

ATTACHMENTS

Community Services Committee

7 June 2016

6pm

City of Albany Council Chambers

COMMITTEE
ATTACHMENTS –07/06/2016
** REFER DISCLAIMER **

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AGENDA ITEM CS029 REFERS

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BRIEFING NOTE

TO : Community Services Committee

FROM : Adam Cousins
Acting Community Services Executive Director
Tammy Flett
Senior Community Development Officer

DATE : 27 May 2016

SYNERGY REF : CS.PLA.2/BF16654558

SUBJECT : Connected Communities 2014-2018 Report on Progress

ATTACHMENTS : 1.Connected Communities 2014-2018 Detailed Progress Update
2. 2015-16 Connected Communities Strategy Highlights

OVERVIEW

Significant progress against the key objectives within the Connected Communities 2014-2018 strategy has been completed.

This briefing note provides an overview of those achievements, with more detailed reporting and project highlights in the attached documents.

BACKGROUND

The 'Connected Communities 2014-2018' community development strategy was adopted by Council in July 2014. The strategy was the result of extensive consultation and directs the activity of the Community Development Team as well as other related community development activities.

The strategy has four key themes:

- Safe Communities;
- Inclusive Communities;
- Connected Communities; and
- Sustainable Communities.

12 key objectives were identified across the key themes with a total of 29 strategies to be delivered under the strategy.

AGENDA ITEM CS029 REFERS

Since adoption, significant progress has been made including:

- 7 strategies fully delivered
- 18 strategies in progress and on track for completion
- 4 strategies are on hold and will be delivered in 2016/17.

A number of the strategies in progress and on track for completion are also ongoing initiatives as indicated in the attached report.

KEY ACHIEVEMENTS

A number of projects/initiatives were successfully delivered which exceeded expectations including:

- Age Friendly Community Plan – provides a framework for the City to become a more inclusive and welcoming environment for older people;
- 'All Welcome' Project – project to improve access and inclusion within the CBD;
- Community Funding Program – review of policy and guidelines;
- #couches4poverty (Anti-Poverty Week awareness raising initiative) – used couches as a means of raising awareness of the causes and consequences of poverty;
- Easy Movers – falls prevention program for seniors pilot which is now an ongoing program at ALAC;
- Establishment of Lockyer Community Hub – Lockyer Action Network is now working on a number of initiatives within the Lockyer community;
- MAD Youth Event Program – pilot monthly Saturday night affordable activity for young people aged 10-17;
- Neighbour Day – initiative to build connections between neighbours;
- Rio Tinto Partnership – enabled the employment of a Youth Development Officer trainee.

See attached annual report highlights for detailed information on each of the above initiatives.

CHALLENGES

- Grants/External Funding – as both the state and federal governments consolidate their funding streams, the amount of funding available for projects is becoming smaller and more competitive.
- Capacity of partner organisations – majority of projects and initiatives are delivered in partnership with services and community organisations. With the changing funding environment and ageing volunteer bases the ability of these organisations to partner with the City on projects and initiatives is reduced.

FOCUS AREAS FOR 2016-2018

- Youth Strategy – to be developed based on the principles for Youth Friendly Cities;
- Youth Initiatives – initiatives and events as per the youth strategy once adopted;
- Age Friendly Albany – deliver some of the key initiatives within the Age Friendly Albany plan;
- Web resources – community venues database and community group directories to be available online through the website;
- Partnerships – build on existing partnerships with community groups, agencies and Rio Tinto to continue to deliver projects and initiatives;
- Community Hubs – evaluate the success of the Lockyer Hub and expand the program to include Spencer Park.

AGENDA ITEM CS029 REFERS

COMMENT

Significant progress against the Connected Community Development Strategy has been completed to date, with the remaining strategies a focus area for 2016/17.

