

COMMUNITY SERVICES POLICY

Purpose

To enhance the quality of life, independence and well-being of residents of Broken Hill and to facilitate opportunities for members of the community to participate in the planning, development, provision and coordination of community services. The policy will be used to guide Council's decision making, policy setting, planning and the allocation of resources in regards to Community Services.

Scope

This policy provides a context and framework for all of Council's Community Services and the implementation of activities.

General Principles

- 1.0 The engagement of Council with community members to build an equitable and vibrant community, characterised by; celebration of place, ease of access to services and facilities, community harmony and participation in community life.
- 1.1 To research and document the social needs of the community.
- 1.2 To directly deliver selected Community Services when Council resolves to do so.
- 1.3 To ensure an appropriate range of buildings exists to enable Community Services to develop and operate.
- 1.4 To support the development and maintenance of a range of external Community Services delivered by the community based sector.
- 1.5 To consistently review an evolving set of procedures

2.0 **Importance of Community Services**

Council recognises the role of Local Government in maintaining the quality of life for Broken Hill residents through the coordination and planning of Community Services.

3.0 **Access, Equity and Social Justice**

Council recognises that an effective social planning process, for the provision of Community Services, should aim at meeting the needs of all residents, based on the principles of access, equity and social justice.

4.0 **Co-operation and Partnerships**

Council recognises it's function within a regional context and the role it plays in supporting, assisting and providing cooperation between all tiers of Government.

5.0 **Recognition of Constraints**

Council recognises that the demand for Community Services will increase at a rate exceeding the capacity of Local Government and community resources to supply those services, thus economic constraints must be recognised.

6.0 **Implementation of Plans**

To develop, implement and review Council's Strategic Plans in accordance with Council's Community Services Policy and the Local Government Act (1993).

7.0 **Integration of Planning**

To promote cooperation and achieve integration of social, cultural, economic and environmental planning, within Council's Strategic Plans.

8.0 **Prioritising of Resources**

To provide development support to community organisations based on priority needs for the community.

9.0 **Equitable Distribution**

To plan for an equitable distribution of Community Services and facilities throughout the community with priority given to those with the greatest identified needs.

10.0 **Co-ordination and Sharing of Resources**

To promote coordination and sharing of resources in the community in an effort to avoid unnecessary duplication and maximise efficient use of services and facilities.

11.0 **Advocacy**

To advocate on behalf of the local community to other levels of Government for funding and service provision.

12.0 **Support for Community Managed Groups and Services**

Council will encourage community-based management and offer support to community groups and services managed by community members in order to encourage groups in delivering high quality viable services.

13.0 **Future Involvement in Services Deemed Self Sustainable**

To tender for and become involved in the provision of community services in the region where Council expertise is assessed to be capable of providing such services and these can be self sustainable.

14.0 **Fill Service Gaps**

To participate in the provision of services where there is an established need and this has not been able to be met by other organisations.

15.0 **Participation in Joint Programs**

To actively seek the participation in joint community services programs with established organisation within the community and other council's in the region.

16.0 **Evaluation Mechanisms**

To ensure that Community Services programs are meeting community needs by implementing evaluation mechanisms for each program.

17.0 **Provision of Information**

To provide information to residents on Community Services and resources.

18.0 **Seek Feedback from the Community**

To promote and organise surveys, forums and research initiatives to assist in the identification of community needs and services.

19.0 **Provision of Community Buildings**

Council will ensure an appropriate range of buildings exists to enable community services to develop and operate.

20.0 **Multi-Purpose Use of Public Buildings**

To encourage multi-purpose use of public buildings and involvement of user groups in the management of these facilities.

21.0 **Participation in Forums**

To participate in local, regional and state planning forums and consultative processes which relates to the provision of services and facilities for the Broken Hill community.

22.0 **Multi-Cultural Awareness**

To encourage multi-cultural awareness and cross-cultural sensitivity in the community.

23.0 **Support Cultural Diversity**

To acknowledge, promote and encourage cultural diversity in the provision of services and programs.

24.0 **Recognition of Indigenous Culture**

To encourage an awareness and recognition of Indigenous culture and heritage within the Broken Hill community.

25.0 **Encourage Innovation**

To develop innovative ventures to attract further funding to the Community and assist with the provision of services for Broken Hill.

26.0 **Community Services Staff**

Council will employ an appropriate number community services staff to work with communities in the establishment and maintenance of high quality services.

Associated Policies & Documents

- Social Plan 2005-2010
- Cultural Plan 2005-2010
- Disability Inclusion Strategy - Draft
- Youth Strategy 2007-2012
- Access and Equity Policy
- Cultural Policy
- Youth Policy
- Community Consultation Policy
- Integrated Planning Framework

Policy Details

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Responsible Officer: Group Manager Governance & Community