







TIGERS

BUNDABERG  
WESTERN AUSTRALIA  
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# Acknowledgements

## Acknowledgement of Country and Our Vision for Reconciliation

Bundaberg Regional Council acknowledges the Traditional Custodians of this land, and recognises the cultural diversity of our local Aboriginal and Torres Strait Islander communities.

We are committed to creating innovative opportunities by building stronger relationships, mutual respect and encouraging cultural practices that strengthen and support harmony between Aboriginal and Torres Strait Islander peoples and the broader community.

Council values the input from Aboriginal and Torres Strait Islander peoples in decision-making processes at a local level and encourages their active participation.

## Acknowledgement of Contribution

We would like to acknowledge and thank the members of the community, businesses, community sector and Council staff who contributed to the consultation process and the development of this strategy.

## Reporting July 2020 – December 2020

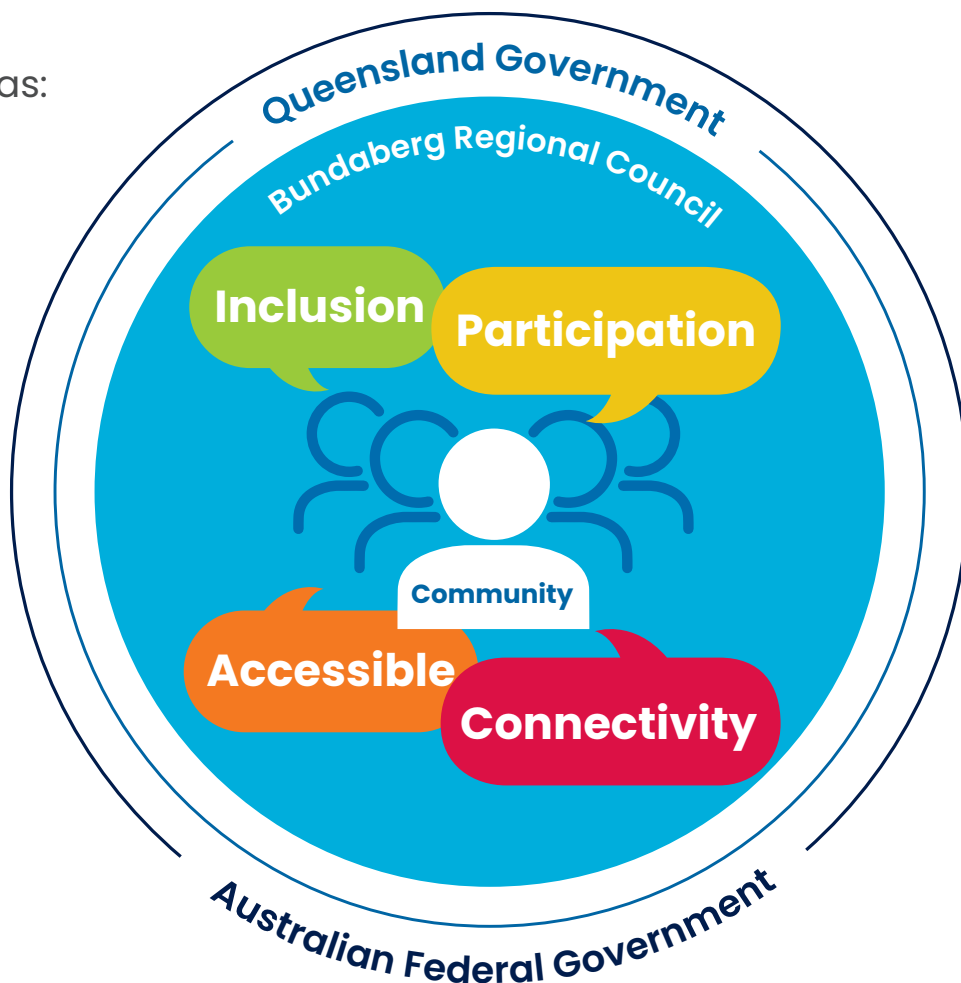
Community Development in local government is defined as enabling communities to develop active, sustainable and supportive environments in which people live, work, play and invest.