Adam Cousins
Acting Community Services Executive Director

Date

Comments _____

Connected Communities 2014-2018 Community Development Strategy Progress Report May 2016

Legend:	Complete	In progress/ on track	Critical issues	Parked/ on hold	
Objective	Strategy	Project Status	Activities Since Adoption		
Theme 1: Safe Communities					
1.1 To be perceived as a safe community to live and work.	1.1.1 Add questions relating to community safety in the City's bi-annual community perception survey.		Complete: Safety question included in 2015 survey. Next Perception Survey due to be distribute in 2017.		
	1.1.2 Increase awareness of Albany's crime statistics.		eWatch sent out monthly/bi-monthly in partnership with Albany Police. Newsletter provides a link for subscribers to review crime statistics for Great Southern by suburb.		
1.2 To engage youth in positive activities.	1.2.1 Continue to support the Strike II youth drop-in service.		Sufficient funding secured to continue program in 2016. Juvenile crime remaining very low. 2015 saw record attendances to the program with 3777 attendances to the program with an average 50% indigenous participation each night.		
	1.2.2 Develop and implement programs for youth at risk of offending.		MAD youth event program (April 2015-March 2016) – funded by WA Police. (See highlights) Over 1200 young people participated in the 12 events. Significant decrease in juvenile contacts over the nights the events were held.		
		DRUMBEAT program to be delivered from Albany PCYC July 2016 – June 2017 targeting at risk and marginalised young people.			
1.3 To increase knowledge of emergency preparedness among vulnerable members of the community	1.3.1 Develop and implement education and awareness initiatives to increase knowledge of emergency preparedness.		Program delivered to Albany Probus club, RAAFA Village and Bethel Independent Living Units in partnership with emergency services team.		
1.4 To increase knowledge and awareness of transport-related safety.	1.4.1 Participate in White Ribbon Day each year.		Now known as 'Road Ribbons for Road Safety' Ribbons distributed at North Road, VAC, Albany Heritage Park, Day care Social media campaign delivered and articles printed by Albany Advertiser.		
	1.4.2 Develop and implement a pedestrian safety awareness campaign.		Seniors Safety Brochure printed and distributed. Workshops on pedestrian safety held at Baptistcare, RAAFA Village and Yakamia Gardens. Safety brochure available on City website.		
Theme 2: Inclusive Communities					
2.1 To be an age-friendly community.	2.1.1 Develop and implement an Age Friendly Communities Plan for the City.		Age Friendly Communities Plan adopted by Council in February 2016.		
			LGMA Age Friendly Communities network meeting held in Albany April 2016.		

AGENDA ITEM CS029 REFERS

			Innovative fall prevention program for seniors piloted, and now an ongoing program through ALAC.
	2.1.2 Review the Youth Advisory Committee to determine its effectiveness as a representative model for youth engagement.		Draft interim report completed following consultation with young people aged 12-25.
2.2 To be an inclusive and accessible community.	2.2.1 Support community groups and clubs to make their facilities and activities more accessible and inclusive to all.		Inclusive club resource developed in partnership with Princess Royal Sailing Club. Resource is available to sporting clubs across WA. Delivered 2 inclusive clubs workshops to local sporting clubs. 2x All Abilities Days held at ALAC for clubs to showcase their accessible programs.
			Partnership with AFL to deliver pilot Footy Champs program. Program is now a regular Saturday morning activity.
	2.2.2 Work in partnership with identified CaLD communities to reduce barriers to participation in community life.		Engaging CALD volunteers training delivered by Volunteer WA in partnership with CoA and Albany & Regional Volunteer Service.
			2x Colourfest Film Festival held at the Library during Harmony Week in 2015 & 2016.
			Hosted a 'Welcome Picnic' for newly arrived migrants to Albany held in April 2016 in partnership with the Great Southern Migrant Services.
	2.2.3 Work with retail and small business stakeholders to increase awareness of barriers to physical access to their premises.		'All Welcome' developed to engage local businesses to improve access and inclusion in CBD for people with a disability. Self-audit tool kit developed for businesses to assess their accessibility. Workshops to improve their knowledge and understanding of access and inclusion will be delivered in June 2016. Project funded by Disability Services Commission
2.2.4 Continue to ensure the initiatives in the City's Access and Inclusion Plan 2012-2017 are implemented.		Ongoing project. 2014/15 report submitted to Disability Services Commission.	
2.3 To contribute to the development of local responses to housing stress.	2.3.1 Collaborate with relevant stakeholders to develop effective programs and services to support those vulnerable to housing stress.		#couches4poverty activity held during Poverty Week to raise awareness of the impact and causes of poverty in partnership with Anglicare, Albany Youth Support Association, Shalom House, Albany PCYC Strike Program, Southern Aboriginal Corporation, Dan Murphys, Albany Public Library, Foodbank, Vancouver Arts Centre.
			Regular attendance at GS Homelessness Forum by Community Development staff.
	2.3.2 Increase the capacity of the City to advocate for diverse housing developments that are accessible to a variety of household types, lifestyle choices and income levels.		2016/17 focus area. Participation through the review of the review of the Albany Local Planning Strategy has a focus area on housing.
Theme 3: Connected Communities			

