

Philip Street Communities and Families Precinct Advisory Committee

Report January 2023 – December 2023



PHILIP STREET
COMMUNITIES AND FAMILIES PRECINCT



GLADSTONE
REGIONAL COUNCIL



Acknowledgement of Country

Gladstone Regional Council would like to acknowledge the traditional custodians of this land, the Bailai, the Gurang, the Gooreng Gooreng and the Taribelang Bunda people.

We pay respect to their Elders past, present and emerging.

Gladstone Regional Council is committed to cultivating a culture of inclusion and connectedness, acknowledging that our communities are richer when diversity is embraced.

About the Precinct

Philip Street Communities and Families Precinct provides a space that brings together community groups and service providers in a friendly parkland setting and offers a unique opportunity to work collaboratively to deliver for our community, enabling access to resources and services. The delivery of the Philip Street Communities and Families Precinct has been a collaborative effort involving Council's Community Partnerships Team, The Salvation Army Gladstone, Gladstone Area Promotion & Development Limited (GAPDL) - Communities for Children, and the State Government Department of Communities, Housing and Digital Economy.

Precinct Vision

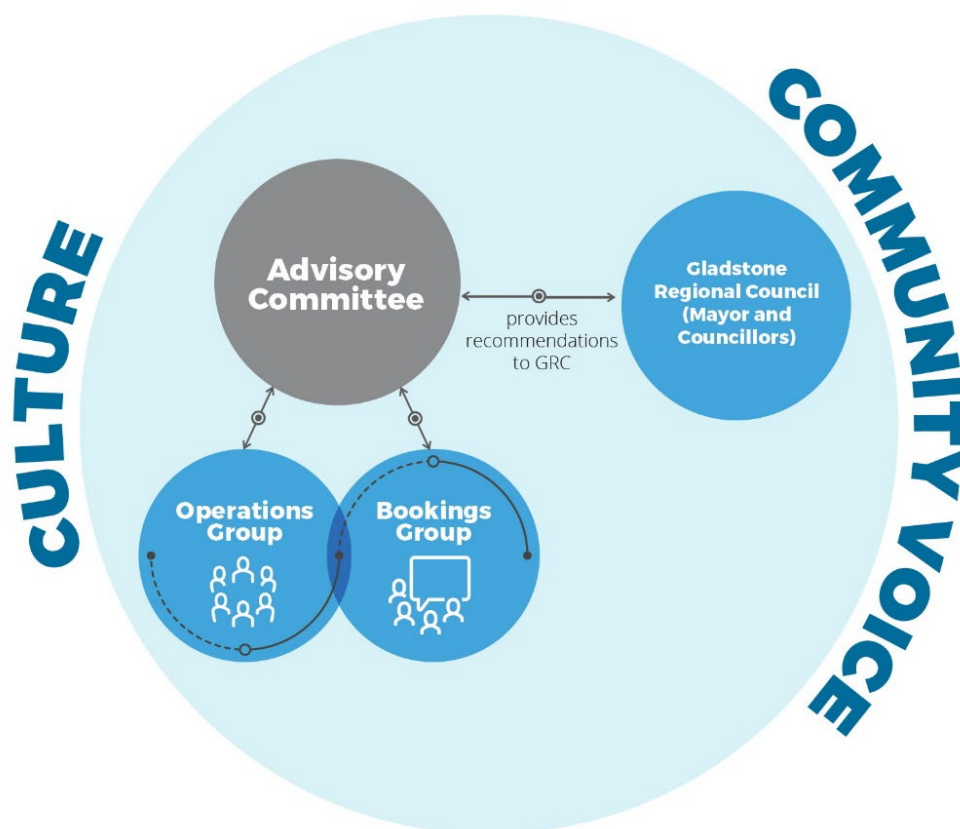
A vibrant and evolving space that supports and enhances community wellbeing for all.

Precinct Values

- *Wellbeing*: creating opportunities for people to improve their physical and mental wellbeing, to improve health, literacy, and access services they need.
- *Learning*: promoting lifelong learning and assisting children and young people and their families to transition through learning stages.
- *Connection*: creating a sense of connectedness, access to current information and opportunities to building social and cultural capacity.



