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ANNEXURE ITEMS

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ITEM 1 - APPLICATIONS FOR LEAVE OF ABSENCE

REPORT IN BRIEF

Reason For Report	To allow tendering of apologies for councillors not present.
Policy Implications	Nil
Budget Implications	Nil
IPR Linkage	1.2.2.1a - Facilitate Council and standing committee meeting processes.
Annexures	Nil
File Number	\\OFFICIAL RECORDS LIBRARY\GOVERNANCE\COUNCIL MEETINGS\COUNCIL - COUNCILLORS LEAVE OF ABSENCE - 1646776

RECOMMENDATION

THAT any apologies tendered be accepted and the necessary leave of absence be granted.

GENERAL MANAGER'S REPORT

A call for apologies is to be made.

ITEM 2 - DECLARATIONS OF INTEREST

REPORT IN BRIEF

Reason For Report	To allow an opportunity for councillors to declare an interest in any items to be determined at this meeting.
Policy Implications	Nil
Budget Implications	Nil
IPR Linkage	1.2.2.1a - Facilitate Council and standing committee meeting processes.
Annexures	Nil
File Number	\\OFFICIAL RECORDS LIBRARY\GOVERNANCE\COUNCIL MEETINGS\COUNCIL – COUNCILLORS AND STAFF DECLARATION OF INTEREST – 2024 - 1646783

RECOMMENDATION

THAT the Declarations of Interest be noted.

GENERAL MANAGER'S REPORT

A call for Declarations of Interest.

ITEM 3 - DECLARATIONS OF POLITICAL DONATION

REPORT IN BRIEF

Reason For Report	To allow for an opportunity for Councillors to declare any Political Donation received.
Policy Implications	Nil
Budget Implications	Nil
IPR Linkage	1.2.2.1a - Facilitate Council and standing committee meeting processes.
Annexures	Nil
File Number	\\OFFICIAL RECORDS LIBRARY\GOVERNANCE\COUNCIL MEETINGS\COUNCIL - COUNCILLORS DECLARATION OF POLITICAL DONATIONS - 1646792

RECOMMENDATION

THAT any political donations be noted.

GENERAL MANAGER'S REPORT

A call for declarations of any political donations.

ITEM 4 - CHANGES TO EVENT SUPPORT PROGRAMS

REPORT IN BRIEF

Reason For Report	To endorse the proposed changes to the event support programs
Policy Implications	Nil
Budget Implications	Nil
IPR Linkage	4.1.3.2b - Support local events, culture, and festivals and promote local villages - including through the provision of sponsorship opportunities and seeking grant funding.
Annexures	1. 2024-25 Event support guidelines - Draft.pdf ↓
File Number	\\OFFICIAL RECORDS LIBRARY\ECONOMIC DEVELOPMENT\REPORTING\COUNCIL REPORTS - 1711569

RECOMMENDATION

THAT the Community, Economy and Culture Committee endorse to Council the adoption of the proposed changes to the event support programs

LEADER - COMMUNITY AND ECONOMY'S REPORT

A review of the event funding opportunities for external organisations has been carried out and the following information is reported for consideration.

BACKGROUND

As the necessity for event assistance grows, with more community groups applying for assistance year-on-year, it was determined that a review of the funding programs was required.

The 2022-23 Event Assistance Program and the Sponsorship Program were both exhausted of funds more than two months before the end of the financial year.

CURRENT STRUCTURE

Council currently has two event funding streams:

1. **Event Assistance Program** - Applicants nominate one of the three event funding categories:
 - **Flagship Event:** Maximum funding \$5,000 for three years - one per year.
 - **Core Event:** Maximum \$2,000 one-off funding.
 - **Developing Event:** Maximum \$500 per event.

Applications are completed online via a council form, registered by Records Department, and provided as a task to the Tourism, Culture and Events Coordinator. All acknowledgements, funding documentation and acquittals after the initial application are completed via email.

2. **Sponsorship Program** - Applicants nominate one of the three event funding categories:
 - **Bronze** - for large events with a significant demonstrated economic benefit for the Cabonne Local Government Area; emerging events with the potential to deliver significant economic benefits; or large community events where Council has a **low** profile as a sponsor.
 - **Silver** - for large events with a significant demonstrated economic benefit for the Cabonne Local Government Area; emerging events with the potential to deliver significant economic benefits;

or large community events where Council has a **high** profile as a sponsor.

- **Gold** - Gold is for large events with a significant demonstrated economic benefit for the Cabonne Local Government Area. Where Council has the naming rights and/or is the major sponsor.

The same as EAP applications, sponsorship applications are completed online via a council form, registered by records department, and provided as a task to the tourism, culture, and events coordinator. All acknowledgements, funding documentation and acquittals after the initial application are completed via email.

REVIEW

A review of the current programs revealed some community organisations were applying for funding for the same events each year. This meant that funding was not being distributed to a wide range of events within the Cabonne region.

In addition, the 2023-24 funding was exhausted before year end, revealed the need for a more astute allocation of funding.

MODEL

The following model of event support funding is recommended:

EVENT FUNDING STREAMS			
Council Costs	Emerging Events	Flagship Events	Tourism Events Sponsorship
Supports events which incur Council costs including (but not limited to) development application fees, traffic management fees, waste management costs, hire fees for council-owned facilities (sports ground, halls etc.).	Supports the establishment of new events in their first or second year. Funds to enable events to get up and running.	Supports events which contribute to tourism by increasing the profile of Cabonne and encouraging overnight visitation.	Supports large events with a significant demonstrated economic benefit for the Cabonne Local Government Area where Council has a low profile as a sponsor.
Up to \$3,000	Up to \$5,000	Up to \$10,000	Up to \$20,000

Allocated from EAP Budget	Allocated from EAP Budget	Allocated from Sponsorship Budget	Allocated from Sponsorship Budget
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CHANGES

- Removes streams from EAP and Sponsorship programs (equating to six streams) to a total of four streams. Making it an easier process to understand for the community organisations.
- Includes stream for council costs only- including traffic management, waste removal, town presentation costs etc. Benefits to council.
- Guidelines clearly state only one allocation of funding per organisation per year.
- To correspond with the funding changes, a review and update of information on the council website for event organisers will be completed.
- States that where possible goods and services for the event should be sourced from within the Cabonne Local Government Area.

IMPACT

- Proposed changes aim to encourage sustainable practices to build long-term capability and increase collaboration and partnerships to deliver stronger and beneficial outcomes for local events.
- The proposed changes aim to ensure a greater distribution of funds to a greater range of events within Cabonne Local Government Area.
- The changes aim to reduce the possibility of fund being exhausted prior to end of financial year.
- The opportunity to relaunch the program to enable renewed interest in council funding.
- Better alignment with Councils vision for events and tourism, as per the *Cabonne Economic Development and Visitor Economy Strategy*.

If approved by the Community, Economy and Culture Committee, this structure be taken to the June council meeting for endorsement.

Subject to council approval, that council advises community groups and general public in early July of proposed changes. It is proposed new application forms and information will be available on council’s website in July.

ITEM 5 - COMMUNITY AND ECONOMY UPDATE

REPORT IN BRIEF

Reason For Report	For notation
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Policy Implications	Nil
Budget Implications	Nil
IPR Linkage	4.1.3.2b - Support local events, culture, and festivals and promote local villages - including through the provision of sponsorship opportunities and seeking grant funding.
Annexures	Nil
File Number	\\OFFICIAL RECORDS LIBRARY\GOVERNANCE\COUNCIL MEETINGS\COMMITTEES - REPORTS OF 2024 - 1710067

RECOMMENDATION

THAT the information be noted.

LEADER - COMMUNITY AND ECONOMY REPORT

Cabonne Community Survey

In each town and village of Cabonne, council has hosted community consultation sessions, to share council's 24/25 IP&R. Select community members have been invited to participate in the Cabonne Community Survey. Survey results will be collated, council will then be better positioned to understand the ongoing and emerging priorities of the community.

Following the community meetings, town and village newsletters are being developed to send to community summarising the presentation and key deliverables for FY24/25.

COMMUNICATIONS UPDATE

Molong Main Street Activation Project Update

The main street component of the Molong Main Street Activation Project has been completed and the road has fully reopened. A final seal and line marking will occur in spring. The Gasworks Lane area component continues with footpath and kerb installation, road works and sealing and line marking. The site is expected to be completed by late June 2024 and will create connectivity between the caravan park, swimming pool and oval precinct to the town centre and Molong Creek's shared pathway.

Shared Pathway Installations Complete

Cabonne Council has recently undertaken several shared pathway installations across the region. This forms part of Cabonne Council's long-term strategy and action plan to deliver safe, convenient, and connected pedestrian routes and infrastructure to the community.

A total of 2.4km has been installed in the following locations: Canowindra, Molong, Eugowra, Cumnock, Yeoval, Manildra, Cudal and Mullion Creek.

The works have been funded under Get NSW Active and Local Roads and Community Infrastructure grant programs.

Shop Cabonne Campaign

The Cabonne region has an abundance of local businesses offering services, shopping and hospitality. Shop Cabonne aims to encourage visitation to all the communities to take advantage of the slow-pace, history, and unique shopping experiences.