AGENDA ITEM CS029 REFERS

3.1 To create inclusive and dynamic community spaces for linking people, activities and events.	3.1.1 Undertake an audit of the community spaces within the City's municipal boundary, and promote these facilities to the public.		Database has been developed and updates will be completed by 30 June. Community Development Team will work with IT team to have the information available on our website.
	3.1.2 Ensure information relating to City programs, services and events is available and easily accessible to the community.		Community development team regularly update City of Albany website and provide communications team with content for social media posts and radio interviews.
	3.1.3 Develop, implement and review the establishment of neighbourhood 'hubs' activities to link residents to their local community.		Lockyer Neighbourhood Hub established and the 'Lockyer Action Network' formed by residents. The group has held a Family Fun Day and is organising street clean up days, guest speakers and plan to change the wider perception of Lockyer to a more positive view. A Spencer Park hub will be developed in 2017.
	3.1.4 In partnership with relevant Progress Associations, deliver events in at least two rural communities each year.		2014/15 – Outdoor cinema nights held in Redmond and Manypeaks.
			2015/16 Lower Kalgan – provided assistance to increase the capacity of the group to deliver their annual Pumpkin Festival through support to create promotional material, traffic management plans and additional marquees to provide cover for volunteers manning stalls. ~ 2000 people attended the event. Bornholm/Kronkup – team will be providing assistance to increase the capacity of the group to deliver their 'Dinner Dance in June. 2016/17 the program will include Napier and Elleker Progress Associations.
3.2 To improve connection between people and places within the City.	3.2.1 Work with relevant stakeholders to increase opportunities for active transport across the City.		Active transport map being produced by Rec services Community Development team work to support the work of the travel smart officer.
	3.2.2 Advocate for improvements to Albany's public transport system so it provides a reliable, convenient and accessible way for the community to move around the city.		Ongoing
Theme 4: Sustainable Communities			
4.1 To promote the uptake of low consumption lifestyles and environmentally aware practices.	4.1.1 Promote availability of purpose funding and other schemes designed to increase community uptake of renewable energy and water sources.		Increased community awareness of available funding sources, leading to an increased uptake of funding for renewable energy installations. Emails are regularly sent out through the Community Development database of new funding opportunities.
	4.1.2 Promote and increase awareness of existing community gardens and associated facilities.		Community Development Team working with the RCNC Garden to relocate to their new grounds in Lockyer. Their activities promoted via email networks and CoA social media.

AGENDA ITEM CS029 REFERS

	4.1.3 Promote and support opportunities for the community to connect with local producers, market gardeners and farmers.		2016/17 activity
	4.1.4 Encourage local community groups to enter awards recognising environmental sustainability.		Ongoing
4.2 To increase community use of the City's developed reserves and parks.	4.2.1 Work in partnership with the Developed Reserves team to coordinate an audit of the facilities available in the City's parks and make this information available to the public.		2016/17 activity
4.3 To increase the governance, planning, program delivery and volunteer management capacity of community groups and organisations within the City.	4.3.1 Develop and implement an annual program of capacity building workshops for community groups and clubs.		2014/15 <ul style="list-style-type: none"> • Peter Kenyon Workshop – Community Builders Program • Volunteering WA – National Standards, Volunteer Management Workshops • Inclusive Clubs workshops • Grant funding workshops
			2015/16 <ul style="list-style-type: none"> • Volunteering WA – Grant writing, managing difficult behaviours, Volunteer Management • Natalie Bramble (June 2016) – social media, events on a \$0 budget and marketing for community organisations.
	4.3.2 Review and update the Community Funding and Event Sponsorship program to continue the policy beyond 2015-16.		New policy developed and adopted by Council.
	4.4.3 Promote the services of local community groups and clubs to help increase membership.		2016/17 - Working with IT for inclusion in new website along with venues database and information on local parks.