The recent development of the Bundaberg Regional Council Community Development Strategy reflects the Region's priorities for wellbeing; focusing on improvement in the quality of the community in terms of health, happiness, wellbeing and security.

With the advent of COVID-19, community development (CD) across the Region adjusted their interaction with the community to suit the

restrictions on face-to-face communication. Network meetings were conducted via zoom and teams whilst opportunities were taken to deepen and build respectful relationships with community organisations and business via alternative modes of communication. CD has built a flexible approach to communications, as future activities will be altered according to legislation and regulation.

Priority areas:





# Success measures







## Priority one:

# Inclusion

A community that is inclusive, involved and engaged. We value and respect the contribution of all community members, without bias of age, gender, ability, sexual orientation, ethnicity and cultural background.

## Actions

### 1.1 Maintain a community engagement model

- The advent of COVID-19 challenged community development officers to undertake their work differently. The first objective was to upskill and educate us and key stakeholders in differing modes of communication other than phone and email, such as Teams and Zoom online platforms for face-to-face meetings.
- The Hinterland Neighbourhood Centres hosted Bi-monthly interagency meeting and community resource mapping, created through collaborative practice with service providers and community groups, serves the Gin Gin area and surrounds to address identified gaps.
- Through the Child and Family program in Childers, a collaborative project with local early childhood education services, developed a family fun day, facilitated for families to engage with community and educational services. BushKids facilitated 'steady start for school', a workshop to assist families in building skills in preparation for children starting school.
- Through the Community Care programs, Council worked with clients to facilitate services in a different way due to COVID, ensuring participants had a voice and were able to maintain services in the home.
- 'Oops I have CD in my PD' workshops were hosted over a three-week period to upskill 20 local community development officers. This project was an initiative to further the impacts of community engagement for professionals working in the community.

- Community development took the Grants workshops online, readying applicants for the next grant round in October 2020. Upskilling community in writing grant applications provides confidence and competence to small groups and individuals.

### 1.2 Support people who feel isolated to build stronger connections

- Gin Gin and Childers Neighbourhood Facebook pages were utilised to promote community activities, Council initiatives and raise awareness about local support services for the vulnerable and disadvantaged.
- Neighbourhood Centre annual plans were developed to identify significant activities, projects and programs that will bring the community together. These plans are continually reviewed to ensure it is relevant to the community needs. Facebook, noticeboards and newsletters were used to promote and encourage community to participate in activities, projects and programs being held in the area.
- Through the Community Care Program – Commonwealth Home Support Funding, Council was able to support participants with the purchase of technology to allow them to stay connected to family and community. This reduced social isolation for the elderly in our communities.
- To support people who felt isolated, the community development unit hosted '2020 Seniors Celebrate: Lets Reconnect', at the Bundaberg Botanic Gardens. This outdoor activity brought the seniors, families and carers out of their houses to socialise in a safe environment. Stall holders, entertainers and local community groups provided a range of activities

with a senior focus. This was achieved in a COVID safe environment.

- Discussions were held with CQU, to explore and submit, an application for a Disability Access Beach Chair.
- Harmony Day discussions for 2021 commenced partnering with the Bundaberg Neighbourhood Centre.

### 1.3 Promote a solutions-based mindset

- The Neighbourhood Centres produced Bi-monthly newsletters to promote events run by local community groups and Council to encourage inclusion, interaction and cohesion, through education and involvement, for those who do not chose to access social media.
- With support from the Neighbourhood Centre and Library Services, Council promoted Childers 'Read to Me Day', a high school led community event, which provides education to families around the importance of early literacy. This is an inclusive and interactive day for the whole of community. The project was developed from concerns about the low levels of literacy in the early years.
- Community development in Bundaberg administers the Community Services Grants Program that aims to empower small groups to grow their membership, strengthen governance, and develop future planning models. \$10,000 in Micro Grants and \$60,698 in Community grants was distributed.
- Community Services Grants Program workshops, facilitated across the Region, were facilitated for small groups and clubs to upskill and attract applications to Council's and external, grants programs. This enables small groups to think solution based, and how they might achieve their goals and produce sustainable outcomes.

