



## **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 culturally and linguistically diverse groups in the community on the rights and needs of children and families with reference to inclusiveness.

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 26.8</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 2009/2014

STRATEGIES	TARGETS July 2009 to June 2010	PROGRESS
<b>1. POLICY &amp; PLANNING:</b> Deliver policies and procedures that promote access and equity in the provision of community services.		
Review and create specific policies and plans.	Review policies, procedures and plans.  Revise MOW Food Safety procedures.  Develop Living Conditions guidelines. Preparation of MOW food supplier Tender.	Dougherty Community Centre - Registration of Interest Procedures reviewed. DCC Venue/bus hire reviewed. Meals on Wheels - MOW Policy & Procedures updated. Centre Based Meals procedures revised. Willoughby Community Aid - developed procedures for staff working at external locations and new social support program - 'Friends in Community'  All Services - Risk Management Plans updated. Procedures completed for Food Safety Audit.  Completed  Quotation process completed - New supplier selected.

### Principal Activity 3: COMMUNITY DEVELOPMENT

STRATEGIES	TARGETS July 2009 to June 2010	PROGRESS
	Annual Planning days for MOSAIC, MOW, Constant Companion and Youth Services.	Constant Companion and MOSAIC Team Planning Days. 2 x Youth Services Planning Days.
<b>2. SERVICE PROVISION &amp; PROGRAMMING (includes HACC):</b> Delivery of accessible, high quality, relevant services and programs to our community.		
<p>Consult with the community on issues that address identified needs. (WCS 1.1.4)</p> <p>Provide accessible, high quality services and programs. (WCS 1.1.5; 1.2.7; 1.2.9)</p>	<p>The Hercules Street Working Party be informed and updated.</p> <p>The Naremburn School Working Party be informed and updated.</p> <p>Provision of 2 Respite Care Packages.</p> <p>Cultural, educational forums/events.</p>	<p>Completed</p> <p>Completed</p> <p>Completed</p> <p>Ethnic Services:</p> <ul style="list-style-type: none"> <li>▪ Chinese Memory Seminar &amp; Expo</li> <li>▪ LNS Community Information Expo for migrants</li> <li>▪ Falls Prevention Seminar for Chinese Community</li> <li>▪ Northern Sydney Migrant Employment Expo</li> <li>▪ Willoughby Harmony Week School Artwork Exhibition</li> <li>▪ Chinese New Year Lunch</li> <li>▪ Korean Lunar New celebrations</li> <li>▪ Indian Holi Party</li> <li>▪ Information Talks on sustainability, HACC services, Centrelink services, health and childcare services to various groups.</li> </ul>



### Principal Activity 3: COMMUNITY DEVELOPMENT

STRATEGIES	TARGETS July 2009 to June 2010	PROGRESS
	Implement regular induction, training and information sessions for volunteers.	<p>Speak Up-Speak Out session for MOSAIC volunteers in May</p> <p>Aged Day Care volunteers attended various training and information sessions including Manual Handling and Duty of Care</p> <p>WCA commenced induction and training program for new volunteers.</p>
<b>3. FACILITIES:</b> Effectively managing our facilities to meet the needs of our community.		
To provide a Dementia Day Care facility (WCS 1.2.3)	Establish operation of Willoughby House with service providers	MOW provides meals to one service provider group
Accessible, multifunctional and affordable community centres (WCS 1.1.4)	Promote and host events and activities which encourage community engagement.	<p>MOSAIC - 35 regular programs including leisure classes, tax help, language learning and social groups.</p> <p>WCA - Social Circle program held at DCC each week</p> <p>DCC - regular services and activities.</p>
<b>4. PARTNERSHIPS:</b> Pursue and build community partnerships that support our programs.		
Implement Community Grants Scheme (WCS 1.2.7)	<p>Grants dispensed in accordance with identified gaps in service provision.</p> <p>Manage the Community Development support and Expenditure Grant Scheme for local clubs.</p>	<p>Grants for 2010/11 assessed and reported to council in July.</p> <p>CDSE Assessment meeting held with local clubs.</p>