Other activities:

- Rio Tinto Partnership
- Youth Friendly Communities Grant
- Neighbour Day

MAD YOUTH EVENT PROGRAM

Safe Communities, 1.2 To engage youth in positive activities

Background

Feedback from young people was that there was very little affordable activities to do on weekends.

Project Overview

The pilot 12 month project was developed with the Vancouver Arts Centre, Albany Public Library, Albany Leisure & Aquatic Centre, and local Police.

Activities were to be

- Free or less than \$5
- Cover a range of activities to appeal to a range of young people and to see what activities were most popular
- Transport home to be provided.

The program included:

- April 2015 - Pool Party
- May 2015 – MAD-D
- June 2015 – Games Zone
- July 2015 – Roller Rave
- August 2015 – Indoor Cinema Night
- September 2015 - Pool Party
- October 2015 – Chipolatas performance
- November 2015 – Games Zone
- December 2015 – MAD-D
- January 2016 – Sk8, Scooter & BMX Competition
- February 2016 – Silent Disco
- March 2016 – Underage Nightclub

Budget

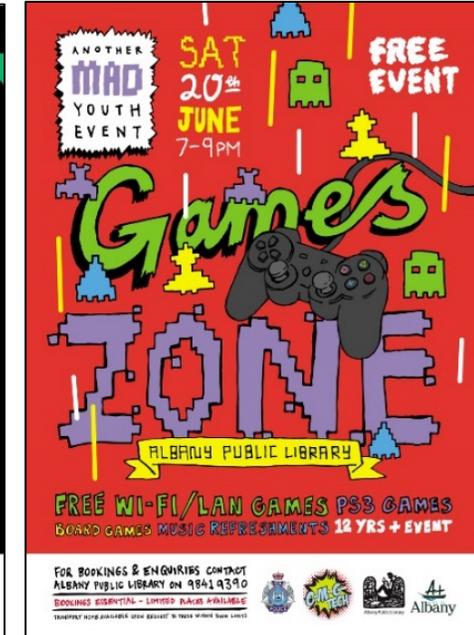
\$24,932 (WA Police Crime Prevention Grant)
\$ 10,000 in-kind support (venue, officer time)

Partner Organisations

WA Police
Albany PCYC

Key Outcomes

- Over 1200 young people attended the events
- Police report a significant reduction in juvenile contacts on nights the program operated compared to previous 12 month period.
- Police report a reduction in juvenile offences during the 12 months the program operated compared to the previous 12 month period.



Age Friendly Albany Plan Inclusive Communities, 2.1 To be an age-friendly community.

Background

The City committed to be an age friendly community, one which promotes active ageing to optimise opportunities for health, participation and security to enhance people's quality of life as they age.

Active ageing is a lifelong process, and the World Health Organization has led the way in identifying the unique features that make cities 'age friendly'. In WA over 60 local governments have committed to implement age friendly planning.

Project Overview

The Age Friendly Albany Plan 2016-2020 was developed following extensive consultation with seniors, aged care providers and relevant stakeholders. A snapshot of those consulted and some key results is below.

The City's Plan focuses on four key outcome areas as an initial start:

- Outdoor Spaces & Buildings
- Transportation
- Information, Communication & Engagement
- Respect, Social Participation & Inclusion

The Plan will be progressively implemented over the next four years.