### 1.4 Promote inclusion and participation within the community

- Across Councils Neighbourhood Centre programs, volunteers assisted in running weekly groups for the local communities. These included Pilates, tai chi and craft group, day program support, transport, and meals on wheels. In the Hinterland areas, peer-led Cards groups were well attended, fostering a great opportunity for participation and connection.
- Across the region staff attended several informal gatherings of local community groups including Childers Country Women's Assoc, Childers and Gin Gin Men's Sheds, Moore Park Playgroup, and Childers Australia Day Committee to continue to strengthen relationships. In Childers, the centre supported and promoted the QCWA membership drive through facebook posts, printing flyers and attending planning meetings.
- Community development unit facilitated Governance Workshops across the region, open to all not-for-profit groups and clubs, community

organisations, government, and non-government which resulted in upskilling over 53 people from 35 small groups and clubs. These workshops encouraged small groups to strengthen their leadership, develop processes for conflict resolution, succession planning and teamwork.

- A funding application was made to provide a multicultural event of music and dance. 'Cultural Connections' won the funding and planning proceeds to host the event at Alexander Park Zoo. Multicultural groups will be invited to submit an Expression of Interest as a stall, music or dance troupe.

### Bundaberg:

**10**  
Youth  
focused  
events



**45**  
Community  
Development  
focused events  
across the  
region

**10**  
Community  
events



**\$28,598**  
distributed  
in June and  
**\$32,100**  
distributed  
in October  
for the  
**Community  
Services Grant**

**\$10,000**  
distributed  
July - Dec for  
**Micro Grants**



**External  
applications  
made  
for grants/funding**  
**\$63,000**

**External  
grants  
received**  
**\$113,000**



Community  
Development  
led 18  
**workshops**



Naidoc Week Flag raising ceremony at Buss Park, Bundaberg.

## Priority two:

# Participation

A community that encourages and enables participation socially and professionally valuing both individual and community centric roles. The community will be supported with tools, resources and opportunities to enable participation and build resourcefulness and resilience.

## Actions

### 2.1 Community sector engagement and participation

- Free felting Kindness Bears workshops were run in collaboration with Creative Regions, who were supported in their funding application to run workshops. This activity encouraged social connectedness and were held at the Neighbourhood Centres.
- Across the region, Governance workshops were held to engage community groups to better understand their roles within their groups. This helped strengthen skills of the attendees to engage successfully with community and build their membership.
- Hinterland Neighbourhood Centres facilitated Interagency meetings bi-monthly to share knowledge and information around community needs, gaps and barriers.
- Community Development Unit engage in network meetings as a fundamental component to information sharing and identifying gaps between services. When new organisations to the district were identified, they were added to email trees. Community Development Unit attends 12 individual sector networks on a monthly and bi-monthly role.

- Youth Development Action Team was active in providing workshops to the community under the FRRR Haywire Funding, 'Greenbook'. Commencing with building Bee Motels, Possum Boxes, Resume writing, Bush Tucker talks in Gin Gin and commencing tree planting in schools. The environmental theme has attracted many young people to participate in these activities in and outside school hours, encouraging social connections with a common goal to occur.

### 2.2 Pathway programs

- Community development supported 3 trainees – the first – completing a Certificate III in Community Services at the Gin Gin Hub, second – within the Community Services office completing a Certificate III in Business Administration and the third completed a Certificate III in Individual support within our Community Care Programs. The qualifications provide opportunities for the trainees to work with various staff, community groups and residents to expand their learning opportunities.
- Council staff supported various groups such as the Childers Firehouse Potters and IDSS (disability



service). Staff assisted with funding applications for community projects that engaged with residents to encourage participation and gaining of new knowledge and skills.