**Principal Activity 3: COMMUNITY DEVELOPMENT**

<b>STRATEGIES</b>	<b>TARGETS July 2009 to June 2010</b>	<b>PROGRESS</b>
<p>Work with community organisations to enhance the quality of life of local residents. (WCS 1.2.4)</p>	<p>Maintain links with Housing NSW to ensure the needs of local tenants are addressed.</p> <p>Develop funding submissions with relevant organisations.</p> <p>Continue involvement with the Regional Northern Sydney Aboriginal Social Plan.</p>	<p>Regular attendance on the Barton Road interagency.</p> <p>Outreach service provided by MOSAIC for two services - The Skilled Migrant Mentoring Program and the Australian Chinese Community Association migrant settlement services.</p> <p>CDSE funding for:</p> <p>Children safety education for Chinese Grandparents and Translation and printing of the LNS Multicultural Program Aged Day Care leaflet (10 languages)</p>
	<p>Work with local Rotary Clubs to enhance community programs.</p>	<p>WCA developing garden assistance program in conjunction with Chatswood Rotary.</p>

## Principal Activity 3: COMMUNITY DEVELOPMENT

PRINCIPAL ACTIVITY 3		COMMUNITY DEVELOPMENT			
Council Service 3.1		Community Development			
	Original Budget 2009/2010 \$000's	Current Budget 2009/2010 \$000's	Actual June 2010 \$000's	Variation June 2010 \$000's	Revised Budget 2009/2010 \$000's
<b>RECURRENT EXPENDITURE</b>					
Community Services Administration	157.1	154.9	168.7	18.7	173.6
Community Development Administration	444.8	528.8	501.3	44.6	573.4
Mosaic	139.6	139.6	145.1	0.0	139.6
Respite Care	51.1	51.1	54.0	0.0	51.1
Chatswood Youth Centre	306.1	313.1	320.2	0.0	313.1
Willoughby Community Aid	257.7	244.4	231.0	(13.0)	231.4
Constant Companion	454.5	454.5	422.4	0.0	454.5
Dougherty Community Centre	610.2	672.3	699.2	0.0	672.3
Orchard Road Centre	14.5	14.5	7.4	0.0	14.5
Meals on Wheels	555.5	491.1	468.7	0.0	491.1
Food Services	265.8	273.6	281.0	0.0	273.6
<b>TOTAL</b>	<b>3,256.9</b>	<b>3,338.0</b>	<b>3,299.0</b>	<b>50.3</b>	<b>3,388.3</b>
<b>RECURRENT INCOME</b>					
Community Services Administration	(3.9)	(3.9)	(28.4)	(24.0)	(27.9)
Community Development Administration	(62.1)	(140.2)	(213.2)	(61.4)	(201.6)
Mosaic	(19.0)	(19.0)	(23.1)	0.0	(19.0)
Respite Care	(52.9)	(52.9)	(57.8)	0.0	(52.9)
Chatswood Youth Centre	(4.1)	(20.0)	(28.9)	0.0	(20.0)
Willoughby Community Aid	(133.0)	(133.0)	(142.9)	(2.1)	(135.1)
Constant Companion	(454.5)	(454.5)	(439.6)	0.0	(454.5)
Dougherty Community Centre	(222.9)	(235.9)	(259.0)	0.0	(235.9)
Orchard Road Centre	(35.0)	(35.0)	(27.2)	1.0	(34.0)
Meals on Wheels	(524.5)	(469.1)	(434.3)	12.5	(456.6)
Food Services	(174.0)	(176.8)	(222.3)	(27.0)	(203.8)
<b>TOTAL</b>	<b>(1,685.9)</b>	<b>(1,740.2)</b>	<b>(1,876.8)</b>	<b>(101.0)</b>	<b>(1,841.2)</b>
<b>RECURRENT NET COST</b>	<b>1,571.0</b>	<b>1,597.8</b>	<b>1,422.1</b>	<b>(50.7)</b>	<b>1,547.1</b>
<b>PRIORITY / IMPROVEMENT EXPENDITURE</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	5.0	5.0	0.0	5.0
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>5.0</b>	<b>5.0</b>	<b>0.0</b>	<b>5.0</b>