Budget

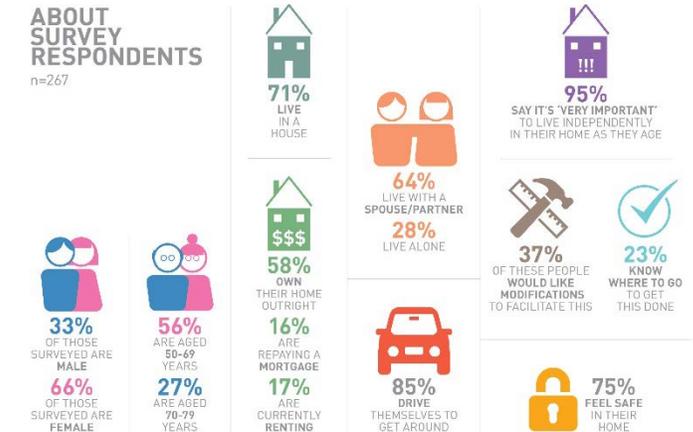
Officer time

Key Outcomes

Greater awareness of, and commitment across the organisation to implementing age-friendly planning has been a key outcome of this project. The practise of community development is inherently capacity building in nature, and this can be in an external as well as internal context.

The Local Government Managers Australia (WA) Age Friendly Communities Network hosted its first regional forum in Albany. This was a highly successful day, attended by over 30 participants from across the Great Southern. Feedback from those attending was very positive, and as a consequence it is intended to hold a joint Age Friendly Communities and Community Development Network forum in 2017 in Albany.

Albany Public Library participated in a pilot project to become a dementia friendly civic space. Their involvement in this Alzheimer's Australia initiative has seen improvements to the physical space of the building, customer service, its catalogue, and programs offered.



EASY MOVERS FALLS PREVENTION PROGRAM

Inclusive Communities, 2.1 To be an age-friendly community.

Background

Stay on Your Feet is a falls prevention program for seniors funded through the Injury Control Council of WA. The program supports innovative and sustainable programs for seniors living independently who have had a fall or are at risk of falling.

Project Overview

The City implemented a trial strength and balance program for aged pension cardholders aged 65 + years.

This program is the first of its kind delivered in Albany in that it is supervised and delivered entirely by trained volunteer Peer Leaders. Participants have their own exercise program developed according to their own needs by allied health professionals. They come to classes 3 times per week and complete their program in a supportive environment.

Partners

WA Country Health Service
 Albany Leisure & Aquatic Centre

Budget

- \$ 4,905 Funded by Injury Control Council.
- In-kind support by Albany Leisure and Aquatic Centre.

Key Outcomes

Strength and balance tests completed pre, midway and post program completion showed significant improvement, as highlighted in Figures 1 and 2 for program advancement. Importantly all participants said their feeling and seeing improvement in their strength and balance, as well as the informal social environment of the classes were key motivating factors to continue the classes.

Curtin University injury prevention researchers recently interviewed Easy Movers participants and Peer Leaders and have concluded that Easy Movers is the 'gold standard' when it comes to peer-led seniors falls prevention initiatives.

Easy Movers will likely be the benchmark for forthcoming Injury Control Council-developed peer-led programs.

EASY MOVERS
 REDUCE YOUR RISK OF FALLS

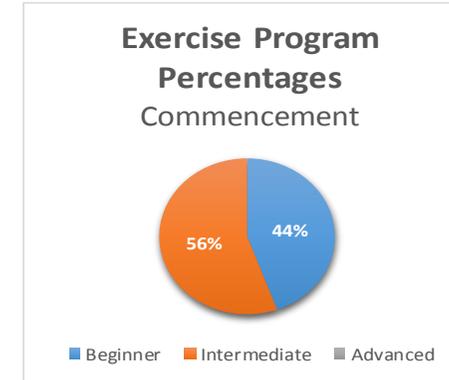


Figure 1

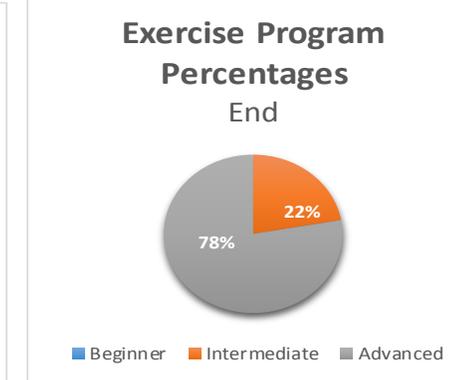


Figure 2



RIO TINTO PARTNERSHIP

Inclusive Communities, 2.2 To be an inclusive and accessible community

Background

Following on from a successful partnership for Anzac Albany, Rio Tinto approached the City of Albany with a funding proposal for the creation of a youth development officer trainee. Similar positions had been created and funded by Rio Tinto in Busselton, Broome and Geraldton .