- A youth focused grant from the Department of Agriculture and fisheries provided the 'Youth Mental Health and Fishing' project to outfit 20 young people with rods, reels and tackleboxes, hats and other PPE. Partners include Youth Justice, YMCA, PCCC, Bridges Community Services, and the Burnett Youth Learning Centre. The aim of this funding is to bring young people to a recreational activity not before experienced and to enjoy being outside, with a purpose, to meet other young people and share connection to a positive activity.

### 2.3 Culture participation

- Gin Gin Neighbourhood Centre invited local Australian Indigenous groups to exhibit cultural materials at the Hub for NAIDOC week, for the whole community to enjoy, and raise awareness of cultural diversity through a respectful lens.
- Community development joins a monthly network meet for Aboriginal Frontline workers and the Multicultural network. We assist in distributing information to the community and find the networks help us to stay abreast of gaps, barriers and trends.
- Community development in Bundaberg partnered with the Cultural Development Officer to host the first Yarning Circle at the Multiplex Convention Centre.
- Councils Community Development Officers across the Region attended Harmony Day and NAIDOC Week annual events and also hosted activities within the fun days and other initiatives associated.
- Through a successful application with 'Thriving Communities', Bundaberg community development has commenced the project 'Our people our stories' for the Region. This was in response to raising awareness of the diversity of the unique characters that reside here. 50 individuals and groups are being interviewed and photographed to produce postcards ready for distribution far and wide. The effect on the individuals and groups being interviewed is immense, as validation of their experiences has placed them in the spotlight and been most appreciated by the recipients.
- One group who participated in the 'Our People our stories' initiative was the Girls Academy. The young people who engaged in a morning of art and poetry reported feelings of increased self-worth and positivity. The facilitator took them through a series of questions that led them to understanding and insight around themes of connection and family.

During July - Dec 2020

## Bundaberg Community Development

participated in:

**97**  
activities

and

**33**  
network  
events

facilitated:

**12**  
Youth  
focused  
projects



**Childers**  
**917**  
people  
attended  
events and  
workshops  
held in the  
Childers  
area



Seniors Week at the Multiplex Sports and Convention Centre, Bundaberg.

## Priority three:

# Accessible

**Priority outcome:** A community that enables safe and accessible spaces. A safe, active and healthy lifestyle for all with the provision of spaces that are responsive to the needs of the community.

## Actions

### 3.1 Support a coordinated approach to future proofing the Region

- The hinterland Neighbourhood Centres facilitated regular weekly and fortnightly playgroups to meet a community need and provide an opportunity for information sharing to encourage a healthy, happy lifestyle with a focus on early intervention. In Gin Gin these were in collaboration with Play2Learn funded through Save the Children.
- The Childers Neighbourhood Centre celebrated Seniors week with a morning tea for local residents that ensured an opportunity to provide information and resources regarding health, lifestyle and aged care programs and support services.
- Support was given to various community groups with COVID safe planning so they could maintain their vital services to the community.
- Councils Venues team worked to ensure its facilities were COVID Safe by providing signage, hand washing facilities, safe plans and much more.
- The community development unit with youth focused 'Greenbook' funding attracted students to attend a leadership workshop, resume development workshop, built possum boxes and bee motels, attend a Bush Tucker talk and plant trees across the Region. These projects were secured, ready for roll out in early 2021.

- Partnering with CQUniversity in discussions about a grant application for a Disability Access Beach Chair was an opportunity to learn more about access for people with disability and the strengthening of communication and skills with other organisations.

### 3.2 Build the community sector responsiveness

- The hinterland Neighbourhood Centres provided crisis support to individuals and families through a federally funded emergency relief program. Financial assistance and referrals to appropriate services in a safe and non-judgemental environment were delivered.
- The Community Development Team promoted R U OK? Day across the region. The Neighbourhood Centre and community development unit staff walked through the community and local businesses handing out promotional material and essential services contact information as well as suitable questions to ask to encourage the community to use their voice and seek assistance when needed.
- Council's community development delivered "Seniors Celebrate". This brought seniors out of their homes into the fresh air in the beautiful Botanic Gardens. Groups showcased patchwork



sewing, playing ukuleles, Chess and Men's groups. The garden club workshop was enjoyed by over 60 seniors in the Chapel while others made the most of the Gardens enjoying a tea or coffee. The Bundaberg Arts Society and the Early Holden Club were present, and they reported much interest and tentative new memberships. The senior's community felt the day was a great success as they were able to meet with old friends and new in a safe outside environment.

