



Community Services Committee

Date of meeting: 26 April 2022
Location: Council Chambers
Time: 6:30 p.m.

BUSINESS PAPER

COMMUNITY SERVICES COMMITTEE

Meeting Date: 26 April 2022

AGENDA

- **WELCOME**
- **APOLOGIES**
- **DECLARATION OF INTERESTS**
- **SECTION 1 - Reports for Determination**

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Section 1

Reports for determination

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SECTION 1 - Reports for Determination

Item: 1 **CS - Election of Chairperson - (79351, 151937)**

Directorate: General Manager

PURPOSE OF THE REPORT:

The purpose of this report is to outline the process for the election of a Chairperson of the Community Services Committee.

EXECUTIVE SUMMARY:

Under the terms of the Council Committee Constitution, it is a requirement that at the first meeting of the Committee, that a Chairperson be appointed from the members of the Committee for a period of twelve (12) months, and then for each twelve (12) month period thereafter.

RECOMMENDATION:

That a Chairperson of the Community Services Committee for the period from April 2022 to April 2023, be determined.

BACKGROUND

Clause 5(b) of the Council Committee Constitution adopted by Council on 25 January 2020, is in regard to the election of a Chairperson, and is as follows:

"b) *Membership and voting rights of the Committee shall be as follows:*

Community Services, Environment and Innovation and Partnerships Committees

The Committee shall, at its first meeting following appointment, and each twelve (12) month period thereafter, elect one of its Members from those appointed under Clause 5 to be the Chairperson of the Committee. The Chairperson is responsible for;

- *The management of the Committee functions and operations, including managing conflicts of interest.*
- *To ensure the Committee fully discharges its responsibilities under the Act, the Code of Conduct, and the Constitution.*
- *The good and orderly conduct of the Committee. The Chairperson may do all things necessary to fulfil this responsibility."*

At its Meeting on 11 January 2022 Council resolved as follows:

"That the following Councillors be appointed as Committee Members to the Community Services Committee:

- *Councillor Calvert*
- *Councillor Lyons-Buckett*
- *Councillor Richards*
- *Councillor Sheather*
- *Councillor Wheeler"*

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DISCUSSION

This meeting of the Community Services Committee will be its first meeting following appointment of members. In accordance with Clause 5(b) of the Council Committee Constitution, the nomination and appointment of a Chairperson for the next twelve (12) months by Committee members from those appointed is to be carried out at this meeting.

ATTACHMENTS:

There are no supporting documents for this report.

oooO END OF REPORT Oooo

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Item: 2 **CS - WSROC Heat Smart Program - (151937)**

Directorate: City Planning

PURPOSE OF THE REPORT:

The purpose of this report is to respond to the Notice of Motion from Council's Ordinary Meeting on 29 March 2022 regarding the WSROC Heat Smart Program and Holding of Committee Meetings.

EXECUTIVE SUMMARY:

This report details the various projects that Council has been involved with WSROC with respect to the Heat Smart Program and addressing the issues of Urban Heat.

RECOMMENDATION:

That Council Officers continue involvement on the WSROC Heat Smart Program, and projects associated with addressing the impacts of urban heat.

BACKGROUND

Council considered a Notice of Motion at its Ordinary Meeting on 29 March 2022 regarding the WSROC Heat Smart Program and Holding of Committee Meetings. Following consideration of the matter, Council resolved:

"That:

- 1. Council convene a meeting of the Community Services Committee as soon as possible to make recommendations to Council regarding the implementation of WSROC's Heat Smart Program in the Hawkesbury. Council recognises that staff have already been working on this Program and asks the Committee to work alongside staff to build on this work and to make recommendations on how to achieve greater community input.*
- 2. Council also requests that the Committee specifically considers whether Council should appoint a delegated staff officer as the Heat Coordinator.*
- 3. Any outstanding matters held over by the previous committees also be considered, including reports from Working Groups such as the Dementia Working Group.*
- 4. Where possible, all Council Committee Meetings be held on the last Tuesday of the month which has now become available because Council meetings will be held monthly."*

This report responds to Points 1 and 2 of the Council resolution.