Project Overview

The City employed a .08FTE trainee Youth Development officer who will work with the Community Development Team to increase delivery in the youth space while completing a Certificate III in Business Administration.

Additional funding was sourced through the Department for Local Government & Communities for the consultation and establishment of a Youth Strategy based on the principles for a Youth Friendly Community.

Project Partners

Rio Tinto & ArtsReady

Budget

\$ 9,600 Rio Tinto

\$ 2,000 Department Local Government & Communities

\$ 12,325 (over 2015/16 & 2016/17)

Anticipated Key Outcomes

- Delivery of a youth strategy to guide the activities of the trainee youth development officer and to clearly define the City's role in the youth space.
- Increase the number of you initiatives and events targeting young people
- Contribute to the training and development of a young person.

Rio Tinto



Community Services Committee

ALL WELCOME BUSINESS ACCESS AND INCLUSION

Inclusive Communities, 2.2.3 Work with retail and small business stakeholders to increase awareness of access and inclusion barriers.

Background

The City's Access and Inclusion Working Group has identified the retail sector as an area which could benefit from greater awareness of barriers to access and inclusion in their premises. The City was successful in applying for a grant to develop this project.

Project Overview

All Welcome is a partnership with the Albany Chamber of Commerce and Industry and focuses on the following areas:

- Business self assessment checklist to use on their premises;
- Workshops to improve understanding of removing identified barriers;
- Recognition program for participating businesses.

The self assessment checklist was developed in collaboration with staff in Building Services and Major Projects. Independent Living Centre are contracted to deliver the workshops.

Project Partners

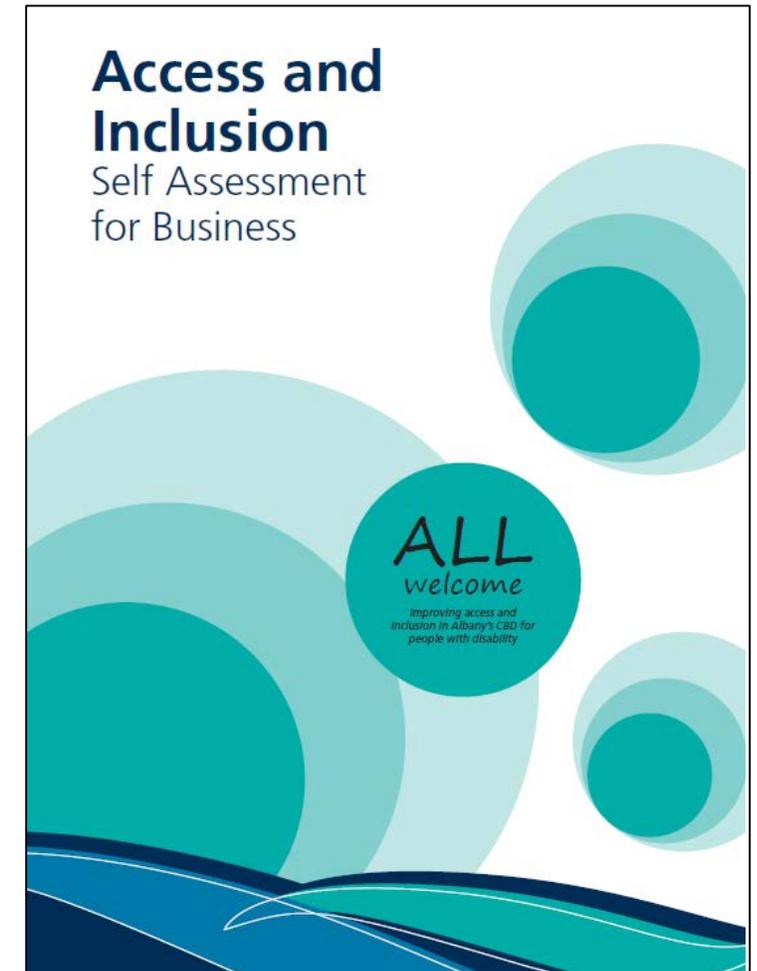
Disability Services Commission
Albany Chamber of Commerce and Industry
People with disability, their families and carers.