### 3.3 Encourage safe, active and healthy lifestyles

- Across the region, community development disseminate information via Facebook, newsletters, flyers, highway noticeboards, town notice boards, email trees and networking. These promote Council's initiatives including Be Active, Be Alive programme and Neighbourhood Centre fitness initiatives, R U OK? Day and local sporting groups, events such as Seniors Celebrate and workshops.
- Through grant funding Childers Neighbourhood Centre facilitated "Skate with Mates" a youth focused event held at Childers and Woodgate Council owned skate parks. The event was aimed at getting young people out and active. Council engaged, a popular youth program 'Red Frogs', who assisted with facilitating the event, and encouraged participation from other youth focused service providers to promote their services.
- Community development also promoted and participated in RUOK? Day, in the CBD Pavilion. As a partnership with Lifeline Community Care, over 200 RUOK? Business cards were handed to passers-by. 200 more people know how to ask difficult questions when they feel someone is struggling. Furthermore, a 2m x 1m canvas was illustrated with positive comments by residents to be displayed at a later date.
- To encourage safe, active and healthy lifestyles, activities were often held outside. By example, the youth focused possum boxes and Bee Motel project was held at Alexander Park and Zoo.
- Walk Against Violence was an initiative of Local Government Queensland commencing from Alexander Park and walking 4klm to raise awareness of Domestic and Family Violence. To further the initiative the Mayor spoke in front of the Red Bench. An additional, two Red Benches have been designated because of this activity, to make a total of four in the region.

During July - Dec 2020

## Bundaberg Community Development

**Seniors Connect  
event** at the Botanic  
Gardens attracted:

**150 seniors**

and

**12 groups**

came out on a bright  
September day

**RUOK?**

Gave away:

**200**

**RUOK? business  
cards** to passers-by





During July - Dec 2020

**97**  
activities  
undertaken

**33**  
network  
meetings  
attended

**Funding:** 'Our people our stories'

Neighbourhood Centre's:

**5051** occasions to provide  
information and referral

**3551** persons reported  
improved ability to access  
appropriate services

Priority four:

## Connectivity

**Priority outcome:** A community that supports each other through connectivity to services and information. Understanding the community needs and facilitating the connection with the community sector through referrals, events and content.

### Actions

#### 4.1 Improve education sharing

- An industry provider was contracted to facilitate a Governance Workshop to educate key stakeholders in local community groups and encourage collaborative practice.
- In Gin Gin the Seniors Expo was replaced with a Seniors Pop-up Morning Tea in the park due to COVID-19 restrictions. Council took the opportunity to thank Seniors face-to-face and via Facebook for their contribution to our community. Over a quarter of the population in the area is over 65 and a high number of Seniors run the numerous community groups in town.
- Use of local media such as Childers Chit Chat, Bundy Now and Bundy Today provided opportunities for promotion of community events, projects and programs. Service providers and community groups related to the event were encouraged to participate to enhance access to information for those participating such as "Skate with Mates", seniors morning tea and family fun day.
- Grants, Governance, community development, leadership for youth, resume workshops upskill and educate. These combined with Council led initiatives such as events and activities were opportunities to share information on a broad scale. Packs of information applicable to the event, program, initiative were distributed extensively.

- Community development also produced a monthly newsletter, Bundy Region Connect, regularly update a community noticeboard, and facilitate information sharing via email trees. It is acknowledged that not all people have the resources to be digital, so the hard copy information sharing was imperative for the community to receive information in all forms.