Council engaged a number of local photographers to take photos of the township/landscapes and local faces and businesses in the Cabonne region including:

- Canowindra
- Molong
- Eugowra
- Manildra
- Cudal
- Yeoval
- Cumnock
- Cargo
- Borenore
- Nashdale
- Canobolas
- Ophir
- Mullion Creek
- Spring Terrace
- Lewis Ponds

The photos add to council's digital assets library and will be used across social media, on council's websites including the Cabonne Collective, in newsletters and for promotional collateral.

Postcard size flyers for Eugowra, Canowindra and Molong have been printed to hand out at events that have been held over the last couple of months (Village Markets, Balloon Week and Mural Weekend). With plans to print postcards for each area to use during events to leverage tourism and encourage visitors to support and shop local.

The photography-side of the campaign has wrapped up with some final editing left to do. The campaign is being rolled out on the Discover Cabonne social media profiles, additionally being shared to the Cabonne Council Facebook page.

Social media stats

Social media reporting **April 2024**

- **Cabonne Council Facebook page** – 40 new followers, 4,500 profile visits, engaged with 7,430 accounts with an average engagement rate of 21%. Most popular post was Roads Update – flash flooding
- **Discover Cabonne Facebook page** – 42 new followers, 639 profile visits, engaged with 880 accounts with an average engagement rate of 7.5%. Most popular post was the Stallholder Wanted for the Mural Weekend post
- **Discover Cabonne Instagram page** – 6 new followers, 178 profile visits, reached 1,500 accounts and 116 engaged with our posts. Most popular post was the Eugowra – Resilient. Brilliant post
- **Cabonne Council LinkedIn page** – 40 new followers, 4,401 impressions, 238 page views with an average engagement rate of 13%.
- **Age of Fishes Facebook page** – 34 new followers, 765 profile visits, engaged with 509 accounts with an average engagement rate of 6%. Most popular post was the Little Fishes post.
- **Age of Fishes Instagram page** – 12 new followers, 22 profile visits, 85 accounts reached and 62 engaged with our posts. Most popular post was the Men's Day Out post.

E-Newsletter stats – 241 subscribers

Cabonne Council has been sending a monthly E-Newsletter to a subscribed database since August 2023.

- **Analytics for May 2024**
May - 70.65% open rate and 16.90% click through – top read was Drought Resilience Plan Survey

The Cabonne Collective Business Hub newsletter is sent out quarterly and the next newsletter is due to be sent in June.

GRANTS UPDATE

Grant Applications

Community Assets Program - On 8 May 2024 eleven projects were submitted under the Community Assets Program (CAP). The Australian and NSW government has co-funded and allocated a pool of \$25 million to be distributed among the regions of Cabonne, Lachlan, Parkes, and Forbes, with Cabonne allocated a nominal amount of \$8.35 million.

Cabonne submitted over \$10 million dollars in projects to help the flood effected assets in the following towns of Molong, Canowindra, Eugowra and Cudal.

All projects were identified and designed to help support our community's.

- Relocation of Molong Hockey Field
- Restoration of Eugowra Sportsground Lighting

- Restoration of Memorial Park, Eugowra
- Relocation of Manildra Multipurpose Courts
- Restoration of Eugowra Historical Museum and Bushranger Centre
- Activation of Hunter Caldwell Sports Precinct, Molong
- Activation of the Eugowra CBD
- Refurbishment of Cabonne Caravan Park Amenities
- Activation of Eugowra Showground Power
- Restoration of Eugowra Pool and Amenities
- Refurbishment of the Old Eugowra Pre-School Site

Outcomes of application are set to be released on the 5 July 2024, with all works to be commenced within the first 12 month of the signed funding deed.

Play Our Way – An Expression of Interest (EOI) application of \$1.69m was submitted on 29 April 2024 under the Play Our Way Program. If successful, this funding will go towards a Molong Multi-Sport Amenities Block and Spectator Seating at the Molong Showground and Golf Course.

Community Energy Upgrades Fund – Council submitted an application for \$2,483,100 on 30 April 2024, to support projects identified through the development of Electrify Cabonne.

Electrify Cabonne considers the impacts of a changing climate and identifies projects that assist both council and the community to adapt.

The projects in Electrify Cabonne save costs, reduce emissions and provide load flexibility, including via the use of solar PV, battery storage, electric vehicles, demand management and other energy efficient technologies. The community also broadly benefits from council cost-efficiency and responsible operations of assets. The projects identified in Electrify Cabonne span across all eight Cabonne townships, allowing for a holistic approach to enhancing council's energy portfolio providing a practical and achievable way in which council can play its role in achieve net zero emissions by 2050.

DISASTER RECOVERY UPDATE

The next stage of the Housing Program, also funded under the Central West Recovery Package, is due to commence mid-June, with a tentative date set for commencing June 17th. Led by the NSW Reconstruction Authority, council is providing support for the upcoming community consultation sessions, in which Cabonne residents will receive initial advice regarding their package options - which will include housing buy-backs, house raising, or house retro-fits.

TOURISM AND EVENTS UPDATE

GENERAL MANAGER'S REPORT ON MATTERS FOR DETERMINATION SUBMITTED TO THE COMMUNITY, ECONOMY AND CULTURE COMMITTEE TO BE HELD ON TUESDAY 11 JUNE, 2024

CommBank IQ data for April shows an increase in visitors and spending in the LGA during April – particularly towards the end of April in line with the Canowindra Balloon Challenge Week.

Overview

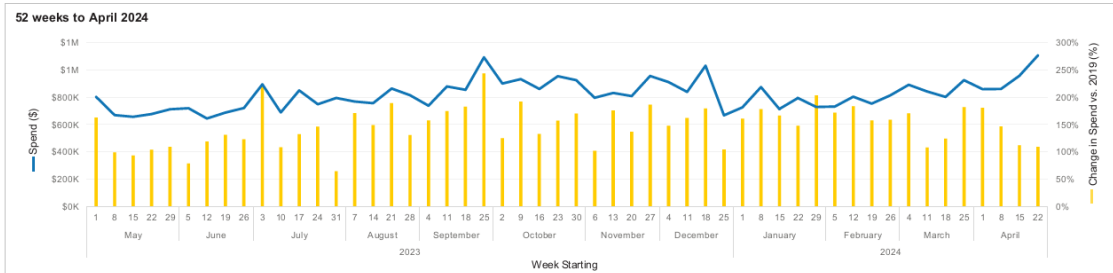
What are some of the key insights in Cabonne for April 2024?

Total visitation spend \$4.0M ↑ 20.0% .vs last year ↑ 129.2% .vs 2019	Total visitation count 26K ↑ 6.9% .vs last year ↑ 79.8% .vs 2019	Top spending source market Orange 14.5% of total spend for the selected region and date range	Top spending customer segment Life on the Land 18.7% of total spend for the selected region and date range
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All insights are based on CommBank IQ's nationally representative retail customer transaction data for April 2024. Metrics are calculated based on electronic in-store card spend only. Online, cash, direct debit and BPAY spend is not included. Customer count is the distinct number of customer who has transacted in the category within the region.

Trends

What are some of the key trends in Cabonne during the past 12 months and compared to 2019?



All insights are based on CommBank IQ's nationally representative retail customer transaction data for April 2024. Metrics are calculated based on electronic in-store card spend only. Online, cash, direct debit and BPAY spend is not included. Data is up to last complete Monday to Sunday week.

Economic \$4.0M Total visitation spend +20.0% vs. last year 26K Total visitation count +6.9% vs. last year Food Retailing Highest spend growth category +33.9% vs. last year	Events 27 April Highest spending day +68.6% vs. same day last year \$3.5M Total monthly day spend +20.9% vs. last year \$452K Total monthly night spend +19.1% vs. last year	Visitor Eating and Drinking Out Top category preference 43.7% penetration 65+ Top age band 24.5% of visitors Retiree Top lifestage 24.5% of visitors
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Spend Trends – Per Month

Time of day and day of week

Discover time of day and day of week insights for Cabonne and the Total (All) category during April 2024

Mon		Tue		Wed		Thu		Fri		Sat		Sun	
DAY	NIGHT	DAY	NIGHT	DAY	NIGHT	DAY	NIGHT	DAY	NIGHT	DAY	NIGHT	DAY	NIGHT
1st	2nd	3rd	4th	5th	6th	7th	8th	9th	10th	11th	12th	13th	14th
↑ 92%	↑ 20%	↑ 12%	↑ 39%	↓ -3%	↑ 51%	↓ -24%	↑ 7%	↑ 58%	>100%	↑ 16%	↑ 10%	↑ 32%	>100%
\$123K	\$9K	\$87K	\$12K	\$99K	\$17K	\$105K	\$16K	\$111K	\$32K	\$121K	\$24K	\$103K	\$9K
8th	9th	10th	11th	12th	13th	14th	15th	16th	17th	18th	19th	20th	21st
↓ -13%	↑ 38%	↓ -15%	↓ -22%	↑ 39%	↑ 8%	↑ 18%	↓ -13%	↑ 3%	↓ -5%	↓ -18%	↓ -9%	↑ 4%	>100%
\$101K	\$6K	\$100K	\$7K	\$111K	\$11K	\$110K	\$15K	\$129K	\$22K	\$122K	\$17K	\$92K	\$26K
15th	16th	17th	18th	19th	20th	21st	22nd	23rd	24th	25th	26th	27th	28th
↑ 17%	↓ -67%	↓ -6%	↑ 96%	↑ 22%	↑ 14%	>100%	↓ -13%	↑ 13%	↑ 12%	↓ -7%	↓ -11%	↑ 51%	>100%
\$89K	\$4K	\$89K	\$12K	\$105K	\$10K	\$202K	\$17K	\$122K	\$26K	\$142K	\$26K	\$106K	\$11K
22nd	23rd	24th	25th	26th	27th	28th	29th	30th					
↑ 0%	↑ 28%	↑ 79%	↑ 91%	↑ 41%	>100%	↑ 8%	>100%	↑ 85%	↑ 12%	↑ 67%	↑ 79%	↑ 12%	↓ -20%
\$111K	\$11K	\$129K	\$15K	\$149K	\$14K	\$101K	\$25K	\$188K	\$21K	\$199K	\$34K	\$115K	\$5K
29th	30th												
↑ 23%	↓ -91%	↑ 26%	↑ 70%										
\$85K	\$4K	\$96K	\$9K										

All insights are based on CommBank IQ's nationally representative retail customer transaction data for April 2024. Metrics are calculated based on electronic in-store card spend only. Online, cash, direct debit and BPAY spend is not included. Percentage change is based on the selected year and month versus the same day and week of the previous year and month. For example the first Wednesday of March 2023 vs the first Wednesday of March 2022. Accommodation - Online is based on attributed expenditure. Please refer to FAQs and User Guide for more information.

