



Hawkesbury City Council - Community Services Update

Community Services Branch (02) 4560 4444

2011-2012 Council Budget

Council has adopted its 2011/12 budget. Community Service highlights include:

- Funding for a Waste Education Officer to work with the community to implement recycling and waste reduction programs; and a Nursery Manager to increase community access and use of the Community Nursery at McGraths Hill.
- \$64,220 for the Community Sponsorship Program to provide small grants to community groups in the Hawkesbury.
- \$280,000 for library books & resources.
- \$15,548 for community events including Youth Week, Seniors Week, NAIDOC Day, and International Disability Day.
- \$5,155 for the Community Access Subsidised Transport Program.

- \$86,000 to support the operations of Peppercorn Services.
- \$357,200 for improvements to child care and community centres including:

Community or child care centre	\$
Bilpin Hall	11,500
Blaxlands Ridge Community Ctre	31,500
Bligh Park Childrens Centre	11,000
Bligh Park Community Centre	21,500
Chas Perry Hall North Richmond	5,000
Colo Heights Hall	8,800
Glossodia Community Centre	6,000
Glossodia Long Day Care	8,000
Greenhills Child Care Centre	37,000
Hobartville Long Day Care	65,500
Kurrajong Community Centre	8,000
Maraylya Hall	12,000
Nth Richmond N'hood Centre	13,500
Peppercorn Place	20,500
Richmond N'hood Centre	34,000
St Albans School of Arts	14,200
Tingi Comm Centre Bligh Pk	5,500
Wilberforce Long Day Care	21,000
Womens Cottage	22,700

For information about the budget please call Joseph Litwin on 4560 4428. The budget is also available on Council's website www.hawkesbury.nsw.gov.au

New Services and Facilities

Council has recently secured and applied for grants for some new community programs.

\$20,000 has been received from Cancer Council NSW to develop a volunteer driver program to increase community transport services to help cancer patients access treatment. The Program will be managed by Peppercorn Services Inc.

Council has submitted an application under the Federal Government's *Healthy*

Communities Initiative for funding to employ a Healthy Communities Co-ordinator to develop a Healthy Communities Strategy for the Hawkesbury Local Government Area (LGA).

The application will also seek funding to implement programs that promote better health targeting people at risk of chronic disease due to obesity or being overweight.

For information on these programs please call Meagan Ang on (02) 4560 4502.

- New positions at Council.
- Funds for community and child care centre improvements
- Volunteer Transport Program
- Healthy Community Initiative

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Grants - Community Sponsorship Program

In July, Council approved \$54,165 in community sponsorship grants to 30 community groups and individuals under Round 1 of the 2011/2012 Community Sponsorship Program. Major grants were allocated to:

Group	\$
Hawkesbury Eisteddfod Society	19,592
Hawkesbury Jazz Club	2,000
Peppercorn Services Inc.	3,000
Hawkesbury Triathlon Club	3,000
Cancer Council (Relay for Life)	2,250
Colo Family Picnic Day	2,400
Hawkesbury Schools – Dance Festival	3,000
Hawkesbury Community Outreach Service	3,000
Richmond Literary Institute Inc.	3,000
Older Mens Network (OMNI)	1,700
Macquarie Towns Arts Society	1,320
Rotary Club of Richmond	1,125
Windsor Business Group	3,000
Ferry Artists Gallery	1,000
Elizabeth St. Extended Hours Pre-School	600
Rotary Club Richmond	1,500
Hawkesbury District Basketball Association	500

Group	\$
Bede Polding College	500
Hawkesbury Living – Cancer Trust	500
Hawkesbury Vaulting Club	500
Windsor Bowling and Sports Club	500

Council's Community Sponsorship Program supports community partnerships by providing community groups with grants of up to \$3,000. Last year Council distributed \$62,672 under this program.

The types of projects that can be funded include:

- Community events
- Community programs
- Hire of Council facilities
- Reimbursement of Council fees
- Contributions to travel costs.

Information about the program can be found on Council's website at www.hawkesbury.nsw.gov.au

For more information about the Program please call Trisha Sundin on (02) 4560 4576.



“Council’s Community Sponsorship Program supports community partnerships by providing community groups with grants of up to \$3,000”



Representatives of community groups receiving CDSE grants joined by representatives of participating CDSE Clubs and Council

Grants - CDSE Scheme

Council established and supports the operations of the Community Development and Support Expenditure (CDSE) Local Committee.

The CDSE Committee administers the CDSE Scheme which was established by the NSW Department of Gaming and Racing to advise registered clubs on priority needs in distributing a percentage of gaming machine profits to local organisations.

Under the CDSE Scheme Council worked with the Richmond Club, Windsor RSL Club and Panthers North Richmond to distribute funding of \$48,472 to ten local organisations for community projects which include:

- \$9,490 for medical and radio equipment
- \$10,400 to support the Community Kitchen
- \$12,000 outreach service for homeless young people
- \$12,000 for shade sails at 2 child care centres
- \$ 1,482 for activity days for families of inmates at the John Moroney and Dilwynia Centres
- \$1,800 for Say NO to violence campaign
- \$1,300 for equipment to be used at community events

For more information about the CDSE Scheme call Trisha Sundin on (02) 4560 4576.