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DISCUSSION

Over the past two years, Council Officers within the areas of environmental sustainability, emergency services, enterprise risk systems, and community planning and partnerships, have been actively involved in the WSROC Heat Smart Program. The WSROC Heat Smart Program received a NSW Government Community Resilience Innovation Program Grant in 2019. The Heat Smart Program focused on helping the most vulnerable members of our community to manage future heatwave emergencies. It centred on two key components: Governance and Policy Improvement, and Community Resilience Building.

The Program has been a partnership with Western Sydney Local Health District and Western Sydney Councils, including Hawkesbury, Parramatta, Penrith, Cumberland, Blacktown and Liverpool. Details of the involvement of Hawkesbury Council Officers in this Program are attached as Attachment 1 to the report.

Early on in the Program community organisations within the WSROC area were surveyed to determine the impacts of heat on their services and clients. The survey results, with over 60% of the survey responses coming from the Hawkesbury local government area is attached as Attachment 2.

In response to the survey feedback, the Program developed the following resources:

- **Heat Smart Resilience Framework (Attachment 3)**
 - The document sets out a pathway for improving management of extreme heat in Western Sydney, with a focus on building systems that support community resilience.
 - It starts by providing an overview of current heatwave arrangements in NSW, then proposes an integrated approach to heatwave management, and concludes by outlining opportunities for improving the way we manage future heatwaves.
 - It includes 25 recommendations for improved heatwave management under the following priority areas: Governance, Prevention/Mitigation, Preparedness and Response.
- **Heat Smart Organisation Planning Toolkit (Attachment 4)**
 - The toolkit highlights the risks of extreme heat and provides organisations and their frontline staff with the knowledge and tools to successfully help their clients and communities manage the heat risks.
- **Heat Smart Community Information Resources (Attachment 5):**
 - Heat Smart: Be safe during extreme heat
 - Heat Smart: Keep babies and children safe
 - Heat Smart: 10 tips for a cooler home

The Program and the resources developed have been promoted through various WSROC and community services channels, along with local media coverage and promotion on Council's Facebook page.

In addition to this, Hawkesbury Council was also a partner with WSROC and other Western Sydney Councils in the preparation of the Urban Heat Planning Toolkit (Attachment 6) to help councils strengthen their planning provisions to reduce the impacts of heat which was considered by Council as part the Local Environmental Plan Review project, and new Development Control Plan.

As highlighted above, to date, Council's involvement in the Programs identified above has included Officers from various sections of Council, and not a single dedicated resource. The Committee may wish to consider recommendations to Council in respect of staffing resources.

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ATTACHMENTS:

- AT - 1** Heat Smart Western Sydney – Hawkesbury Council Participation - *(Distributed under separate cover).*
- AT - 2** Community Organisation Survey results - *(Distributed under separate cover).*
- AT - 3** Heat Smart Resilience Framework - *(Distributed under separate cover).*
- AT - 4** Heat Smart Organisation Planning Toolkit - *(Distributed under separate cover).*
- AT - 5** Heat Smart Community Information Resources - *(Distributed under separate cover).*
- AT - 6** Urban Heat Planning Toolkit - *(Distributed under separate cover).*

oooO END OF REPORT Oooo

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Item: 3 **CS - Update on Councils Social Plans - (151937)**

Directorate: Support Services

PURPOSE OF THE REPORT:

The purpose of this report is to provide the Committee with an update on outstanding matters held over from previous Committees and Working Groups. The report also provides the Committee with a new framework by which staff will develop social plans, and recommends the Committee endorse this approach to renew and implement Council's suite of social plans.

EXECUTIVE SUMMARY:

This report has been prepared in response to a request to provide the Community Services Committee with an update on the implementation of the Dementia Friendly Hawkesbury Plan, and any other outstanding matters from Committees and Working Groups. The report provides details of Council's adopted social plans and an update on the implementation and review of those plans, as well as the proposed approach to renew and implement new social plans with the assistance of the Community Services Committee going forward.

RECOMMENDATION:

That the Committee receive and note the report and endorse the development of the Community Wellbeing Outcomes Framework as included in the Draft 2022/2023 Operational Plan.

BACKGROUND

Council at its meeting 29 March 2022 considered a Notice of Motion regarding Committee Meetings and the WSROC Heat Smart Program. At that meeting, Council resolved, in part, as follows:

"That:

3. *Any outstanding matters held over by the previous committees also be considered, including reports from working groups such as the Dementia Working Group."*

Council has a number of social plans that aim to positively influence the health and wellbeing of residents in the Hawkesbury. These plans were developed and delivered with the assistance of stand-alone working groups or (former) Council Advisory Committees.