ITEM 6 - COMMUNITY SERVICES UPDATE

REPORT IN BRIEF

Reason For Report	To provide the committee with an overview of community services activities.
Policy Implications	Nil
Budget Implications	Nil
IPR Linkage	4.2.1.1a - Sustain current funding and apply for additional opportunities to enhance service delivery across our service delivery area.
Annexures	1. Performance report HS ACT-24↓
File Number	\\OFFICIAL RECORDS LIBRARY\GOVERNANCE\COUNCIL MEETINGS\COMMITTEES - REPORTS OF 2024 - 1710900

RECOMMENDATION

THAT the information be noted.

DEPARTMENT LEADER - COMMUNITY SERVICES' REPORT

Priorities are being updated for the department, the service review & DIAP reporting have been included in IP&R documents.

- The service review work continues the recommendations with financial sustainability and service delivery processors being the focus.
- Disability Inclusion Action Plan actions have been included in relevant Department Leaders delivery and operational plans, a key achievement for this year include the 'read speaker' function available on councils' website.

Older Persons Services

To continue building on collaboration, Cabonne Home Support (CHS) and Community Transport (CT) services were involved in a planning day held in Canowindra at the Age of Fishes Museum. The team had great ideas on sharing of resources, joint planning and CT transitioning to the current CHS client data system Polixen.

CHS underwent an audit completed by the Aged Care Quality and Safety Commission in April. The final report, which is attached, demonstrates that our service was compliant in all the measured standards.

The service has recently applied for Commonwealth Home Support Program growth funding to increase service delivery and service options in the home maintenance space.

GENERAL MANAGER'S REPORT ON MATTERS FOR DETERMINATION SUBMITTED TO THE COMMUNITY, ECONOMY AND CULTURE COMMITTEE TO BE HELD ON TUESDAY 11 JUNE, 2024

CT met with Transport for NSW (TfNSW), reviewing the previous 6-month reporting period. Our service continually receives positive feedback from the TfNSW representative, and the data reflects the overall positive performance and high-quality service delivery to our clients, with an offer for potential increased funding being discussed.

Table 1 CHS outputs from 1 July-30 May 2024

TOTALS		
Service Name	Client Count	Hours/Units
Garden Maintenance	91 Clients	465.416666666667 hours
Meals at Centre	92 Clients	756 units
Meals at Home	84 Clients	7470 units
Minor Home Maintenance and Repairs	39 Clients	127.25 hours
Social Support - Card Makers Molong	4 Clients	47.75 hours
Social Support - Community Restaurant	52 Clients	587.5 hours
Social Support - KIT or postal	356 Clients	867.75 hours
Social Support - Mandagery Men	5 Clients	31 hours
Social Support - Movie Buffs	35 Clients	469.166666666667 hours
Social Support Group	103 Clients	5994 hours
Social Support Individual	22 Clients	104.25 hours
Telephone/Web Contact	5 Clients	3 hours
Visiting	13 Clients	49.5 hours
Total Clients:		368
Total Unidentified Clients:		0

Table 2 CT KPI Summary July- December 2023

KPI Name	Funding Source	Jul-Dec 2022	Jan-Jun 2023	Jul-Dec 2023	KPI	Trend
KPI 1 - Owned Asset - Major Defects	NA	0	0	0	Green	Stable
KPI 2 - Preventable Accidents	NA	0	0	0	Green	Stable
KPI 3 - % Passenger trips delivered to Aboriginal and Torres Strait Islander People	CHSP	4.6%	2.8%	1.8%	Red	Down
	CTP	0.3%	0.4%	0.4%	Red	Stable
KPI 4 - Provider Trip Performance	CHSP	85.9%	100.8%	132.8%	Green	Up
	CTP	37.9%	27.3%	27.8%	Yellow	Down
KPI 5 - Customer Complaint Resolution	NA	100.0%	100.0%	100.0%	Green	Stable
KPI 6 - Cost Per passenger Kilometre Direct	CHSP	\$6.48	\$6.51	\$6.46	Yellow	Stable
	CTP	\$9.83	\$4.17	\$6.42	Red	Down
KPI 7 - Direct v Indirect Costs	CHSP	17.4%	17.7%	13.3%	Yellow	Down
	CTP	7.0%	4.3%	9.6%	Green	Down
KPI 8 - % Funding Collected in Fees	CHSP	4.0%	4.5%	3.9%	Red	Down
	CTP	5.2%	5.0%	3.5%	Red	Down
KPI 9 - Reporting	NA				Green	Stable

Comments

Overall Performance is 60.0, which is above the sector average.

For KPIs 1&2: There were no major defects or preventable accidents in Jul-Dec 2023.

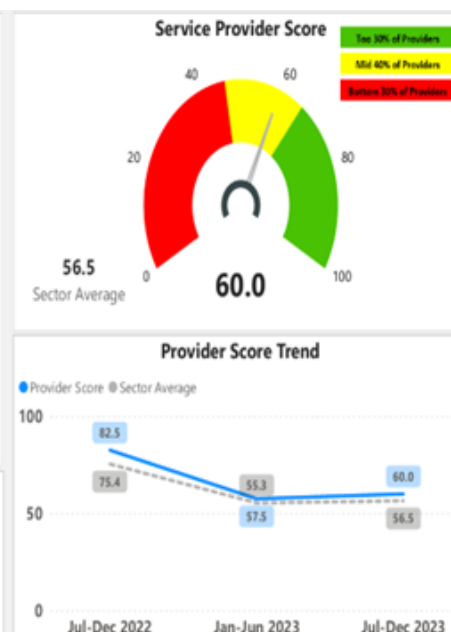


Table 3 CT Distance Analysis July- December 2023



Children’s Services

Applications seeking increased funding to support sustainable delivery with the Round 4 grants Community Child Care Funding (CCCF) were submitted in February for our current 6 services, council are yet to receive notification of the outcome.

Cabonne After School Care Services provide a range of Before School Care (BSC), After School Care (ASC) and Vacation Care. We operate in Molong, Mullion Creek, Manildra, Clergate and Blayney. The service has recently been licensed to expand our footprint to Cudal and Nashdale; subject to final Regulatory approvals, the plan to commence in Term 4.

With the July school holidays fast approaching, a vacation care program has been developed to offer families activities that may be of interest to their children. This idea to promote the service differently, came about with work between our ASC team and Quality Improvement Support team from Australian Children’s Education & Care Quality Authority (ACECQA). Each day focuses on a different theme with the aim to meet the varying interests of children and is underpinned by the My Time Our Place learning framework. The goal is to promote vacation care as a holiday program rather than just childcare.

Data below shows approved licensed places versus operational actuals; this is based on staffing and the physical classroom space available to us on the school sites. Meetings with principals have been attended at each school site this year.

