are operating. Operational Model. No update, progressing along.</p> <p>Site Wide Induction</p> <p>A couple of team members are undergoing training on Monday in the system. From there we’ll work out a process so we can start people doing that online induction before coming onboard as either permanent staff or hirers, or more casual. There are two different versions of induction depending on their use of the site. Whoever is responsible for the hire booking will be required to complete this induction. Casual hirer induction is a more condensed version.</p>	

Topic	Action
RECOMMENDATIONS FOR ACTION – NIL	
Recommendations to Council Community Development Officer Recap of recommendations during the meeting	
Check out Q: Tell us about a moment when you were proud of yourself in the past year? Kate Dufty – coming to each of these meetings, due to our pro-activity Cr O’Grady – have decided I will not run again for Councillor Supria Singh – assisting/mentoring a friend/volunteer Maxine Brushe – I took the plunge to retire from employment Shakira Raymond – I became a ‘chick’ mum Christopher Ford – birth of grandchild Jakob Humphries – involvement in the Mayors Youth Breakfast Melissa French – managing workload and stress and family life better Brianna Janson – coming to Council and achievements since	
Check out and close meeting: 1:58pm	
Next Meeting date: 9 November 2023, 12pm-2pm Meeting Chair: TBA Location: Philip Street Communities & Families Precinct	