## Principal Activity 3: COMMUNITY DEVELOPMENT

PRINCIPAL ACTIVITY 3		COMMUNITY DEVELOPMENT			
Council Service 3.1		Community Development			
	Original Budget 2009/2010 \$000's	Current Budget 2009/2010 \$000's	Actual June 2010 \$000's	Variation June 2010 \$000's	Revised Budget 2009/2010 \$000's
<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>0.0</b>	<b>5.0</b>	<b>5.0</b>	<b>0.0</b>	<b>5.0</b>
<b>TOTAL NET COST</b>	<b>1,571.0</b>	<b>1,602.8</b>	<b>1,427.1</b>	<b>(50.7)</b>	<b>1,552.1</b>

### Principal Activity 3: COMMUNITY DEVELOPMENT

Mgt Plan No.	Project I.D.	Carry over from 08/09	Org Budget 2009/10	Curr Budget 2009/10	Actual Jun 2010	Var Jun 2010	Rev Budget 2009/10	Carryover 2010/11	Status / Comments
	<i>Dougherty Community Centre</i>								
3.1	334201519 - Reward Age - Respite Care Packages - 3420_5054	5.0	0.0	5.0	5.0		5.0		Respite packages allocated.
<b>3.1</b>	<b>TOTAL PRIORITY IMPROVEMENT EXPENDITURE</b>	<b>5.0</b>	<b>0.0</b>	<b>5.0</b>	<b>5.0</b>	<b>0.0</b>	<b>5.0</b>		

## Principal Activity 3: COMMUNITY DEVELOPMENT

<b>Council Service 3.2:</b>	<b>Children's Services</b>	<b>EFT 37.7</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 2009/2014

STRATEGIES	TARGETS July 2009 to June 2010	PROGRESS
1. Support the provision of quality Children's Services within the Willoughby LGA.		
Maintain current level and quality of service in Willoughby City Council's Children's Services.	<p>Undertake Quality Assurance Process for each service.</p> <p>Maintain utilisation rates of each service.</p> <p>Keep Council informed of changes in Legislation or Government strategies that may affect the quality and provision of childcare in Willoughby</p>	<p>All services in the process of preparing for new round of quality assurance tasks with some having set of self studies ready for validations visits.</p> <p>Slow uptake across all Early Childhood services in the first half of the calendar year for 3-5 yr olds due to increasing competition in services for this age group in the market place.</p> <p>NSW to implement National Quality Framework for staff/child ratios in under 2's requiring increased staff level from January 2011.</p>
Promote and enhance service provision	<p>Advocated and lobby federal and state government bodies to improve standards of childcare provision.</p> <p>Representation on relevant Boards and Committees.</p>	<p>Lobbying of peak bodies has led to National Quality Framework to increase standards nationally.</p> <p>Continued to represent Council on appropriate boards and networks.</p>
2. Promote the rights and needs of children and families with a focus on integration and inclusiveness.		
Provide and distribute Council information in our community languages. (WCS 5.3.1)	Ensure service, programs, promote and implement inclusiveness.	<p>New updated version of Children's Services Directory in progress with translation information included.</p> <p>New updated Vacation Care Booklet prepared promoting inclusiveness.</p>

