



## **PRINCIPAL ACTIVITY 3 COMMUNITY DEVELOPMENT**

### **Purpose Statement**

To develop and deliver quality services to the people of the city, including children, youth, women, older people, people with disabilities, people from a non-English speaking background and Aboriginal and Torres Strait Islander people.

## Principal Activity 3: COMMUNITY DEVELOPMENT

### Major Programs

- **Community Development:** Ensure that the community services needs of the City of Willoughby are met through the provision of quality, appropriate, affordable and accessible services which are responsive to the changing needs of the people of Willoughby
- **Children's Services:** Ensure that existing childcare services are strengthened and supported and that the community is aware of the services that Council offers

### The Next Five Years

#### Community Development

To ensure that the community services needs of the people of Willoughby are met effectively and efficiently and that the services are appropriate and accessible to all who need them

To identify and facilitate innovative ways to resource and deliver community services

To provide and/or support services and facilities for the community at a high level of quality and accessibility

To adopt a holistic approach to Council's decision making by incorporating Social Plans.

To ensure that all Council services and decisions are in accordance with social, cultural, environmental and economic sustainability principles.

To ensure all Home and Community Care services are provided in accordance with approved procedures and standards

To increase awareness of Community Development services through a coordinated and proactive approach to information dissemination.

#### Children's Services

To strengthen, support and promote our existing childcare delivery services and facilities in a cost effective manner.



To raise community awareness and support of Children's Services in Willoughby

To promote the Children's Services Branch to communities targeted in the Social Plan and raise public awareness on the rights and needs of children and families and in particular our Inclusive Program and non-English speaking program within the community

To ensure accessibility of Children's Services to all potential users through provision of up-to-date information

To establish Willoughby as a leader in the ongoing development of Children's Services policy and provision, through contributing at Federal, State and Regional forums

## Principal Activity 3: COMMUNITY DEVELOPMENT

<b>Council Service 3.1:</b>	<b>Community Development</b>	<b>EFT 24.05</b>
Responsibility:	Community Development Manager	
Major Strategy Focus:	 	
Planned Outcome:	Quality, appropriate affordable and accessible services which are responsive to the needs of the people of Willoughby.	

### OBJECTIVES 2007/2012

STRATEGIES	TARGETS July 2007 to June 2008	PROGRESS
<b>1. POLICY &amp; PLANNING:</b> Deliver policies and procedures that promote access and equity in the provision of community services.		
Implement the Social Plans  Review and create specific policies and plans.	Achieve Action Plans  Policies developed for Domestic Squalor clients, risk management plans, service business plans, marketing plans.	Ongoing in individual workplans. Aboriginal Social Plan launched November 07. Risk Management and Marketing Plans for HACC Services, DCC and MOSAIC completed.
<b>2. SERVICE PROVISION &amp; PROGRAMMING (includes HACC):</b> Delivery of accessible, high quality, relevant services and programs to our community.		
Consult with the community on issues that address identified needs. To share information and consult with local unit owners.  Recognise local services which have improved access to and within their organisation or community group. (WCS 1.2.12) Provide a range of programs to address needs for older residents.  Provide a range of programs to address needs and interests of young people. (WCS 1.2.9)	The Hercules Street Working Party be informed and updated on progress with this precinct. Owners Corporation Forum <b>(PIP \$8,500)</b>  Conduct Access Awards.  <ul style="list-style-type: none"> <li>• Seniors Concert</li> <li>• Seniors Lifestyle Choice Information Day</li> <li>• Senior/Junior Chess Competition</li> <li>• Grandparent Support Group</li> </ul> <ul style="list-style-type: none"> <li>• WCA Social Circle Activities available at DCC  <b>(PIP \$10,000)</b></li> </ul> <ul style="list-style-type: none"> <li>• Shoreshocked Music Festival</li> <li>• Youth Week activities</li> <li>• Holiday programs at the CYC</li> </ul>	Information Session for Councillors 19.5.08.  Apartment Living in Willoughby forum held 10.11.07 with interpreters for Chinese speaking. Conducted 22.8.07.  Completed 10.4.08. Completed 4.4.08.  Completed Sept. 07. Group started but not continuing due to lack of interest. Conducted weekly. Carer Respite Packages distributed.  Conducted April 07. Completed. 5-8 programs each School holiday.