Operating Model



The Precinct’s collaborative and unique operating model has been co-designed by key stakeholders following a comprehensive four-day Collective Change Facilitation training delivered by Dr Sara Branch from Griffith University and Charmaine Stubbs, Collective Change Facilitator at The Salvation Army.

The operating model, which is the first of its kind in Australia, creates the conditions to help other possibilities emerge at the Precinct in alignment with the Precinct’s values.

The operating model represented graphically is explored further to provide context on the environment the Advisory Committee operates within to fulfill its function.

Link to Council’s Corporate Plan & Community Development Strategy

Corporate Plan 2021-2026

Goal 1 Connecting Communities – We work with you and for you, supporting the success of our communities.	
1.1 Communities are well understood, with programs and services designed to strengthen our region.	1.2 Communities can influence and actively participate in Council decision making.

Community Development Strategy 2021-2026

Priority Area 2: Place – Creating accessible, vibrant and engaging places and spaces for the community.

Objective 3. Activate the Philip Street Communities and Families Precinct.
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About the Advisory Committee

The Philip Street Communities and Families Precinct Advisory Committee is a dedicated formal Advisory Group of passionate community members representing different sectors in the community. The Committee offer feedback and advice to Council on strategic planning, management, and service delivery to ensure services, programs and activities are responsive to the community needs.

The design of the Advisory Committee provides opportunity to ensure the voice of our community is captured and channelled to inform the strategic intent of the Precinct and its programs. The Advisory Committee roles target several demographics such as First Nation, Youth, Seniors, Culturally and Linguistically Diverse and Disability. Bringing different perspectives and ideas to the table, their primary function is to channel the 'community voice' into the Precinct.

Committee Structure and Membership

The Philip Street Communities and Families Precinct Advisory Committee was established by resolution of Council on 2 November 2020 as an Advisory Committee to Council under the *Local Government Regulation 2012, ss. 264- 265*.

An updated version of The Philip Street Communities and Families Precinct Advisory Group Terms of Reference that govern the committee's roles and responsibilities were endorsed by resolution of Council on 7 March 2023.

The Terms of Reference states that membership of the Committee shall be voluntary and consist of:

Council Members:

- Two (2) Gladstone Regional Council Councillors
- One (1) other representative from Council

Appointed Members (Primary Tenants):

- One (1) representative from the Salvation Army
- One (1) representative from the Gladstone Area Promotion and Development Limited (GAPDL)
- One (1) representative from the Department of Communities, Housing and Digital Economy



Ordinary Members:

- Up to six (6) representatives to include one (1) representative of the region's youth, one (1) representative of the indigenous community, one (1) representative of the culturally and linguistically diverse community, one (1) representative of the senior community and one (1) representative of the disability community.

During 2023, all vacancies on the Philip Street Communities and Families Precinct Advisory Committee were filled. Jakob Humphries was appointed as Youth Community Representative, and Deb Meier-Cuddy was appointed as the representative from the Department of Communities, Housing & Digital Economy. All committee appointees were extended to May 2024 which was endorsed at the Council Meeting on Tuesday, March 7, 2023.

Current members of the committee are:

- Cr Natalia Muszkat – Gladstone Regional Council
- Cr Desley O'Grady – Gladstone Regional Council
- Kylie Lee, General Manager Community and Lifestyle – Gladstone Regional Council
- Chris Ford, Philip Street Manager– The Salvation Army
- Shakira Raymond – GAPDL Communities 4 Children
- Deb Meier-Cuddy – Department of Communities, Housing and Digital Economy
- Cecelia Eggmolese – Ordinary member representing First Nations Community
- Maxine Brushe – Ordinary member representing Seniors Community
- Kate Dufty – Ordinary member representing Disability Community
- Supria Singh – Ordinary member representing Culturally and Linguistically Diverse Community
- Jakob Humphries – Ordinary member representing Youth Community

The Committee continues to be a valuable component of the operating model of the Philip Street Communities and Families Precinct.

Operations Group

The Operations Group consists of representatives from Precinct partners. In the interests of supporting the collaborative environment this also includes representatives from all permanent tenants. As the Precinct grows this group will grow to invite representatives from visiting service/program providers. The Operations Group is designed to receive and consider information from:

- All services - full time and casual service providers
- Advisory Group

The Operations Group develops and communicates recommendations for consideration by the Advisory Group in relation to:

- Facilities maintenance, health and safety, risk management
- Site service mix including:
 - Room bookings and leasing requests
 - Booking requests that are not approved
 - Facility capacity and availability
 - Complementary and competing services
 - Emerging trends and gaps.