### Principal Activity 3: COMMUNITY DEVELOPMENT

STRATEGIES	TARGETS July 2009 to June 2010	PROGRESS
Maintain and support the inclusion of Children with Special Educational Needs and Families in Crisis.	<p>Promote partnerships with relevant agencies to assist those in need.</p> <p>Promote activities that promote children and family needs.</p>	<p>Continued to attend and host Families 1<sup>st</sup> Interagency.</p> <p>Successfully delivered Children's Forum in Families Week.</p>
<b>3. Expand childcare facilities in Willoughby.</b>		
Review of services	<p>Undertake service reviews where reduction in utilization is indicated.</p> <p>Provide advice to Council's planning on DA application for new and existing expansion of Childcare Services.</p>	<p>Reviewed services with slow uptake to better promote and market.</p> <p>Advised on new DA applications where required.</p>
Partnerships are explored and established with the business community. Cooperate with other organisations in provision of childcare. (WCS 1.2.1)	<p>Liaise with local Public Schools to encourage provision of BASC services.</p> <p>Provide advice to community based and private suppliers as required</p>	<p>Held network meeting for areas Out of School Hours Services.</p> <p>Local and regional suppliers attended Children's Forum and accessed all information provided.</p>
Expand BASC numbers.	Move to Bales Park to expand Before & After School utilisation and access for the community.	<p>Plans updated to meet POM requirements.</p> <p>Provided comments for presentation of community Grant applications from State Govt. towards cost of construction.</p> <p>DA being prepared for submission and community consultation.</p>

### Principal Activity 3: COMMUNITY DEVELOPMENT

PRINCIPAL ACTIVITY 3		COMMUNITY DEVELOPMENT			
Council Service 3.2		Children's Services			
	Original Budget 2009/2010 \$000's	Current Budget 2009/2010 \$000's	Actual June 2010 \$000's	Variation June 2010 \$000's	Revised Budget 2009/2010 \$000's
<b>RECURRENT EXPENDITURE</b>					
Community Services Administration	157.1	154.9	168.7	18.7	173.6
Children's Services Administration	334.2	341.7	327.9	(1.4)	340.3
Family Day Care	496.8	442.6	519.4	67.0	509.6
Artarmon Children Centre	521.8	506.8	520.6	13.6	520.4
Devonshire St Children Centre	1,020.6	1,048.7	1,048.2	(10.0)	1,038.7
Out of School Hours Care	717.1	717.1	693.5	(2.3)	714.8
Naremburn Community Centre	30.6	30.6	28.9	0.0	30.6
Kids Cottage Community Centre	92.7	92.7	69.4	(20.0)	72.7
<b>TOTAL</b>	<b>3,370.8</b>	<b>3,335.0</b>	<b>3,376.5</b>	<b>65.6</b>	<b>3,400.6</b>
<b>RECURRENT INCOME</b>					
Community Services Administration	(3.9)	(3.9)	(28.4)	(24.0)	(27.9)
Children's Services Administration	(24.8)	(24.8)	(43.5)	(18.7)	(43.5)
Family Day Care	(475.4)	(475.4)	(585.9)	(100.0)	(575.4)
Artarmon Children Centre	(541.6)	(511.6)	(488.5)	23.0	(488.6)
Devonshire St Children Centre	(1,084.9)	(1,034.9)	(1,087.4)	(37.0)	(1,071.9)
Out of School Hours Care	(887.3)	(907.3)	(893.2)	3.5	(903.8)
Naremburn Community Centre	(4.2)	(4.2)	(4.1)	0.0	(4.2)
Kids Cottage Community Centre	0.0	0.0	(0.2)	0.0	0.0
<b>TOTAL</b>	<b>(3,022.0)</b>	<b>(2,962.0)</b>	<b>(3,131.2)</b>	<b>(153.2)</b>	<b>(3,115.1)</b>
<b>RECURRENT NET COST</b>	<b>348.8</b>	<b>373.0</b>	<b>245.3</b>	<b>(87.5)</b>	<b>285.5</b>
<b>PRIORITY / IMPROVEMENT EXPENDITURE</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>

### Principal Activity 3: COMMUNITY DEVELOPMENT

Council Service 3.2 Children's Services					
	Original Budget 2009/2010 \$000's	Current Budget 2009/2010 \$000's	Actual June 2010 \$000's	Variation June 2010 \$000's	Revised Budget 2009/2010 \$000's
<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>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>
<b>TOTAL NET COST</b>	<b>348.8</b>	<b>373.0</b>	<b>245.3</b>	<b>(87.5)</b>	<b>285.5</b>