Local plan for Roma, Hodgson and Muckadilla

Progress report

Objective	Progress
Theme 1 – Community Life	
1.1 By 2020 together we will ensure that the Maranoa is a region well known for its friendly, relaxed and welcoming community spirit and where every resident is a valued respected member of the community	
1.1.1 Encourage an inclusive community attitude which allows for the increased participation of all community members in community endeavours.	- ORGANISATIONS encouraging inclusion and participation include: - Commerce Roma - Visit Roma - Rotary, Lion and Apex clubs - Schools and P&Cs - Kindergartens and childcare - Sports clubs and associations - PCYC Air Force Cadets – Roma - Local churches - Scouts and Guides - Mandandanji Limited - Mandandanji Cultural Heritage Services - Surat Aboriginal Corporation

Objective	Progress
	- QCWA - Roma Show Society - Isolated Childrens Parents Association (ICPA), - Rural Fire Brigades, SES, Careflight - Police, ambulance, fire brigade - Bluecare, Anglicare, Lifeline (including Aftercare) - Pinaroo and Westhaven - Hospital auxiliary - Rural and Remote Mental Health programs - Endeavour Foundation Learning and Lifestyle Centre - Act For Kids services - Horizon Housing - Roma Men's Shed - Roma and Districts Historical Society - Roma Pottery - Roma Ceramics - Roma Silversmiths - Maranoa Artists - Roma Patchworkers - Roma Performing Arts - Roma Writers Group - Maranoa Music - Roma on Bungil Gallery Committee - Event organising committees - VIC Volunteers - Government agencies - Industry organisations - Maranoa Regional Council • COMMUNICATION channels supporting inclusion and participation

Objective	Progress
	- o Western Star - o Imparja television - o Bottle Tree Bulletin monthly regional community newsletter (produced by BAG and funded by Council - o Facebook and website pages of organisations - o Roma for Families website - o My Maranoa website - o My Maranoa events calendar - o My Maranoa community directory - o My Maranoa business directory - o Council News monthly publication - o - EVENTS which contribute to inclusiveness and participation: - o Australia Day - o Anzac Day - o Remembrance Day - o Mayors Meet & Greets - EVENTS: ALSO SEE - o 1.4.3 - Festivals and community events
1.1.2 Maintain effective partnerships between the local Indigenous Organisations, Council and other community groups to ensure the community can access and learn about the local Indigenous culture.	- Mandandanji Limited is the key legal entity for the Mandandanji people and maintains a website, office and shop front in Roma for public accessibility - Mandandanji Limited is responsible for Walkabout Parklands which helps provide insights into indigenous culture - Mandandanji Cultural Heritage Services is a business of Mandandanji Limited provides advice for the resource industries, developers and local government on cultural heritage matters

Objective	Progress
	• Mandandanji Limited supports engagement of local communities and indigenous people through the Dreaming Festival and other cultural activities. • Council provides Walk of Art for NAIDOC Week in conjunction with indigenous groups • Surat Aboriginal Corporation programs are based on wider partnerships for service delivery and cultural interactions • Imparja television is part of the network of partnerships linking indigenous communities to each other and other community members

1.1.3 Celebrate the growing ethnicity of the community and create opportunities for residents and visitors to share their cultural heritage with the broader community e.g. Santos Food & Fire Festival.	• Food, performance, art and activities of different cultural groups are incorporated into community events such as Food & Fire Festival, Easter in the Country, local markets, Roma show.
	• ALSO SEE:
	   o 1.1.1 - Encourage inclusive community attitude for increased participation of all community members
	   o 1.1.2 - indigenous partnerships

1.1.4 Hosting of community functions to welcome new residents into the community and provide them with an opportunity to network and obtain community service information.	• Mayors Meet & Greets • Bottle Tree community newsletter (Council funded and produced by BAG) • Community notice board • Numerous Facebook pages • Council website with general and Mitchell specific information • Calendar of events • Community organisation contact list (Council website) • ALSO SEE: o 1.1.1 - Encourage inclusive community attitude for increased participation of all community members

Objective	Progress
	○ 1.4.3 - Festivals and community events
1.1.5 Provide support and services for residents who have English as a second language to assist with transition into the community. e.g. Church services in Afrikaans, multilingual information brochures.	• LOTE collection in Council library • Telephone interpreter services • Medical and hospital interpreter services

1.2 By 2020 together we will create an environment where our older residents are safe, secure, valued, included and continue to actively participate in community life.

Objective	Progress

1.2.1 Older persons have access to the necessary services which enable them to live comfortably and independently in the community via the provision of an adequate amount and range of services.	• Services through:
	  ○ Pinaroo and Westhaven facilities
	  ○ Qld Health services
	  ○ Department of Communities services
	  ○ Bluecare
	  ○ Anglicare
	  ○ Individual churches assistance
	  ○ Meals on Wheels
	  ○ Council customer service centres and libraries
	• ALSO SEE:
	  ○ 1.2.2 - Range of affordable modern living solutions
	  ○ 1.2.4 - Affordable and reliable public transport options