Budget

\$ 12,700 Disability Services Commission
\$ 2,000 City of Albany
Officer time

Anticipated Key Outcomes

- Increased understanding of access and inclusion barriers in retail outlets by local retailers.
- Commitment by local retailers to improve disability access and inclusion.
- People with disability, seniors and parents with prams feel more welcome and included in local retail outlets.



#couches4poverty

Inclusive Communities, 2.3.1 Collaborate with relevant stakeholders to develop effective programs and services to support those vulnerable to housing stress.

Background

Anti-Poverty Week aims to raise the awareness of the causes and consequences of poverty and how it impacts on our communities.

The #couches4poverty project was the outcome of an initial brainstorm of how we could raise awareness in our community.

People who experience homelessness often sleep on the couches of family and friends to avoid sleeping rough, the couch was seen to be an effective means to raise awareness.

Project Overview

Couch covers were decorated by various agencies. Couches featured personal stories of those affected by poverty, and some included statistical data on poverty in our community.

These couches were then placed around various agencies in town and promoted via the #couches4poverty map.

Partners

Albany Public Library, Vancouver Arts Centre Southern Aboriginal Corporation, Shalom House, Anglicare, Foodbank, Albany Youth Support Association (Open Access), Albany PCYC Strike Program, Dan Murphys.

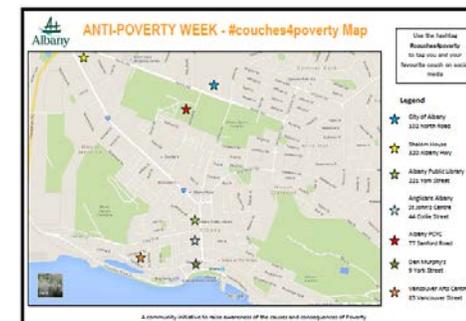
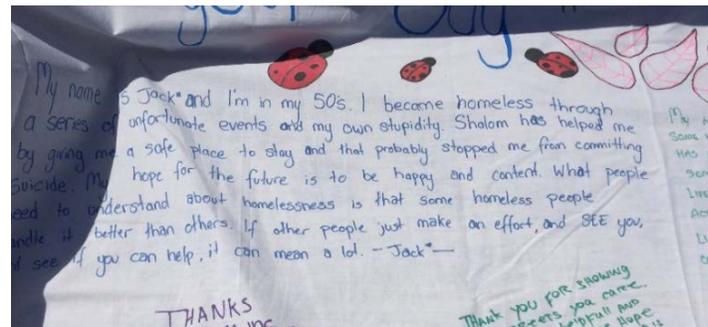
Budget

\$ 1,200 for couch covers, pens and moving of couches

5 couches were donated for the project by community members

Key Outcomes

- Project received national radio coverage and was promoted by the Anti-Poverty Week National committee.
- #couches4poverty is now a national initiative.
- Exact numbers of people visiting the couch is unknown, but was a talking point around Albany.
- City of Albany staff donated non perishable food items to Foodbank and the Albany Public Library acted as a collection point during the week.



NEIGHBOUR DAY

Connected Communities, 3.1 To create inclusive and dynamic community spaces for linking people, activities and events.

Background

Neighbour Day aims to build connections between neighbours and make people feel safer and more connected to their communities.

Project Overview

In 2015, the City produced Neighbour Day resource packs which included:

- Neighbour Day Planning Guide
- Neighbour Day invitations
- Neighbour Day event registration form

Registered events were also eligible to receive a free cricket wicket wheelie bin sticker and the use of an activity bag (cricket bat, ball, totem tennis, etc.)