## Principal Activity 3: COMMUNITY DEVELOPMENT

STRATEGIES	TARGETS July 2007 to June 2008	PROGRESS
<p>Provide a range of activities to address needs of the CALD community. (WCS 1.1.5; 1.2.7; 1.2.16)</p> <p>To acknowledge the contribution of volunteers. (WCS 1.1.8)</p>	<ul style="list-style-type: none"> <li>• Youth in the Mall</li> <li>• CYC band nights</li> <li>• Coordinate Art/Start small grants program and regional showcase</li> <li>• Activities available at DCC</li> <li>• Youth Council (leadership)</li> <li>• Spring Fair Y Lounge space</li> <li>• Annual Youth Forum</li> <li>• Artstart coordination</li> <li>• Harmony Day</li> <li>• MOSAIC End of Year Party</li> <li>• Drug and Alcohol Education workshop for Chinese parents</li> <li>• Continue Information Provision</li> <li>• Volunteer Appreciation Day</li> <li>• Regular morning/afternoon teas</li> </ul>	<p>12 Youth events. 5 Band nights. Completed.</p> <p>Activities held at Chatswood Youth Centre. Monthly meetings. AGM May. Conducted Sept 07. Conducted Aug 07. Completed. Conducted March 07. Conducted Nov 07. Conducted May 07.</p> <p>12 Information Talks, 5 workshops. December 07. Monthly.</p>
<p><b>3. FACILITIES:</b> Effectively managing our facilities to meet the needs of our community.</p>		
<p>Work in partnership to construct a Dementia Day Care Centre in Chatswood. (WCS 1.2.3)</p>	<p>Obtain State grant from DADHC. Dementia Day Care Centre DA lodged.</p>	<p>Grant approved. DA being prepared.</p>
<p><b>4. PARTNERSHIPS:</b> Pursue and build community partnerships that support our programs.</p>		
<p>Implement Community Grants Scheme. (WCS 1.2.7)</p> <p>Provide programs that meet the needs of our local community. (WCS 1.2.4)</p> <p>Actively assist the development of partnerships within the youth sector to promote service delivery. (WCS 1.2.4)</p>	<p>Grants dispersed in accordance with identified gaps in service provision.</p> <p>In partnership with Uniting Care oversee the management of Willoughby Community Men's Shed.</p> <p>Network with key agencies, including local schools to foster information sharing, projects and strategy development.</p>	<p>Grants awarded in August 2007.</p> <p>Men's Shed commenced operation 26.07.07.</p>

## Principal Activity 3: COMMUNITY DEVELOPMENT

PRINCIPAL ACTIVITY 3		COMMUNITY DEVELOPMENT			
Council Service 3.1		Community Development			
	Original Budget 2007/2008 \$000's	Current Budget 2007/2008 \$000's	Actual June 2008 \$000's	Variation June 2008 \$000's	Revised Budget 2007/2008 \$000's
<b>RECURRENT EXPENDITURE</b>					
Community Services Administration	147.7	145.5	139.9	0.0	145.5
Community Development Administration	406.8	400.0	380.2	0.0	400.0
Mosaic	128.2	128.2	114.6	0.0	128.2
Respite Care	36.5	36.5	33.9	0.0	36.5
Chatswood Youth Centre	300.7	300.7	284.6	0.0	300.7
Willoughby Community Aid	228.6	228.6	216.4	0.0	228.6
Constant Companion	402.8	402.8	400.4	0.0	402.8
Dougherty Community Centre	545.2	545.2	574.8	0.0	545.2
Orchard Road Centre	17.0	17.0	6.6	(10.0)	7.0
Meals on Wheels	402.0	487.9	483.0	0.0	487.9
Food Services	258.1	228.2	259.3	0.0	228.2
<b>TOTAL</b>	<b>2,873.4</b>	<b>2,920.6</b>	<b>2,893.6</b>	<b>(10.0)</b>	<b>2,910.6</b>
<b>RECURRENT INCOME</b>					
Community Services Administration	3.5	3.5	2.9	0.0	3.5
Community Development Administration	60.0	60.0	80.8	0.0	60.0
Mosaic	12.9	17.9	17.9	0.0	17.9
Respite Care	26.6	39.1	39.6	0.0	39.1
Chatswood Youth Centre	49.0	49.0	52.4	0.0	49.0
Willoughby Community Aid	132.8	132.8	135.6	0.0	132.8
Constant Companion	402.8	402.8	448.1	0.0	402.8
Dougherty Community Centre	215.5	227.7	245.8	0.0	227.7
Orchard Road Centre	35.0	40.0	43.2	3.1	43.1
Meals on Wheels	355.7	455.8	449.1	0.0	455.8
Food Services	200.8	158.8	170.0	0.0	158.8
<b>TOTAL</b>	<b>1,494.5</b>	<b>1,587.3</b>	<b>1,685.3</b>	<b>3.1</b>	<b>1,590.4</b>
<b>RECURRENT NET COST</b>	<b>1,378.9</b>	<b>1,333.2</b>	<b>1,208.2</b>	<b>(13.1)</b>	<b>1,320.1</b>