GENERAL MANAGER'S REPORT ON MATTERS FOR DETERMINATION SUBMITTED TO THE COMMUNITY, ECONOMY AND CULTURE COMMITTEE TO BE HELD ON TUESDAY 11 JUNE, 2024

Molong BSC & ASC			Vacation Care	
	Licenced 88	Actual 45	Licenced 44	Actual 30
Jul-23	13.96%	28.67%	15.49%	22.73%
Aug-23	15.34%	32.14%		
Sep-23	15.23%	31.90%		
Oct-23	14.70%	30.79%	11.36%	16.67%
Nov-23	15.06%	31.55%		
Dec-23	14.17%	29.68%	11.36%	16.67%
Jan-24			14.12%	20.00%
Feb-24	11.70%	24.31%	15.91%	23.33%
Mar-24	9.61%	20.91%		
Apr-24	9.09%	18.46%	8.83%	12.96%
May-24	6.60%	14.76%		
AVERAGES PA	12.55%	26.32%	12.85%	18.73%

Blayney BSC & ASC			Vacation Care	
	Licenced 40	Actual 35	Licenced 20	Actual 20
Jul-23	33.21%	37.96%		
Aug-23	32.00%	36.57%		
Sep-23	27.25%	31.14%		
Oct-23	28.33%	32.38%		
Nov-23	29.25%	33.43%		
Dec-23	27.33%	38.86%	40.00%	40.00%
Jan-24			56.43%	56.43%
Feb-24	40.29%	46.05%	73.33%	73.33%
Mar-24	46.14%	52.73%		
Apr-24	42.50%	80.55%	48.57%	80.55%
May-24	53.12%	60.71%		
AVERAGES PA	35.94%	45.04%	54.58%	62.58%

Clergate BSC & ASC			Vacation Care	
	Licenced 60	Actual 30	Licenced 30	Actual 15
Jul-23	3.17%	6.33%		
Aug-23	3.43%	6.85%		
Sep-23	3.17%	6.33%		
Oct-23	6.78%	13.56%	19.26%	38.52%
Nov-23	6.83%	13.67%		
Dec-23	6.89%	13.78%	32.00%	64.00%
Jan-24			24.52%	49.05%

GENERAL MANAGER'S REPORT ON MATTERS FOR DETERMINATION SUBMITTED TO THE COMMUNITY, ECONOMY AND CULTURE COMMITTEE TO BE HELD ON TUESDAY 11 JUNE, 2024

Feb-24	13.73%	27.45%	40.00%	80.00%
Mar-24	12.70%	25.41%		
Apr-24	11.66%	23.33%	21.85%	43.70%
May-24	7.60%	13.33%		
AVERAGES PA	7.60%	15.00%	27.53%	55.05%

Manildra ASC		
	Licenced 15	Actual 15
Jul-23	11.33%	11.33%
Aug-23	17.33%	17.33%
Sep-23	6.66%	6.66%
Oct-23	6.66%	6.66%
Nov-23	10.00%	10.00%
Dec-23	5.33%	5.33%
Jan-24		
Feb-24	6.67%	6.67%
Mar-24	6.67%	6.67%
Apr-24	6.67%	6.67%
May-24	6.67%	6.67%
AVERAGES PA	8.40%	8.40%

Mullion Creek ASC		
	Licenced 20	Actual 20
Jul-23	57.86%	57.86%
Aug-23	56.75%	56.75%
Sep-23	57.50%	57.50%
Oct-23	55.67%	55.67%
Nov-23	56.50%	56.50%
Dec-23	54.00%	54.00%
Jan-24		
Feb-24	57.06%	57.06%
Mar-24	62.08%	62.08%
Apr-24	59.40%	59.40%
May-24	56.57%	56.57%
AVERAGES PA	57.34%	57.34%

Cabonne Family Day Care educator numbers have dropped by 1 to 15, Current locations include Orange, Parkes, Canowindra, Blayney, Cumnock and Peak Hill. Service promotion and advertising is ongoing with minimal response received.

The service has been working with the Department of Education on a model of service delivery where a new service would be based at a small rural school site. We have received preliminary notification that this model is not supported by the department.

Another option that was being consideration, is an educator hiring a community owned venue to host a FDC service but costs proved to be prohibitive. The service continues to investigate these alternate options.

There is currently a waitlist of 92 children, 33 in Cabonne.

FDC Service Capacity January- March 2024

January	967 sessions available	776 used	80% capacity
February	1178 sessions available	1048 used	89% capacity
March	1652 sessions available	1540 used	93% capacity

Youth

Youth of the Month (YOTM) - Two young people have been successfully nominated and received the YOTM this year. Local schools have an email sent out to them each month, reminding them about the award and the benefits for their students. The Country Education Foundation of Australia, Orange and District branch has also been added to the mailing.

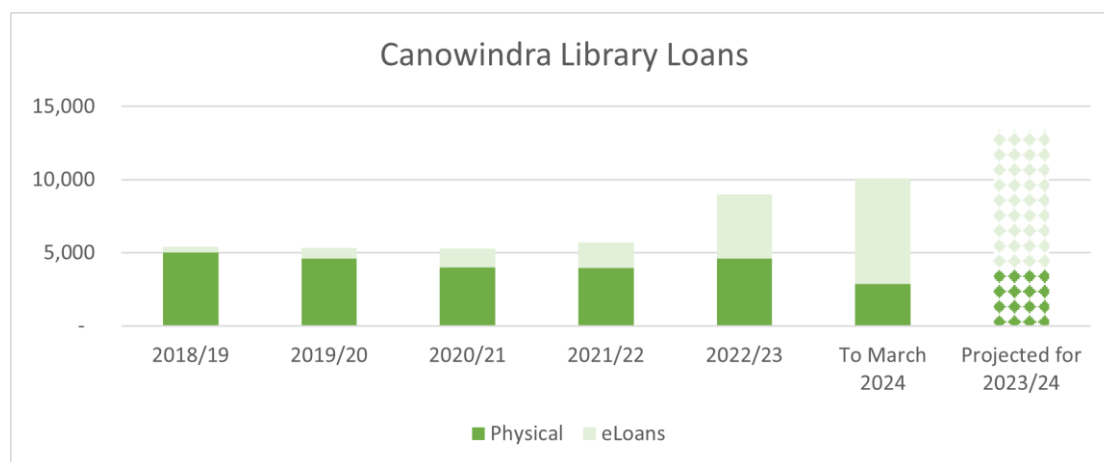
Youth Week Event planning has been underway since early in the year, with a focus on better engaging the target age group and offering experiences that stimulate the minds of young people.

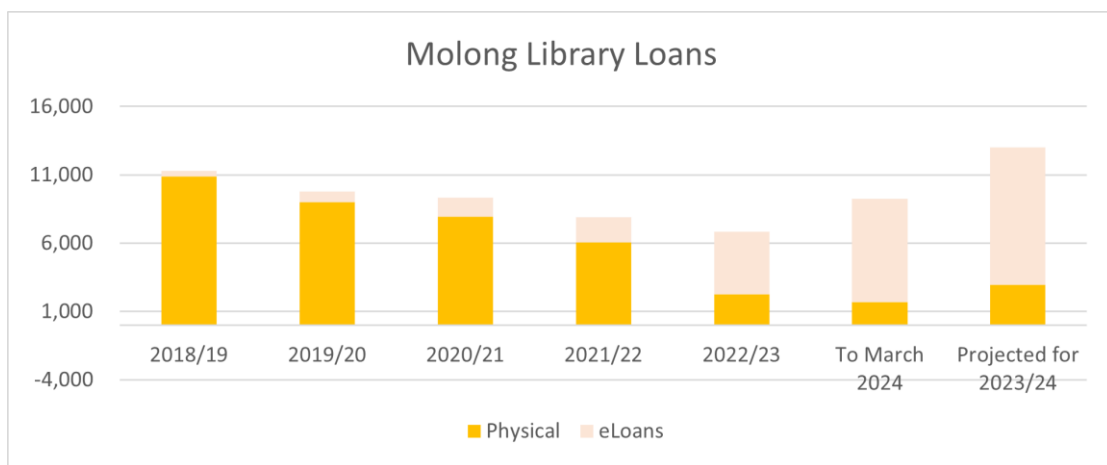
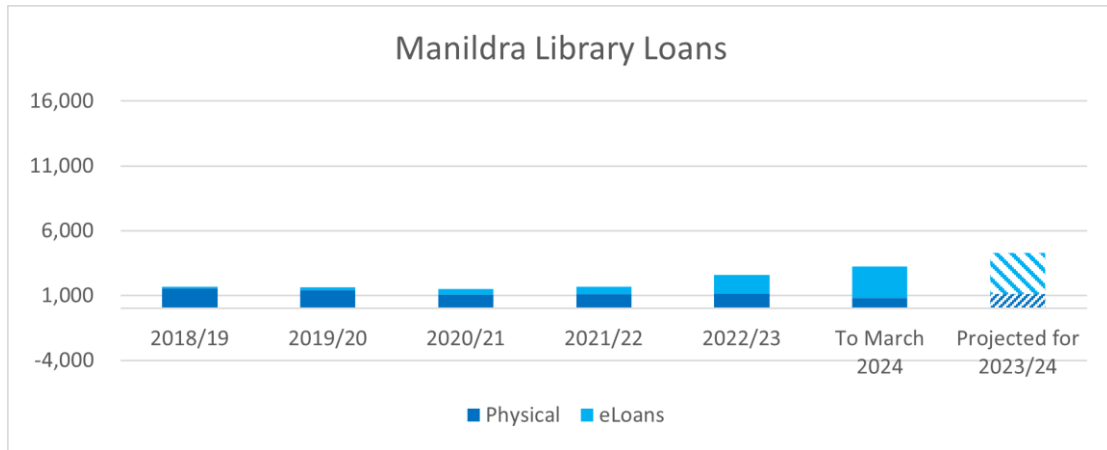
A Human Rights forum and STEM workshop is still being formulated with the Cabonne 3 high schools now committing to attend. The annual address from senior students is also planned for the June council meeting.

Libraries

Central West Libraries operate services in Molong, Canowindra and Manildra. The Canowindra Library relocated with the CHS service to a temporary location while the Gaskill Street building redevelopment is undertaken.

A strategic planning meeting took place between Cabonne and Orange councils in May, the data below outlines the breakup of library loans.







Proposal for
2024-2025
Event Support Funding

DRAFT

Our Support

Cabonne Council is committed to supporting development, growth and sustainability of local events.

Events heighten our community's pride of place and promote our region as an attractive place to live and visit.