The plans that are subject to this report are:

- Hawkesbury Access and Inclusion Plan
- Dementia Friendly Hawkesbury Plan

The COVID-19 Pandemic has resulted in the duration of these plans being extended as many actions within the plans were unable to be delivered. The extension of delivery and delay in renewing plans is in line with many councils as the face to face nature of delivery and consultation required to implement and develop new social plans respectively has not been possible throughout the COVID-19 Pandemic.

Both of these Plans include actions that have been implemented as well as actions that remain outstanding. Staff are continuing to implement outstanding actions and any outstanding matters from these Plans will be included in renewed social plans going forward.

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Appended to this report are tables that detail the progress against actions within these plans as below:

- Attachment 1 - Hawkesbury Access and Inclusion Plan.
- Attachment 2 - Dementia Friendly Hawkesbury Plan.

DISCUSSION

Work to update and expand Council's suite of social plans is underway. Rather than develop stand-alone plans, staff are working to renew social plans in accordance with the NSW Human Services Outcome Framework (Outcomes Framework).

The Outcomes Framework is an outcomes-focused approach in human services design, delivery and evaluation. The Outcomes Framework aims to:

- Be a resource for government agencies and Non-Government Organisations to work together to achieve better results using the best-available evidence of what works
- Facilitate collaboration and opportunities for working together
- Help identify programs and services that have the greatest impact.

The Outcomes Framework has seven high level 'outcome domains', underpinned by specific population outcomes and informed by a review of national and international research on what determines a person's wellbeing.

The Outcome Framework's seven outcome domains and their defining statement of intent are:

1. Social and Community - All people in NSW are able to participate and feel culturally and socially connected.
2. Education and Skills - All people in NSW are able to learn, contribute and achieve.
3. Empowerment - All people in NSW and communities are able to contribute to decision making that affects them and live fulfilling lives.
4. Economic - All people in NSW are able to contribute to, and benefit from, our community.
5. Safety - All people in NSW are able to be safe.
6. Home - All people in NSW are able to have a safe and affordable place to live.
7. Health - All people in NSW are able to live a healthy life.

Developing and implementing social plans in accordance with the evidence informed Outcomes Framework as an overarching framework will define Council's role in influencing community health and wellbeing, as well as set out approaches for Council to work with external stakeholders at a local, State and Federal level to improve health outcomes for Hawkesbury residents.

In practical terms using the Outcomes Framework will better position Council to partner with agencies relative to their respective roles rather than in response to singular issues. This approach will strengthen the strategic partnerships needed to implement high level actions within social plans, and ensure both Council, agencies and communities are working effectively to improve health and wellbeing broadly.

The work of the existing social plans will not be lost through this process. The Outcomes Framework is intended to serve as an overarching framework under which Council's suite of existing community plans, policies and partnerships that influence population health can sit. The Outcomes Framework will define Council's role in influencing health and wellbeing, as well as set out approaches for Council to work with

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external stakeholders at a local, State and Federal level to improve health and wellbeing outcomes for Hawkesbury residents.

The development of a Community Wellbeing Outcomes Framework is identified as an action in the Draft 2022/2023 Operational Plan as below:

COMMUNITY OUTCOME 1- GREAT PLACE TO LIVE

INTENT

Partner with our community and key service providers to deliver outcomes that support a connected, healthy and inclusive Hawkesbury

LONG TERM OBJECTIVE

Build on a sense of community and wellbeing

1.6.1 Work in partnership with government and community organisations to improve services and facilities for disadvantaged and vulnerable groups, and build stronger and more cohesive communities.

1.6.2 Provide flexible services that can adapt to changing community needs and service demands.

ATTACHMENTS:

- AT - 1** Hawkesbury Access and Inclusion Plan - Progress Against Actions - *(Distributed under separate cover).*
- AT - 2** Dementia Friendly Hawkesbury Plan - Progress Against Actions - *(Distributed under separate cover).*

oooO END OF REPORT Oooo



Community Services Committee Meeting

End of Business Paper

This business paper has been produced electronically to reduce costs, improve efficiency and reduce the use of paper. Internal control systems ensure it is an accurate reproduction of Council's official copy of the business paper.