### Principal Activity 3: COMMUNITY DEVELOPMENT

PRINCIPAL ACTIVITY 3		COMMUNITY DEVELOPMENT			
Council Service 3.1		Community Development			
	Original Budget 2007/2008 \$000's	Current Budget 2007/2008 \$000's	Actual June 2008 \$000's	Variation June 2008 \$000's	Revised Budget 2007/2008 \$000's
<b>PRIORITY / IMPROVEMENT EXPENDITURE</b>					
Community Services Administration	8.5	1.8	5.6	0.0	1.8
Community Development Administration	0.0	0.0	0.0	0.0	0.0
Mosaic	0.0	0.0	0.0	0.0	0.0
Respite Care	0.0	0.0	0.0	0.0	0.0
Chatswood Youth Centre	0.0	0.0	0.0	0.0	0.0
Willoughby Community Aid	0.0	0.0	0.0	0.0	0.0
Constant Companion	0.0	0.0	0.0	0.0	0.0
Dougherty Community Centre	10.0	20.0	20.0	0.0	20.0
Orchard Road Centre	0.0	0.0	0.0	0.0	0.0
Meals on Wheels	0.0	0.0	0.0	0.0	0.0
Food Services	0.0	0.0	0.0	0.0	0.0
<b>TOTAL</b>	<b>18.5</b>	<b>21.8</b>	<b>25.6</b>	<b>0.0</b>	<b>21.8</b>
<b>PRIORITY / IMPROVEMENT INCOME</b>					
Community Services Administration	0.0	0.0	0.0	0.0	0.0
Community Development Administration	0.0	0.0	0.0	0.0	0.0
Mosaic	0.0	0.0	0.0	0.0	0.0
Respite Care	0.0	0.0	0.0	0.0	0.0
Chatswood Youth Centre	0.0	0.0	0.0	0.0	0.0
Willoughby Community Aid	0.0	0.0	0.0	0.0	0.0
Constant Companion	0.0	0.0	0.0	0.0	0.0
Dougherty Community Centre	0.0	0.0	0.0	0.0	0.0
Orchard Road Centre	0.0	0.0	0.0	0.0	0.0
Meals on Wheels	0.0	0.0	0.0	0.0	0.0
Food Services	0.0	0.0	0.0	0.0	0.0
<b>TOTAL</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>
<b>PRIORITY / IMPROVEMENT NET COST</b>	<b>18.5</b>	<b>21.8</b>	<b>25.6</b>	<b>0.0</b>	<b>21.8</b>
<b>TOTAL NET COST</b>	<b>1,397.4</b>	<b>1,355.1</b>	<b>1,233.8</b>	<b>(13.1)</b>	<b>1,342.0</b>

### Principal Activity 3: COMMUNITY DEVELOPMENT

Mgt Plan No.	Project I.D.	Carry over from 06/07	Org Budget 2007/08	Curr Budget 2007/08	Actual June 2008	Var June 2008	Rev Budget 2007/08	Carry over 08/09	Status / Comments
	<i>Community Service Administration</i>								
3.1	331001664 - Conduct Owners Corporation Forum - 3100_5054	0.0	8.5	5.6	5.6	0.0	5.6	N	Apartment living forum conducted on 10/11/07.
	<i>Dougherty Community Centre</i>								
3.1	334201519 - Reward Age - Respite Care Packages - 3420_5054	10.0	10.0	20.0	20.0		20.0	N	Respite packages awarded.
<b>3.1</b>	<b>TOTAL PRIORITY IMPROVEMENT EXPENDITURE</b>	<b>10.0</b>	<b>18.5</b>	<b>25.6</b>	<b>25.6</b>	<b>0.0</b>	<b>25.6</b>		