Types of event funding

The primary objective of the Council's event funding is to provide grants to events in regional NSW that have demonstrated they are, or have the potential to become, tourism drivers for their region.

Depending on the stream, grants are focused on event delivery, event marketing or specific growth initiatives.

1. Council Costs

Supports events which incur Council costs including (but not limited to) development application fees, traffic management fees, waste management costs, hire fees for council-owned facilities (sports ground, halls etc).

Up to \$3000.

2. Emerging Events

Supports the establishment of new events in their first or second year. Funds to enable events to get up and running.

Up to \$5,000.

3. Flagship Events

Supports events which contribute to tourism by increasing the profile of Cabonne and encouraging overnight visitation.

Up to \$10,000.

4. Tourism events sponsorship

Supports large events with a significant demonstrated economic benefit for the Cabonne Local Government Area where Council has a low profile as a sponsor.

Up to \$20,000.

1. Council Costs

The Council Costs fund is available to events which:

- Are open to the public, provides benefits to the community and encourages local community participation and development.
- Utilise council venues facilities or services such as hall or sporting ground hire, traffic management etc.
- Provide a plan to use the council venues and associated costs.
- Up to \$3,000.

Please contact council for costings and quotes for your event.

This will be funded from the EAP budget.

2. Emerging Events

The Emerging event fund is available to events which:

- Are in concept, developmental stage or first or second year of development. Events which are starting to gain attention and participation but have not yet reached a level of established recognition or tradition.
- This category can also include smaller community events and one-offs including trophy sponsorship etc.
- Applicants must demonstrate that the event has significant potential to attract visitors to the Cabonne region.
- Applications which demonstrate the event has potential to grow, engage the community, and contribute to the local culture and economy.
- Applications are encouraged to include a brief marketing plan, which demonstrates how the identified target audience/s will be reached.
- Grants will be allocated to a maximum of \$5,000.

This will be funded from the EAP budget.

3. Flagship Events

The Flagship Event fund is available to events which:

- Has a significant impact on Cabonne's visitation schedule. Are established events in the Cabonne calendar.
- Appeals to a broad cross-section of the public, plus an already established reputation outside of the Cabonne region or the (demonstrated) potential to develop a substantial profile.

- Demonstrates grant money is used to bolster the event as having significant and ongoing tourist appeal.
- Have achieved (or demonstrate the potential to achieve) a high profile as a key event in Cabonne.
- Have a long-term strategic plan that identifies the event's potential to continue to grow overnight accommodation and local economy spend.
- Up to \$10,000.

This will be funded from the Sponsorship budget.

4. Tourism events sponsorship

- Supports large events with a significant demonstrated economic benefit for the Cabonne Local Government Area
- Large community events where Council has a profile as a sponsor.
- Events where Council has the naming rights and/or is the major sponsor.
- Events must align with Council's Integrated Planning and Reporting Framework.
- Must identify measurable economic, social and cultural benefits to Cabonne Local Government Area.
- Maximum \$20,000
- Applicants will need to demonstrate:
 - clear aims and desired outcomes.
 - The ability to deliver a safe, sustainable event.
 - Current reach and impact of event
 - clear marketing and communication plan.
- Events will be assessed on:
 - Identified measurable benefits.
 - alignment with Councils objective and values.
 - risk assessment, considering financial viability and guarantees, conflicts of interest, returns on investment,
 - potential or adverse impact on the environment and
 - potential risk to Council's reputation.

This will be funded from the Sponsorship budget.

Eligibility

Who can apply?

The following are eligible to apply:

- Not-for-profit organisation, incorporated associations, registered businesses (sole traders or partnerships). Applications must be made via the online electronic application form. If an applicant has difficulty access the form, please contact Council for support.
- Events which are held within Cabonne Council Local Government Area
- Events which are open to the public and provide benefits to the community.
- Events which encourage local community participation and development.

What is an eligible event cost?

- Venue Hire:

Grants can cover the cost of hiring council-owned venues such as community halls, sport facilities, parks, or community centres for hosting events.

This includes fees associated with booking the venue, utilities, and any additional services provided by the venue staff.

- Equipment Rental:

Funding may be allocated for renting equipment needed for the event, such as sound systems, lighting, stages, seating, and marquees.

Costs related to setting up and dismantling equipment can also be covered.

- Marketing and Promotion:

Grants can support promotional activities, including advertising, printing flyers, banners, posters, and social media campaigns.

Costs associated with promoting the event to the community and potential attendees fall under this category.

- Permits and Licenses:

Fees for obtaining necessary permits and licenses from the council or other authorities (e.g., liquor licenses, road closures, food handling permits) can be covered.

These permits are essential for ensuring compliance with regulations during the event.

- Security and Safety Measures:

Funding may be provided for security personnel, crowd control, and emergency services.

Costs related to safety measures, such as first aid stations, fencing, and signage, can also be included.

- **Transportation and Logistics:**

If the event involves transporting equipment, performers, or attendees, funds can cover transportation costs.

This includes hiring vehicles, fuel expenses, and logistics coordination – this must include proof that the costs were directly related to logistics for the event.

- **Artist Fees and Performer Costs:**

Support paying artists, performers, and speakers participating in the event.

- **Accessibility and Inclusivity:**

Costs related to making the event accessible to all community members, including those with disabilities, can be funded.

Examples include providing ramps, sign-language interpreters, and accessible facilities.

- **Waste Management and Clean-Up:**

Funding can cover waste disposal services, cleaning crews, and recycling efforts during and after the event.

Keeping the event site clean and environmentally friendly is essential.

- **Community Engagement and Workshops:**

Grants may support organizing workshops, seminars, or educational sessions related to the event theme.

Costs associated with engaging the community, such as guest speakers or facilitators, can be included.

What is NOT an eligible event?

- Activities which are part of the regular business of the applicant - eg. agricultural shows, school fetes, debutante balls etc.
- Events from organisations which have not successfully acquitted any previous Cabonne Council sponsorship or grant.
- Events which have already commenced or been held. Retroactive applications will not be accepted.

- Fundraising events which donate all the surplus funds at the cost of being financially sustainable.
- Minor activities which attract media interest only (eg. product launches).
- Events with political parties or lobby groups, and events with a political focus.
- Business development such as websites, consultancy fees, brochure development.
- Applications made by individuals not associated with a community group or organisation.
- Events which exclude or have the potential to offend any part of the Cabonne community.

Guidelines

Acknowledgement of support

Applicants will be required to acknowledge Cabonne Council's funding support by including the following:

- The grantee must liaise with Cabonne Council to coordinate any announcements related to the project: Any press releases or announcements regarding the project should recognise Cabonne Council's contribution.
- Any promotional material or other information such as newsletters published for the project should acknowledge Cabonne Council's contribution.
- Recognise Cabonne Council at any event or activity relating to the event and provide invitations to Cabonne Council.
- Provide complimentary tickets for event attendance by Council officials. An approved logo should be included in a prominent position on all event materials including, but not limited to, project collateral, advertising, media releases, websites and signage.
- As part of the funding conditions, Council will promote your event through relevant communications channels.

Funding conditions

- Successful applicants will be required to use the event funding in compliance with funding obligations detailed in the funding agreement.
- Cabonne Council must be notified immediately if any element of the event (relevant to the grant) changes significantly. Applications must be made in writing if permission is being sought to apply grant funding to amended activities.
- Funding can be withdrawn, at the discretion of Cabonne Council, if an event is unduly delayed or fails to comply with the funding agreement.

- Funding should be regarded as a commercial transaction that required delivery of specified outcomes. Outcomes are determined by the ‘purpose of funding’ nominated by the applicant in the application.
- Grants must be acquitted against the ‘purpose of funding’ nominated by the applicant and agreed to by Council.
- Where possible goods and services for the event will be sourced from within the Cabonne Local Government Area.
- Ensure the event is listed on the Australian Tourism Data Website – please contact Council for assistance if required.

Funding outcomes

- Successful applicants will be required to fully acquit the funding within 90 days of the completion of the event.
- Applications to the funding streams will not be considered if previous funding has not been acquitted. Failure to correctly acquit funding may result in repayment of the initial funding amount.
- Grants are paid in one instalment: 100 percent of the grant upon receipt and approval of the grant acquittal. Applicants wishing for up-front payments, or payments prior to the event must notify Council when completing the application and outline how they propose to guarantee the investment of the event in accordance with the guidelines.

Grant acquittals must include:

- A completed acquittal form, which will be part of the funding agreement,
- Details of income and expenditure against the budget submitted in the original funding application,
- Copies of all invoices for items funded through the grant and evidence of payment,
- An event report showing event attendance with
 - a breakdown of participants and spectators,
 - a review of marketing and PR activities for the event,
 - media coverage received in relation to the event,
 - and a sponsor benefits report outlining how Council’s support was recognized, and
- A minimum of three (3) photographs or digital images for possible use in future promotional material.

GST

- GST may apply to your grant funding depending on your organisation’s status.

- Cabonne Council will be required to withhold 48.5 percent of your organisation's funding and remit this amount directly to the Australian Taxation Office (ATO) if your organisation (or the organisation that has agreed to administer your funding) has no Australian Business Number (ABN) or is unable to provide a declaration indicating a valid reason for not quoting an ABN (eg. ATO's *Statement by Supplier* form available from www.ato.gov.au).
- If a successful organisation is GST registered, then GST will apply to the amount funded. In response to this situation, Cabonne Council will 'gross-up' funding to these organisations by 10 percent. Where the amount is 'grossed-up', Cabonne Council will require successful applicants to provide a tax invoice for the approved funding amount. The successful applicant will have to remit 1/11 of the monies received to the ATO.
- If a successful organisation is GST exempt, then GST does not apply to the funding.
- In the drafting of the event budget, all amounts should be GST exclusive.
- It is recommended that each applicant check their status with the ATO on 132 866 or www.ato.gov.au prior to providing a submission.