Building Maintenance Improvement Program

Council maintains 34 Community and Childcare Centres and Halls across the Hawkesbury. The majority of these buildings are managed by community committees, who have been delegated responsibility for their day-to-day operation under Section 377 of the Local Government Act (1993).

Over the last year, Community Services staff have met with these committees to compile a list of maintenance work required to improve the functionality and use of community facilities.

A number of these works were forwarded to

relevant Council departments and were rectified immediately. Larger requests were added to the Building Maintenance & Improvement Program (BMIP) for inclusion in Council budget in the future. Over \$60,000 of requested works were included in the 2011/2012 BMIP Program, with the remaining works scheduled for future years.

Council will continue to work with community committees to improve these facilities.

For more information on the Hawkesbury's Community Facilities please contact Trisha Sundin on (02) 4560 4576.

"Council maintains 34 Community and Childcare Centres and Halls across the Hawkesbury. These buildings are used by community groups to provide critical community services to residents."

Community Partnerships

1. Macquarie Towns Art Society.

Late last year, the Macquarie Town Arts Society (MTAS) approached Council looking for a new home. Council was also looking to increase the use of its community centres and entered into negotiations with the MTAS. An agreement was reached to relocate the MTAS to the Yarramundi Community Centre. Over the longer-term Council is looking to build on this partnership to turn the Yarramundi Centre into an 'artists studio' to complement the Stan Stevens Studio within the Deerubbin Centre.

2. Road Safety for Children & Young Drivers

One of the recommendations made by young people at the 2009 Youth Summit was for Council to support driver education programs for young people. Acting on this request, Council has offered funding to support partnerships with Youthsafe and local high schools to jointly fund the implementation of a road safety project targeting novice learner drivers.

A child restraint checking day was held in August with a total of 35 child restraints checked by approved fitters. Advice was also given to 24 families on correct fitting practices and child restraint requirements. The checking day was made possible through RTA funding.

3. A new Community Services Centre

Council has been approached by a not-for-profit agency with a proposal to construct and operate a community services centre on Council land at Pound Paddock, Richmond. Council is currently surveying local residents and consulting with stakeholders about the proposal. If the response to the idea is favourable, Council will call for expressions of interest from not-for-profit agencies who are in a position to fund the construction of a purpose-built facility.

4. Youth Week

From the 1-10 April 2011 Youth week was celebrated. A successful program of events and activities was held in the Hawkesbury around the theme "Own it".

Youth Week was a partnership between Hawkesbury City Council and services from Hawkesbury Youth Interagency. Events included a Dive in Movie night to launch Youth Week, an employment skills day for students of Richmond High School, a leadership camp and the Unleashed festival, which was a great success with over 500 young people attending.

Planning for Youth Week 2012 is underway, with a Youth Summit to be included in the event program.

For more information on Youth programs in the Hawkesbury please contact Amy Bond on (02) 4560 4562.



"A child restraint checking day was recently held in conjunction with Local Government Week. It was made possible through RTA funding."

Community Planning Snippets

1. Mobility Plan

The Hawkesbury Mobility Plan aims to link the major towns in the Hawkesbury by constructing safe bicycle and pedestrian pathways.

In 2011, work commenced on completing the link between Windsor and Richmond with 400m of off-road pathway constructed. The pedestrian access improvements identified in the Plan are also underway.

These projects have been jointly funded by Council and the RTA. The bicycle and pedestrian network will be further expanded in 2011/12 and beyond.

For information about the Mobility Plan please call Denise Oakes on (02) 4560 4498

2. Disability Action Plan

Planning for the Disability Action Plan is well underway. Members of the Hawkesbury Disability Advisory Committee have completed an 'access audit' training and will now be conducting access audits of Council

buildings and parks to identify works needed to improve their accessibility.

3. Seniors Working Party

The Seniors Centre Working Party has met and toured facilities in other areas to gather ideas to inform the drafting of a design brief for extensions to the Hawkesbury Seniors Leisure and Learning Centre in Richmond. \$1million is available for this project

For information about the Disability Action Plan and the Seniors Working Party please call Meagan Ang on (02) 4560 4502.

4 Crime Prevention Strategy

Council has established a Crime Prevention Plan Working Party to prepare a Crime Prevention Strategy. Members of the Committee have completed a 'community safety audit training' and have completed initial audits of areas in the Windsor CBD.

For information about the Crime Prevention Strategy please call Denise Oakes on (02) 4560 4498.

Customer Service Improvements

Council is currently in the process of moving towards a 'one-stop-shop' customer service model.

When established, in early October, it will mean that customer enquiries will be received and processed at a single entry point.

A new front service counter will be built with provision for payment facilities, disability access and a hearing loop. A 'back office' telephone enquiry centre will also be established to respond to customer enquiries.

The existing foyer and customer waiting area will be refurbished, and new meeting and interviews rooms will be built.

Customer Service Officers across Council are currently being trained on all customer

transactions, to ensure they have a broader knowledge of Council's services to assist with your enquiries.

An electronic customer request software tool is also being rolled out to improve the timely processing, tracking and completion of customer requests.

Council has adopted a 'Customer Service Charter'. A set of customer contact and service standards have also been developed to advise customers of the levels of service they can expect from Council and the timeframe for the delivery of these services.

These documents can be viewed on Council's website.

For information about these Customer Service Improvements please call Kaylene Kelland on (02) 4560 4597.



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COMMUNITY AND CUSTOMER SERVICES

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