## Principal Activity 3: COMMUNITY DEVELOPMENT

<b>Council Service 3.2:</b>	<b>Children's Services</b>	<b>EFT 39.05</b>
Responsibility:	Children's Services Manager	
Major Strategy Focus:		
Planned Outcome:	Quality, appropriate, accessible and affordable children's services which are responsive to the needs of all families in Willoughby	

### OBJECTIVES 2007/2012

STRATEGIES	TARGETS July 2007 to June 2008	PROGRESS
1. Support the provision of quality Children's Services within the Willoughby LGA.		
<p>Implement the Children's Social Plan</p> <p>Maintain current level of quality in Willoughby City Council's Children's Services.</p> <p>Work in partnership to promote and enhance service provision</p>	<p>Achieve Action Plans</p> <p>Undertake Quality Assurance Process for each service.</p> <p>Maintain utilisation rates of each service.</p> <p>Representation on relevant Boards and Committees.</p>	<p>Children's Forum held in May.</p> <p>Monthly talks provided for new mothers groups at Early Childhood Health Centres.</p> <p>Comments provided on DA's for new and expanding services in LGA.</p> <p>All services meet QA standards at high quality.</p> <p>Utilisation retained in childcare Centres for 0-5 year olds with continued demand for care in the 0-2 year old groups.</p> <p>Slight drop in ASC utilisation as new school based service comes on line in January 2008.</p> <p>Continued with representation on Board of Management for SBS Childcare Centre and also participated in:</p> <ul style="list-style-type: none"> <li>• NSROC regional meetings</li> <li>• Families First initiatives and implementation meetings</li> <li>• Supported Playgroups network</li> <li>• Facilitation of regional OOSH network.</li> </ul>



### Principal Activity 3: COMMUNITY DEVELOPMENT

STRATEGIES	TARGETS July 2007 to June 2008	PROGRESS
<p>2. Promote the rights and needs of children and families with a focus on integration and inclusiveness.</p>		
<p>Provide and distribute Council information in our community languages. (WCS 5.3.1)</p> <p>Maintain and support the inclusion of Children with Special Educational Needs and Families in Crisis.</p>	<p>Identify relevant CALD target groups in need of information and provide translations.</p> <p>Promote partnerships with relevant agencies to assist those in need.</p>	<p>Groups identified publication printed in language of those identified groups as well as information on how to access translation services.</p> <p>Partnerships with agencies maintained and encouraged.</p> <p>Funding secured for the integration of 11 children identified as having additional needs. However up to 20 further children with other mild additional needs were also supported with no additional resources or funds made available.</p> <p>Reports and referrals were made to support agencies including:</p> <ul style="list-style-type: none"> <li>• Chatswood assessment agency</li> <li>• Special Needs Support agencies</li> <li>• Department of Community Services Child Protection</li> </ul>
<p>3. Expand childcare facilities in Willoughby.</p>		
<p>Review of services</p> <p>Partnerships are explored and established with the business community. Cooperate with other organisations in provision of childcare. (WCS 1.2.1)</p>	<p>Development of business plans for services.</p> <p>Identify any sites within Council's Property portfolio appropriate for preschool provision.</p>	<p>Consideration will be given to general Children's Services Business Plan rather than individual plans incorporating an overall marketing and recruitment plan.</p> <p>Sites identified as being appropriate for pre-school were:</p> <ul style="list-style-type: none"> <li>• Artarmon Child Care</li> <li>• Chatswood Oval South identified but later found to be inappropriate.</li> </ul>

### Principal Activity 3: COMMUNITY DEVELOPMENT

STRATEGIES	TARGETS July 2007 to June 2008	PROGRESS
	Provide support to community based and private suppliers.	continued facilitation of regional OOSH network. Private suppliers included in Children's Services directory. Both community based and private suppliers invited to Children's Forum and provided with relevant information where requested.