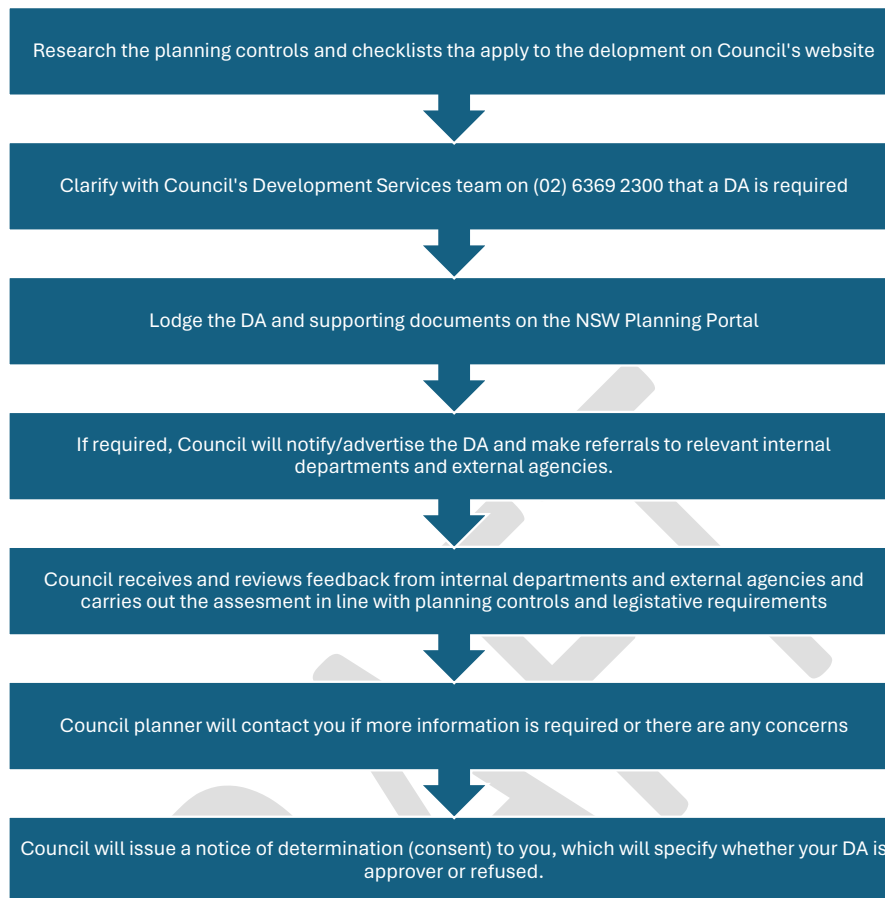
Planning your event

Cabonne Council's vision is to establish a balanced and sustainable portfolio of vibrant tourism and community events that celebrate and generate awareness of the unique attributes of Cabonne, creating compelling reasons for visitors and residents to explore and return to the area.

This document offers event organisers an insight into Council's event application process, as well as tips and tricks to planning a successful and safe event.

Event application process

- 1 Before you start
 - Determine if you require funding for your event and if you need to notify council of your event.
 - If event is on council land please complete a [Preliminary Advice of Planned Event](#) form and Risk Assessment and submit to council a minimum of two months prior to your event start date.
 - If event funding is required, you must submit at least four months prior to your event start date.
 - Read all the information in the guidelines and the application form before applying.
- 2 Allow enough time to ensure you have all approvals, licences etc – see table below for required timeframes.
 - If a Development Application (DA) is required for use of land other than its specific purpose or to erect a temporary structure, at least four months is required. Contact Council to discuss. The DA process is as follows:

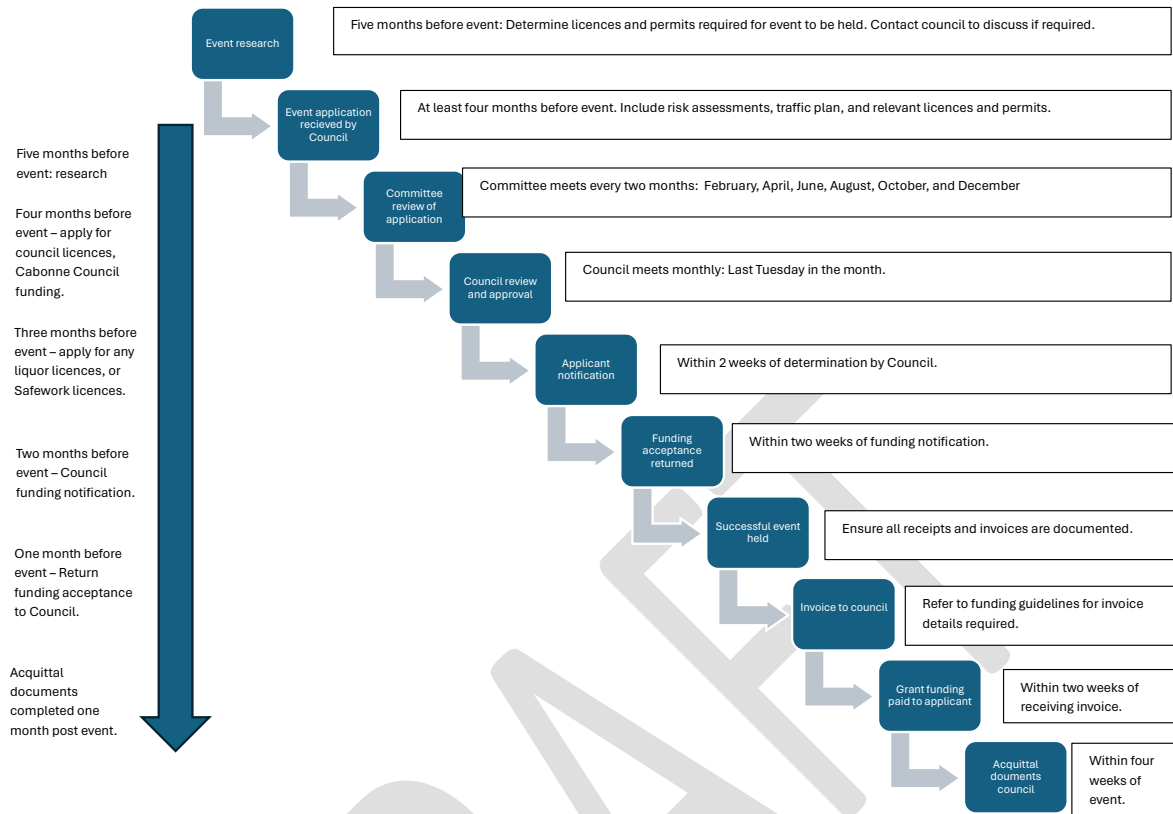


- If a liquor licence is required, applications are via [Liquor and Gaming NSW](#). Please ensure you are aware of any [alcohol restrictions](#) on or near your event location. If you are unsure contact Council.
- If your event requires road closures or impacts traffic, you may require a Traffic Management Plan. Council's Traffic Management Team will assess the event and, if necessary, it may need to be considered by the Local Traffic Committee (LTC) which meet **QUARTLEY**. All event organisers must refer to the [Guide to Traffic and Transport Management for Special Events](#) when considering traffic impacts. Your plan needs to include:
 - A Traffic Management plan (example [here](#)) including a Traffic Guidance Scheme (TGS) - a visual guide showing critical site information and how traffic control devices will be implemented to change the existing road and footpath conditions.
 - A risk management plan.
 - [NSW Police Notice of Intention to Hold a Public Assembly](#) – lodged four months prior to event.

- 3 Nominate your category.
 - Council Costs
 - Emerging event
 - Flagship event
 - Tourism event sponsorship

Complete the relevant event funding application via the [online form](#).

- 4 Applications will be acknowledged by Council via email within two weeks of lodgement.
- 5 Funding applications will be presented to and assessed by the Economy Tourism and Culture Advisory Committee. This committee meets every second month in February, April, June, August, October and December. *NB: The committee members are required to sign a conflict-of-interest and confidentiality declaration and are not permitted to make individual applications to the funding.*
- 6 The committee then recommends applications to Council, who approve or refuse the application at their monthly meetings (last Tuesday in the month).
- 7 Applications will be notified of the outcome of the council meeting via email. Cabonne Council may contact applicants where clarification on an application is required.
- 8 If application is approved, you will receive all documentation via email.
 - Outcome letter (for your records)
 - Funding conditions (for your records)
 - Funding acceptance form (to sign and return)
 - Acquittal form (to complete and return once the event is delivered)
- 9 Successful applicants will be required to complete the *Funding Acceptance form* to council via email within two weeks of receiving. This stipulates the terms and conditions under which the funding has been awarded.
- 10 Once you have received event approval and have all relevant permits and licences in place, you are permitted to run your event.
- 11 Complete the *Acquittal form* and supporting documentation under the 'purpose of funding' nominated in the application and agreed to by Council.
- 12 For Council to transfer the funds to your organisation, please provide an invoice, refer to the funding conditions for the correct invoice structure.
- 13 You may be required to complete a *Creditor/Supplier Application/Maintenance form* if you are not in Council's finance system or have not received payments from Council previously.
- 14 Payments will be made within two weeks of invoice and acquittals are received.
- 15 Cabonne Council must be notified immediately if any element of the event (relevant to the grant) changes significantly. Applications must be made in writing if permission is being sought to apply grant funding to amended activities.