#### 4.2 Strengthen community ties with Council representatives

- The Seniors Christmas lunch in Gin Gin was an opportunity for Council representatives to interact with local residents and promote Council's Gin Gin Hub services including Council's Commonwealth Home Support Program for Seniors.
- In Childers, the Seniors morning tea was well attended with 93 community members present. The Mayor and Councillors enjoyed the morning engaging with all attendees in an informal gathering.
- Council's Community Development team hosted a 'Walk Against Violence' in Bundaberg with eight community service partners attracting over 45 people who walked 3 km through the CBD culminating in an Anglican Church service. Officers also maintained vigilance of trends in social activities within the community to share with Council representatives such as the housing and homelessness crisis, disability access, local groups and clubs.



- Community development invited Councillors to events throughout the region so that Councillors had an opportunity to welcome community and participate ensuring they continue to have an insight into the community. Councillors were able to build connections and engage in informal discussion about points of interest.

#### 4.3 Promote a community approach to combating societal issues

- Through Councils Neighbourhood Centres, residents, community groups and church groups donated items for Christmas Hampers. Residents and service providers nominated individuals and families in need in the local community.
- In Childers, community members had opportunities to provide feedback on council run projects and events such as senior's morning tea, Basket weaving workshop, Community Christmas Lunch, as well as an opportunity to identify any issues, concerns or requests. The Centre also provided an annual survey to engage with the community and request feedback.
- Councils community development officers attended 13 professional development sessions presented by experts in the following sectors: disability, community development, industry leadership, mental health, myagedcare. Ideas and education were shared with sectors related to the learnings.
- 'Walk Against Violence' encouraged other community services to paint Red Benches, an initiative to raise awareness of Domestic and Family Violence (DFV).
- The 'All Abilities Alliance' was held as an open forum for interested persons in Disability and Mental Health Wellbeing to work collaboratively, identify gaps and barriers, develop strategies and responses, and share information and resources. Facilitating the bi-monthly network meetings and delivering secretariat duties for this network, enables Council to have a first-hand approach to initiatives, that enhance community engagement and awareness while reporting on trends.
- The Bundaberg Region Inclusive Communities Committee (BRICC) was a Council led initiative that has been in existence from 2004, providing Council and its key stakeholders information and advice on current and emerging social issues and trends within the Bundaberg community. Due to the changing face of community networks Council is investigating options to better deliver on Inclusive Outcomes.

#### 4.4 Strengthen partnerships which build community capacity

- In Gin Gin – The Christmas Movie Night and Kids Elfie Xmas Party included collaboration with the Emergency Services Cadets, Rural Fire Brigades, Country Kitchens, QCWA, Lions Club and Show Society in Gin Gin.
- Childers Neighbourhood Centre – Bi-monthly the centre produces a newsletter, in the newsletter

Council have a section for community groups and organisations to promote themselves. This has resulted in several community members joining 2 groups. The centre is also a referral service and has provided information about groups, activities, facebook groups, noticeboards and provided group flyers for people seeking connection.

- Partnering with the community to deliver workshops and programs were fundamental to the success of many projects that community development officers were involved in. Partnerships bring the community along on the decision-making process that is influenced by the identified needs and gaps of services.
- Partnerships include working with community champions who volunteer for events. From the volunteer involvement, community development reaches informal networks, of friends and families, value adding to the delivery of activities.
- Community champions were also encouraged to join with Council and then move forward with activities, building capacity in their groups and clubs such as the Twiddle Muff project. This was initially an 'Adult Learners Week' activity that has endured in the community from 2016. People who make the twiddle muff use up all their excess wool and feel content knowing their product is useful, as the Twiddle Muff allays anxiety and brings pleasure to people in wheel chairs, aged care homes, and people in disability services.

In conclusion, with the proactive approach to addressing gaps and barriers in the community, officers facilitated and disseminated several funded programs to build capacity in positive socio-economic initiatives. The community development officer role is to encourage and enable the connection of people with ideas, work with the community to develop partnerships and collaboration, and carry through on shared ideas.

In conclusion, community development is engaging extensively across the Region at the community level to encourage and empower residents to take the journey from a private concern to a public action. Success of activities, projects and programs are based on the relationships, officers have within their community, the people that work with officers, and the projects, programs and initiatives that result.





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