### Principal Activity 3: COMMUNITY DEVELOPMENT

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Council Service 3.2		Children's Services			
	Original Budget 2007/2008 \$000's	Current Budget 2007/2008 \$000's	Actual June 2008 \$000's	Variation June 2008 \$000's	Revised Budget 2007/2008 \$000's
<b>RECURRENT EXPENDITURE</b>					
Community Services Administration	147.7	145.5	139.9	0.0	145.5
Children's Services Administration	318.4	318.4	315.8	0.0	318.4
Family Day Care	548.0	548.0	478.7	0.0	548.0
Artarmon Children Centre	472.1	472.1	464.0	0.0	472.1
Devonshire St Children Centre	929.0	929.0	935.4	15.0	944.0
Out of School Hours Care	669.9	669.9	715.0	10.0	679.9
Naremburn Community Centre	26.7	26.7	20.6	0.0	26.7
Kids Cottage Community Centre	53.6	71.6	82.8	0.0	71.6
<b>TOTAL</b>	<b>3,165.4</b>	<b>3,181.2</b>	<b>3,152.0</b>	<b>25.0</b>	<b>3,206.2</b>
<b>RECURRENT INCOME</b>					
Community Services Administration	3.5	3.5	2.9	0.0	3.5
Children's Services Administration	26.6	26.6	24.8	0.0	26.6
Family Day Care	521.5	501.4	477.5	0.0	501.4
Artarmon Children Centre	493.1	493.1	490.2	0.0	493.1
Devonshire St Children Centre	991.7	991.7	992.3	0.0	991.7
Out of School Hours Care	838.4	838.4	822.6	0.0	838.4
Naremburn Community Centre	4.0	4.0	4.9	0.0	4.0
Kids Cottage Community Centre	0.0	0.0	5.1	0.0	0.0
<b>TOTAL</b>	<b>2,878.8</b>	<b>2,858.7</b>	<b>2,815.2</b>	<b>0.0</b>	<b>2,858.7</b>
<b>RECURRENT NET COST</b>	<b>286.5</b>	<b>322.5</b>	<b>336.8</b>	<b>25.0</b>	<b>347.5</b>

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PRINCIPAL ACTIVITY 3		COMMUNITY DEVELOPMENT			
Council Service 3.2		Children's Services			
	Original Budget 2007/2008 \$000's	Current Budget 2007/2008 \$000's	Actual June 2008 \$000's	Variation June 2008 \$000's	Revised Budget 2007/2008 \$000's
<b>PRIORITY / IMPROVEMENT EXPENDITURE</b>					
Community Services Administration	0.0	1.8	0.0	0.0	1.8
Children's Services Administration	0.0	0.0	0.0	0.0	0.0
Family Day Care	0.0	0.0	0.0	0.0	0.0
Artarmon Children Centre	0.0	0.0	0.0	0.0	0.0
Devonshire St Children Centre	0.0	0.0	0.0	0.0	0.0
Out of School Hours Care	0.0	0.0	0.0	0.0	0.0
Naremburn Community Centre	0.0	0.0	0.0	0.0	0.0
Kids Cottage Community Centre	0.0	0.0	0.0	0.0	0.0
<b>TOTAL</b>	<b>0.0</b>	<b>1.8</b>	<b>0.0</b>	<b>0.0</b>	<b>1.8</b>
<b>PRIORITY / IMPROVEMENT INCOME</b>					
Community Services Administration	0.0	0.0	0.0	0.0	0.0
Children's Services Administration	0.0	0.0	0.0	0.0	0.0
Family Day Care	0.0	0.0	0.0	0.0	0.0
Artarmon Children Centre	0.0	0.0	0.0	0.0	0.0
Devonshire St Children Centre	0.0	0.0	0.0	0.0	0.0
Out of School Hours Care	0.0	0.0	0.0	0.0	0.0
Naremburn Community Centre	0.0	0.0	0.0	0.0	0.0
Kids Cottage Community Centre	0.0	0.0	0.0	0.0	0.0
<b>TOTAL</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>
<b>PRIORITY / IMPROVEMENT NET COST</b>	<b>0.0</b>	<b>1.8</b>	<b>0.0</b>	<b>0.0</b>	<b>1.8</b>
<b>TOTAL NET COST</b>	<b>286.5</b>	<b>324.3</b>	<b>336.8</b>	<b>25.0</b>	<b>349.3</b>