As the Evaluation Framework takes shape, the Operations Group will also seek strategic guidance from the Advisory Committee in relation to:

- Tracking and system monitoring of referral pathways into and out of the Precinct
- Evaluation system and data

Committee Meetings

Committee meetings are held on the 2nd Thursday every second month from 12pm to 2pm in the Ngalill building meeting room.

In accordance with the Terms of Reference, meeting dates and times are published on the Council website, a public gallery is made available for interested community members, and minutes are also uploaded following meetings. The public gallery is hosted in the Gumar building meeting room.

A summary of meetings held in 2023 are detailed below.

17 February 2023	13 July 2023
9 March 2023	14 September 2023
11 May 2023	9 November 2023

Recommendations and Actions

Recommendations to and from the Advisory Committee are tracked, monitored, and managed through a shared document. The progress, and outcome of each of these recommendations is reported back within Advisory Committee meetings.

Recommendations from the Advisory Committee to Operations Group have focused on accessibility, signage, and facility improvement, identifying opportunities to provide fit for purpose and adaptable Precinct infrastructure.

The table below summarises recommendations made by the Committee within this reporting period of January to December 2023.

Recommendation Category	Number of Recommendations
Philip Street Precinct future development	1
Precinct infrastructure/facilities improvement	5
Precinct partnerships	2
Governance	4
Community	2
Brand & communications	1
Service delivery	1
Total	16

Community Events

It has been wonderful to see the precinct come alive in 2023, hosting many successful collaborative and community events. These events have brought to life the vision of a vibrant and evolving space that supports and enhances community wellbeing. Events hosted at the precinct included;

- Neighbour Day
- Child and Family Expo
- Sport and Active Living Expo
- NAIDOC Week Services Expo
- Dorrie Day
- Gladstone Homeless Connect
- Welcome Week Morning Tea
- Youth Council's Sunset Cinema

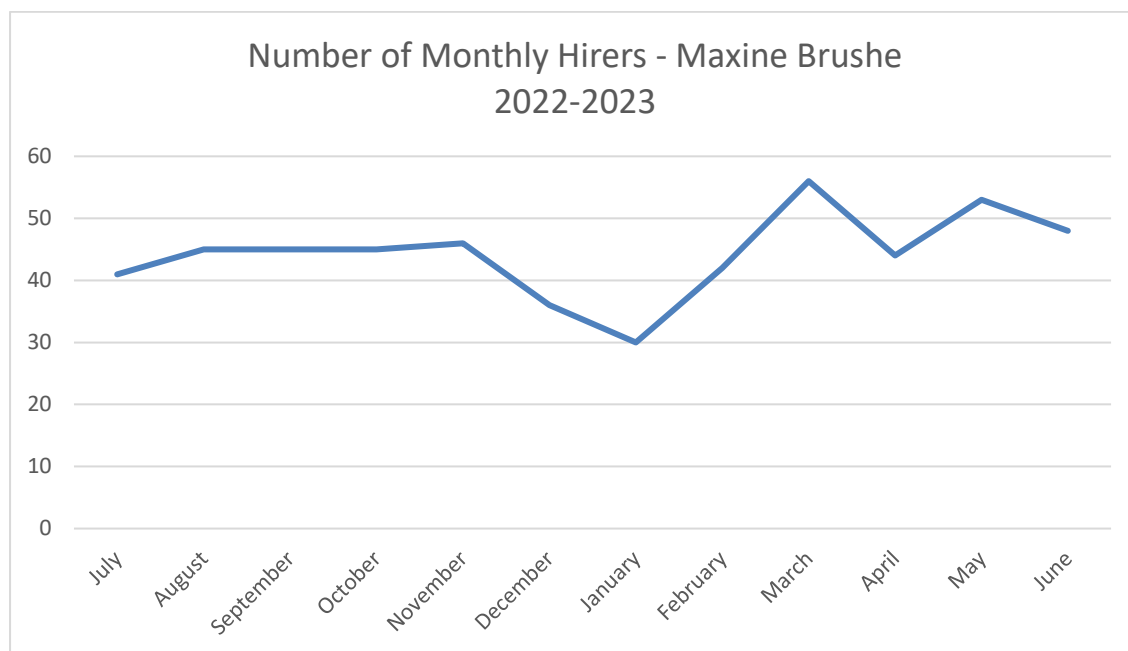


Bookings – Maxine Brushe Community Meeting Place

Bookings for the Maxine Brushe Community Meeting Place have consistently been around 50-55 hirers per month in 2023, with the exception of January due to the Christmas break.