In 2016, \$100 food vouchers were made available to community groups to encourage groups to hold events with their surrounding communities.

Project Partners

Relationships Australia (national organising body)

Budget

\$ 1,000 sundry costs

Key Outcomes

- 2015 there were eight neighbour day events were registered with events in Torbay, Redmond, Yakamia, Lockyer & Lower King.
- 2016 saw another nine events registered with events in Redmond, Lockyer, Yakamia, Spencer Park, Frenchman Bay.
- Relationships Australia has used the resources developed to support other council's with their neighbour day activities and to demonstrate at conferences how councils can encourage participation within their communities.



LOCKYER COMMUNITY HUB

Connected Communities, 3.1.3 Develop, implement and review the establishment of neighbourhood 'hub' activities to link residents to their local community.

Background

Many people feel disconnected from the communities in which they live and this leads to social isolation and feeling less 'safe' within their streets.

Lockyer was identified as the pilot suburb as it was the suburb of highest disadvantage, and also the suburb with the most opportunity for change.

Project Overview

The community development team held a 'community conversation' with residents in October 2015.

Residents had the opportunity share concerns and ideas on how Lockyer could be improved.

The 'Lockyer Action Network' (LAN) was formed from this initial activity.

With support from the community development team, the group has a terms of reference and appointed a committee.

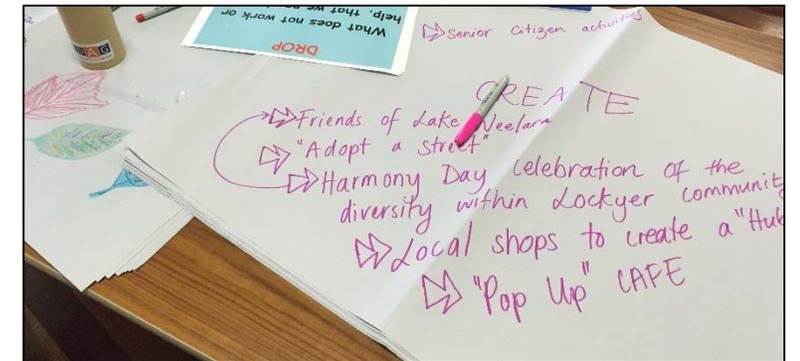
The group now meets on the second Sunday of each month at the Girl Guide Hall and is looking to expand it's membership base.

Budget

\$ 4,000 Funding support for LAN initiatives
\$ 4,000 in-kind support (venue, officer time)

Key Outcomes

- Over 25 people attended the initial community conversation.
- The LAN has met monthly since November 2015
- January 2015 the LAN ran a free Family Fun Day with an estimated 1500 people visiting throughout the day.
- Held a 'Clean up Australia Day' busy bee at Lake Weerlara
- Holding monthly street clean up days to engage with residents.



COMMUNITY FUNDING

Connected Communities, 4.3.2 Review and update the Community Funding and Event Sponsorship program to continue beyond 2015-16.

Background

The City's Community Funding and Event Sponsorship ran for three years, ending on 30 June 2016. An evaluation of this program was completed and presented to Council along with a revised policy for adoption at its October 2015 OCM.

Project Scope

The evaluation focused on two funding streams only: Community Event Sponsorship and Community Enterprise Grants. The scope included the policy framework, quality and quantity of applications received, applicant feedback, how funding was advertised and promoted, cultural and community expectations, achievement against policy objectives, challenges, successes and innovations, and financial considerations.

Evaluation Outcomes

The evaluation highlighted a number of areas where improvements could be made to the City's policy. Chiefly these centered around simplifying the policy framework, reducing and inclusion of a 'quick response' fund for smaller requests. Council has adopted a new Community Funding Policy for which applications for the annual grant round have just been finalised and applicants advised.

Community Funding Key Outcomes

- 97 applications received over three years.
- Requests for funding amounted to almost \$230,000, of which approximately \$118,000 was allocated.
- Notable activities funded include:
 - Carols by Candlelight;
 - Harmony Day Bazaar;
 - Wellstead Harvest Festival;
 - Festival of the Sea;
 - Youth arts programs;
 - Harbour Swim.