Event permit timeframes

Permit Type	Description	Timeframe
Cabonne Council permits		
Development Application	Including temporary infrastructure	Four months prior to event start
Amusement Device application	Such as mechanical rides, inflatables	Three months prior to event start
Landowners Consent	If the event is held on Council-owned or managed land	Three months prior to event start
Traffic Management	Traffic management and traffic control plan	Four months prior to event start
Activities under Section 68 of the Local Government Act 1993	Approval for temporary event camping	One month prior to event start
Activities under Section 138 of the Roads Act 1993	Approval for temporary structures such as scaffolding and fencing on roads reserves on paths	Three months prior to event start

Organisations outside Council		
Liquor Licence	Required for events where alcohol is to be sold or served at an event	Three months prior to event start date
NSW Police	Police notification of event	Four months prior to event start date
Emergency Services	Including fire and ambulance	Two months prior to event start date
SafeWork NSW	Including fireworks	Three months prior to event date
NSW National Parks and Wildlife Service	National Park permits for events and activities held in NSW national parks	Six months prior to event start date
Forestry Corporation	State Forest permit required for a range of events and activities in State Forests	One month prior to event start date
Local Aboriginal Land Council	Approval from the relevant Local Aboriginal Council for an activity to be held on their land	Two months prior to event start date
Crown Land	Short-term licence when you undertake short-term activity such as a music festival, sporting event or competition on Crown Land	Two months prior to event start date

Booking a Venue

A booking is required for the use of Council land and venues. The booking application will impose conditions to ensure Council's assets are not damaged. To book a Council venue click [here](#). Fees and charges may apply.

Contact Details

Tourism, Culture & Events Coordinator
 Cabonne Council
 PO Box 17
 MOLONG NSW 2866

Telephone: 02 6392 3200
 Fax: 02 6392 3260
 Email: Council@cabonne.nsw.gov.au
 Web: www.cabonne.nsw.gov.au



Australian Government
Aged Care Quality and Safety Commission

Engage
Empower
Safeguard



Name:	Cabonne Council
Commission ID:	200728
Address:	103 Bank Street, MOLONG, New South Wales, 2866
Activity type:	Quality Audit
Activity date:	3 April 2024 to 5 April 2024
Performance report date:	23 May 2024

This performance report is **published** on the Aged Care Quality and Safety Commission's (the **Commission**) website under the Aged Care Quality and Safety Commission Rules 2018.

Service included in this assessment

Commonwealth Home Support Programme (**CHSP**) included:
Provider: 7645 Cabonne Council
Service: 24924 Cabonne Council - Community and Home Support

This performance report

This performance report for Cabonne Council (**the service**) has been prepared by M Nicholas, delegate of the Aged Care Quality and Safety Commissioner (Commissioner)¹.

This performance report details the Commissioner's assessment of the provider's performance, in relation to the service, against the Aged Care Quality Standards (Quality Standards). The Quality Standards and requirements are assessed as either compliant or non-compliant at the Standard and requirement level where applicable.

The report also specifies any areas in which improvements must be made to ensure the Quality Standards are complied with.

Material relied on

The following information has been considered in preparing the performance report:

- the assessment team's report for the Quality Audit report was informed by a site assessment, observations at the service, review of documents and interviews with staff, consumers/representatives and others.

¹ The preparation of the performance report is in accordance with section 57 of the Aged Care Quality and Safety Commission Rules 2018.

Assessment summary for Commonwealth Home Support Programme (CHSP)

Standard 1 Consumer dignity and choice	Compliant
Standard 2 Ongoing assessment and planning with consumers	Compliant
Standard 4 Services and supports for daily living	Compliant
Standard 6 Feedback and complaints	Compliant
Standard 7 Human resources	Compliant
Standard 8 Organisational governance	Compliant

A detailed assessment is provided later in this report for each assessed Standard.

Areas for improvement

There are no specific areas identified in which improvements must be made to ensure compliance with the Quality Standards. The provider is required to actively pursue continuous improvement in order to remain compliant with the Quality Standards.

Standard 1

Consumer dignity and choice		CHSP
Requirement 1(3)(a)	Each consumer is treated with dignity and respect, with their identity, culture and diversity valued.	Compliant
Requirement 1(3)(b)	Care and services are culturally safe	Compliant
Requirement 1(3)(c)	Each consumer is supported to exercise choice and independence, including to: <ul style="list-style-type: none"> (i) make decisions about their own care and the way care and services are delivered; and (ii) make decisions about when family, friends, carers or others should be involved in their care; and (iii) communicate their decisions; and (iv) make connections with others and maintain relationships of choice, including intimate relationships. 	Compliant
Requirement 1(3)(d)	Each consumer is supported to take risks to enable them to live the best life they can.	Compliant
Requirement 1(3)(e)	Information provided to each consumer is current, accurate and timely, and communicated in a way that is clear, easy to understand and enables them to exercise choice.	Compliant
Requirement 1(3)(f)	Each consumer's privacy is respected and personal information is kept confidential.	Compliant

Findings

I am satisfied based on the Assessment Team's observations and recommendations that the service complies with the Requirements as outlined in the table above and as a result complies with this Standard.

Consumers and representatives described that volunteers made them feel valued as an individual by way of getting to know them and what is important to them. Volunteers explained that they treat consumers how they would like to be treated, indicating they respects consumer individual preferences and attempt to get to know consumers by enquiring about their lives. The service has processes to support the delivery of culturally safe services to consumers with staff and management able to describe these.

Staff, volunteers, and management described how they encourage consumers to make decisions about their care and services and regularly seek informal feedback from to establish



any changes required, particularly if a new service or change has been recently introduced. A review of several consumer files demonstrated that information was present to indicate consumer's relationships, any support person or representatives and their contact details.

Consumers and representatives described how the service supported them to be as independent as possible through the care and services provided. Volunteers and staff reported that they took actions to enable consumers to take risks and articulated that incorporating frequent rests when walking with consumers who were unsteady on their feet was essential. Risks such as removing trip and slip hazards ensured that parameters were set to prevent harm or injury while letting consumers express themselves through their choices.

A review of monthly statements reflected the provision of clear information with fees and charges outlined as well as a breakdown of meals provided in the previous month. Management confirmed that as reviews are carried out, they have discussions with consumers regarding the changes in fees and advise on what can and cannot be provided by the service.

The service has privacy management policies to support consumer privacy and management explained that when information is shared with other parties outside of the service, consent is requested from the consumer or their representative.

Standard 2

Ongoing assessment and planning with consumers		CHSP
Requirement 2(3)(a)	Assessment and planning, including consideration of risks to the consumer's health and well-being, informs the delivery of safe and effective care and services.	Compliant
Requirement 2(3)(b)	Assessment and planning identifies and addresses the consumer's current needs, goals and preferences, including advance care planning and end of life planning if the consumer wishes.	Compliant
Requirement 2(3)(c)	The organisation demonstrates that assessment and planning: <ul style="list-style-type: none"> (i) is based on ongoing partnership with the consumer and others that the consumer wishes to involve in assessment, planning and review of the consumer's care and services; and (ii) includes other organisations, and individuals and providers of other care and services, that are involved in the care of the consumer. 	Compliant
Requirement 2(3)(d)	The outcomes of assessment and planning are effectively communicated to the consumer and documented in a care and services plan that is readily available to the consumer, and where care and services are provided.	Compliant
Requirement 2(3)(e)	Care and services are reviewed regularly for effectiveness, and when circumstances change or when incidents impact on the needs, goals or preferences of the consumer.	Compliant

Findings

I am satisfied based on the Assessment Team's observations and recommendations that the service complies with the Requirements as outlined in the table above and as a result complies with this Standard.

The service plans and coordinates care in partnership with the consumer and their representatives to include basic assessment tools and risk assessments which are completed for each consumer during the development of home visit plans. A risk screening tool is completed for consumers at onboarding which includes identifying cognitive impairment, behavioural problems, or users of mobility aids. Care planning documentation reviewed by the

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Commission ID: 200728

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Assessment Team captured consumer information which was detailed, current, and included individualised goals and needs.

Management explained end-of-life care planning is not routinely discussed with consumers at onboarding and reviews. The Quality Audit noted the provision of information related to advance care planning in the services newsletter. Consumer records included current needs and goals, were updated regularly and where consumer needs changed.

Consumers and representatives confirmed that the service made it easy for them to be involved in the assessment process encouraging consumers to make decisions about the services they receive. There was evidence to support that home visit plans and agreements are discussed and signed by consumers or representatives confirming their understanding of the services and supports to be provided.

Staff and volunteers described the review of services confirming they can initiate review by request and being aware of change through the review the run. Staff have access to home visit plans and notes for any updates and are encouraged to contact management for any clarification.