In alignment with the vision for the Precinct to be a welcoming space for the whole of community, the diversity of visitors, programs, and activities at the Precinct reflects the diversity of the Gladstone Region.

The Advisory Committee has been actively involved in advocating for community use of the facility to ensure continued alignment with the Precinct's values.




Booking System Review

In June 2022, the Advisory Committee tabled a recommendation to review the room booking system at the Precinct to analyse opportunities for system improvements. In September 2022, it was recommended at the Advisory Committee meeting for the Precinct's bookings to be centralised and managed by Gladstone Regional Council's Venue Hire Team. Following consultation and a comprehensive handover, this was implemented in December 2022.

In 2023, a bookings review was conducted by the Senior Program Support Officer, under the oversight of the Manager of Community Partnerships. The review examined existing practices and included a survey of general hirers and in-depth interviews with key stakeholders.

Feedback collected through the survey indicated that general hirers felt that the EOI/booking process and payment process were very easy or somewhat easy to navigate, and that interactions with onsite staff were very easy. The respondents rated their onsite experience at the Precinct as excellent across all facets.



Feedback from key stakeholders expanded beyond the bookings process and indicated that the site is highly regarded for its welcoming nature and collaboration, that further promotion is needed of the site and the availability of spaces for hire, and that further on-site signage would assist with navigation.

A total of nine recommendations were made in the review.

Precinct Activation

As part of the Precinct activation strategy, a virtual tour of the precinct was created and sent out to precinct partners and key stakeholders as well as shared with the wider community through social media and the Precinct webpage in November 2023. The virtual tour highlighted the various spaces that are available for hire and showcased the facilities in use and flourishing.

Training & Professional Development

Committee Members have been provided with an opportunity to attend the following training alongside Precinct staff:

- Governance and Meeting Conduct – facilitated by Gladstone Regional Council
- Asset Based Community Development – facilitated by the Jeder Institute
- Trauma Informed Care – facilitated by The Salvation Army
- Inclusion and Diversity Training – facilitated by The Salvation Army
- Theory of Change – facilitated by Precinct partners and The Salvation Army

A series of Lunch and Learns will be scheduled for 2024, to provide the committee with opportunities to continue to build their knowledge and experience.

Key Reflections from the Advisory Committee for 2023

This year has been a year of steady growth, with a diverse range of activities and events being held at the Precinct embodying the values of lifelong learning, wellbeing, and connection. The committee have enjoyed being part of this development and have played a vital role in keeping the Precinct aligned with its values and the needs of the community.

Through collaboration and teamwork, the committee have worked to overcome any issues that arose, and to find positive solutions, fostering the maturation of the precinct into a valued community asset. The governance model, which includes the Advisory Committee, Operations Committee, and Management team, has proven to be effective and has led to positive outcomes for the Precinct.

“We are genuinely collaborative and respectful of each other. That’s my favourite thing about this place.” – Kylie Lee, General Manager Community & Lifestyle

“In a relatively short amount of time, the precinct has transformed into a place that is effective and is accepted and valued by the community.” – Cr. Natalia Muszkat

Throughout the year, the Precinct has seen an increase in enquiries from service providers and community wanting to use the various spaces available at the precinct. There have also been more instances of community mentioning or referring to the precinct on social media, showing that more people now know about the services that are on offer here, and value the precinct.

“I think it is evident when you look at the services that are wanting to be here. Orange Sky is a good example. We had to put some work into getting them here, but they wanted to be here.” – Chris Ford, The Salvation Army.

The committee recognises there is still work to be done. Their goals for the next year are to continue to find ways to increase the community’s knowledge and understanding of the precinct, and to seek feedback from the community to ensure that programs and services at the precinct are still relevant and meeting the needs of the community.





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