Standard 4

Services and supports for daily living		CHSP
Requirement 4(3)(a)	Each consumer gets safe and effective services and supports for daily living that meet the consumer's needs, goals and preferences and optimise their independence, health, well-being and quality of life.	Compliant
Requirement 4(3)(b)	Services and supports for daily living promote each consumer's emotional, spiritual and psychological well-being.	Compliant
Requirement 4(3)(c)	Services and supports for daily living assist each consumer to: <ul style="list-style-type: none"> (i) participate in their community within and outside the organisation's service environment; and (ii) have social and personal relationships; and (iii) do the things of interest to them. 	Compliant
Requirement 4(3)(d)	Information about the consumer's condition, needs and preferences is communicated within the organisation, and with others where responsibility for care is shared.	Compliant
Requirement 4(3)(e)	Timely and appropriate referrals to individuals, other organisations and providers of other care and services.	Compliant
Requirement 4(3)(f)	Where meals are provided, they are varied and of suitable quality and quantity.	Compliant
Requirement 4(3)(g)	Where equipment is provided, it is safe, suitable, clean and well maintained.	Not Assessed

Findings

I am satisfied based on the Assessment Team's observations and recommendations that the service complies with the Requirements as outlined in the table above and as a result complies with this Standard.

Consumers and representatives reported the services and supports they receive help them to maintain their independence and optimise their health, well-being, and quality of life. Staff and volunteers provided examples of how they support individual consumer needs and preferences. A review of consumer documentation included individualised services and supports to meet consumer interests, needs, preferences, and personal goals.

Management, staff, and volunteers demonstrated an understanding of how to support consumer emotional needs including the escalation process if concerns are identified. Consumer

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emotional and psychological needs were documented in consumer files. Consumers and representatives described how the services and supports provided promote their emotional and psychological well-being.

Consumers and representatives reported that opportunities have been provided to build and maintain relationships, pursue activities of interest, and participate in the community. Staff, volunteers, and management described how consumers are supported to participate in activities of interest within the community. A review of consumer documentation included information on consumer relationships of significance, interests, and preferred activities.

A review of care planning documentation demonstrated effective communication within the service and with other organisations or providers where responsibility for care is shared. Management described how staff and volunteers access consumer information. Volunteers confirmed they receive communication if there are any changes to consumer condition. Most consumers and representatives were satisfied that the service has good communication systems in place to communicate their needs including when changes occur.

Staff described the process of completing referrals to other organisations in consultation with consumers. Consumers and representatives confirmed services and supports are available and offered. Management discussed how the service works collaboratively with multidisciplinary teams and other community groups to ensure timely care is provided to consumers. A review of care planning documentation demonstrated that timely and appropriate referrals were made.

All consumers and representatives interviewed were satisfied with the meals provided including the quality, quantity, and variety. Meal planning documentation demonstrated the choices available and detailed the nutritional facts, allergies, and intolerances of meals. This was consistent with volunteer feedback which detailed meals provided are clearly labelled with allergies and dietary requirements.

Standard 6

Feedback and complaints		CHSP
Requirement 6(3)(a)	Consumers, their family, friends, carers and others are encouraged and supported to provide feedback and make complaints.	Compliant
Requirement 6(3)(b)	Consumers are made aware of and have access to advocates, language services and other methods for raising and resolving complaints.	Compliant
Requirement 6(3)(c)	Appropriate action is taken in response to complaints and an open disclosure process is used when things go wrong.	Compliant
Requirement 6(3)(d)	Feedback and complaints are reviewed and used to improve the quality of care and services.	Compliant

Findings

I am satisfied based on the Assessment Team's observations and recommendations that the service complies with the Requirements as outlined in the table above and as a result complies with this Standard.

Consumers and representatives described how the service supports them to provide feedback or make a complaint. Staff and management described the informal and formal processes available to consumers to obtain feedback with volunteers confirming how feedback and complaints are escalated. Consumer information packs included information on making a complaint.

Staff and management demonstrated an understanding of the complaints handling policy and other organisations that support consumers in handling complaints. The Assessment Team noted that consumer information packs included information on advocate and interpreter services.

Management described how the service addresses and resolves complaints in accordance with policy. Staff and management described the principles of open disclosure and how open disclosure is achieved. The complaints register demonstrated complaints were recorded, monitored, and reported.

Management and staff described how feedback and complaints are recorded and used to identify trends and implement continuous improvement initiatives. Consumers were satisfied with how the service managed their feedback.

Standard 7

Human resources		CHSP
Requirement 7(3)(a)	The workforce is planned to enable, and the number and mix of members of the workforce deployed enables, the delivery and management of safe and quality care and services.	Compliant
Requirement 7(3)(b)	Workforce interactions with consumers are kind, caring and respectful of each consumer's identity, culture and diversity.	Compliant
Requirement 7(3)(c)	The workforce is competent and the members of the workforce have the qualifications and knowledge to effectively perform their roles.	Compliant
Requirement 7(3)(d)	The workforce is recruited, trained, equipped and supported to deliver the outcomes required by these standards.	Compliant
Requirement 7(3)(e)	Regular assessment, monitoring and review of the performance of each member of the workforce is undertaken.	Compliant

Findings

I am satisfied based on the Assessment Team's observations and recommendations that the service complies with the Requirements as outlined in the table above and as a result complies with this Standard.

Management described how the workforce profile is reviewed to achieve workforce sufficiency and demonstrated actions taken by the service to ensure the workforce is planned and consumer needs are met. This was consistent with documentation reviewed by the Assessment Team. Staff and volunteers confirmed they are allocated sufficient time to complete tasks and described the process of reporting concerns with their schedule.

Consumers and representatives reported the service and staff interactions are kind, caring and respectful. Staff and volunteers described how they interact with consumers in a kind, caring and respectful manner. The Assessment Team reviewed the complaints register which demonstrated no incidents of disrespectful behaviour by staff.

Staff and volunteers discussed how they are supported to perform their roles. Management detailed the minimum qualification requirements as outlined in position descriptions and how the service records, monitors and tracks staff qualifications. Documentation reviewed by the Assessment Team demonstrated that the service effectively monitors contractor compliance documentation including police checks, insurance, and agreements.

Management described training opportunities available for all staff. Staff and volunteers described the induction process and confirmed they are adequately equipped to complete their



roles. The Assessment Team noted all staff were up to date with training and had the required qualifications.

Management described the frequency of completing staff performance appraisals which was confirmed by staff. Management explained how feedback and complaints are used to identify staff educational needs, performance concerns and continuous improvement initiatives. The Assessment Team noted all staff performance appraisals were up to date.

Standard 8


Organisational governance		CHSP
Requirement 8(3)(a)	Consumers are engaged in the development, delivery and evaluation of care and services and are supported in that engagement.	Compliant
Requirement 8(3)(b)	The organisation's governing body promotes a culture of safe, inclusive and quality care and services and is accountable for their delivery.	Compliant
Requirement 8(3)(c)	Effective organisation wide governance systems relating to the following: <ul style="list-style-type: none"> (i) information management; (ii) continuous improvement; (iii) financial governance; (iv) workforce governance, including the assignment of clear responsibilities and accountabilities; (v) regulatory compliance; (vi) feedback and complaints. 	Compliant
Requirement 8(3)(d)	Effective risk management systems and practices, including but not limited to the following: <ul style="list-style-type: none"> (i) managing high impact or high prevalence risks associated with the care of consumers; (ii) identifying and responding to abuse and neglect of consumers; (iii) supporting consumers to live the best life they can (iv) managing and preventing incidents, including the use of an incident management system. 	Compliant
Requirement 8(3)(e)	Where clinical care is provided—a clinical governance framework, including but not limited to the following: <ul style="list-style-type: none"> (i) antimicrobial stewardship; (ii) minimising the use of restraint; (iii) open disclosure. 	Not Assessed

Findings

I am satisfied based on the Assessment Team's observations and recommendations that the service complies with the Requirements as outlined in the table above and as a result complies with this Standard.

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The service conducts annual consumer surveys and regularly seeks feedback from consumers through evaluation forms for meals, activities, and outings. A review of documentation demonstrated the service promotes a culture of safe and effective care and services through provision of policies and procedures, and oversight by the community, economy and culture committee. Monthly meetings occur to discuss home visits, activities, contractors, KPIs, feedback, complaints and incidents.

Staff confirmed consumer-related information is available as well as learning, development and training, policies, and procedures. Home Care Package services are explained to consumers to support their understanding and monthly statements include a breakdown of services provided. The service through the council undergoes an annual external financial audit process.

Opportunities for continuous improvement are identified through review of incidents, feedback and complaints, and legislative changes. Complaints were reported and escalated to management where appropriate with feedback and complaints linked to the service's continuous improvement plan.

Management described conducting a workforce profile review which included workforce sufficiency and demonstrated the actions the service took to ensure that the workforce was planned to ensure the consumer and service needs were met. Regulatory and legislative changes are monitored through membership of the peak provider body and attendance at regular meetings.

There is a risk management policy including a risk matrix and describing how it links to the Plan for Continuous Improvement (PCI). The service conducted home environment assessments to identify risks to consumers and staff and the Quality Audit noted evidence of an incident management system, demonstrating reporting, recording, follow up, and appropriate actions. The service had not conducted training related to Serious Incident Response Scheme (SIRS) reporting, although staff demonstrated their knowledge of abuse and neglect and the service committed to providing training in the future adding this to the PCI as an action for completion.