Objective	Progress
1.2.2 Provision of a range of affordable modern living solutions to meet the lifestyle choices of older people.	- Westhaven Aged Care Facility – SWHHS - Small home (40 beds) 24/7 registered nurse - Couples accommodation - Secure garden - Residential aged care - Palliative care - Respite care - Pinaroo – Rotary 50 residential aged care rooms - Independent living cottages - Health services - Contessa House – Respite care - Social housing through Horizon Housing and Council - Bluecare - Anglicare - Meals on Wheels
1.2.3 Provision of high care accommodation to meet community need.	- SEE: 1.2.2 - Range of affordable modern living choices for older people
1.2.4 Provision of affordable and reliable public transport options to service the needs of older people (e.g. medical and personal) both within the Roma area and the broader Maranoa Region.	- Westlander rail service - Bus Queensland - Local taxi service (with government taxi vouchers available) - Bluecare and Anglicare transport options - Qld Ambulance for patient transport - CareFlight - Qld Transport assistance programs

Objective	Progress
1.2.5 Increase disabled or mobility restricted access to the Roma CBD and other key areas.	• Roma CBD has been designed and reconstructed to provide high levels of accessibility and safety • Adungadoo Pathway and Roma Bush Gardens (Railway Dam) precinct have been constructed high levels of accessibility • Building standards require fixed public structures to provide access suited to people with disabilities which in turn assists families with children and older persons.

1.2.6 Assess the current services available to older people and identify opportunities for the development of strategies to deliver smarter and higher quality services, including the investigation of mobile facilities.	• This progress report summaries available services
	• Service providers such as Bluecare, Anglicare, Qld Health have continued to refine service delivery options
	• Technology has been extending the range of services that can be mobile or delivered remotely
	• Council, Qld Government and local community organisations are moving in the direction of World Health Organisation recommendations that age-friendly plans rely on:
	   o Local community-based approaches that build on existing resources, and are supported by a shared vision, high-level strategies and policies, and government leadership
	   o Engagement from local community members, policy makers, researchers and politicians, including local champions
	   o Building local capacity, including the ability to map community services and infrastructure, and opportunities to influence changes at the local level
	   o Approaches that reflect the diversity of older people and respond to the real concerns and issues of community members

Objective	Progress
	o Changing attitudes towards the perception of ageing to a positive view o Consistent government leadership and support to create stability and enable longer-term planning.
1.2.7 Increase the accessibility to quality respite services to improve the quality of life for clients and their carers.	• Respite care through o Pinaroo o Westhaven o Contessa House
1.2.8 Development of groups and activities to encourage socialisation of older people in the community.	• Council and Queensland Government support for: o Seniors Week o Volunteers Week • Men's Shed • MPHS has a Recreational Officer for Senior Inpatients • Pinaroo and Westhaven facilities provide communal recreation and entertainment activities • Community classes from community organisations • U3A – classes • Bluecare and Anglicare programs • Facebook
1.2.9 Event organisers to facilitate greater access to community events and activities for older persons.	• Building standards require fixed public structures to provide access suited to people with disabilities which in turn assists older persons. • Increasing community awareness occurring through many channels of the benefits of facilitating access for people with disabilities and consequently for families with children and older persons.

Objective	Progress
1.2.10 Promote and support community events which celebrate the contribution of older persons to the Roma community e.g. Seniors Week.	- Seniors Week - Anzac Day - Volunteers Week - Oral history collection - Guest speakers at events - PUBLICITY though: - Western Star - Imparja TV - Bottle Tree Bulletin monthly regional community newsletter Facebook and website pages of organisations - My Maranoa website - My Maranoa events calendar - My Maranoa community directory - My Maranoa business directory - Council News monthly publication - ALSO SEE: 1.2.8 Development of groups and activities to encourage socialisation of older people 1.4.5 Incorporation of Indigenous and multicultural elements into community events and arts and cultural programs
1.2.11 Development and delivery of programs which encourage the sharing of life experiences of older people to the wider community.	- SEE: 1.2.8 - Groups and activities to encourage socialisation of older people 1.2.10 - Community events which celebrate the contribution of older persons 1.4.5 - Indigenous and multicultural elements in community events and arts and cultural programs

Objective	Progress
1.2.12 Delivery of innovative programs which allow older people to continue to actively learn new skills relevant to modern society.	- U3A courses - Tech Savvy Seniors program (Council libraries using State Library and Telstra sponsored program) - Council library facilities and programs

1.3 By 2020 together we will create an environment where our children and young people are cared for, safe, actively engaged, and have access to support networks and developmental pathways which will encourage and stimulate them to reach their full potential.

1.3.1 Investigate the range of childcare options and services available in Roma and identify service delivery gaps.	- Services available: - Bounce/Downs Street - Freckles Creative Learning Centre - Bumblebee Place - C & K Maranoa Kindergarten - CCM: Cherub Childminding and Daycare Scheme - Chrystal's Cheerful Private Day Care - Freckles Creative Learning Centre - Kara's Family Daycare - Goodstart Early Learning Centre - Good Vibes Child Minding Service at PCYC - Little Beginnings Family Day Care - Tabatha's Place - Uniting Church Family Day Care Scheme – Roma - School homework clubs, - St Johns kindy (under construction)
1.3.2 Provision of a range of affordable childcare options to meet the needs of the Roma	- SEE 1.3.1 - Range of childcare options and services available in Roma

Objective	Progress

community, including after school care, out of hours care and family daycare.
 	
1.3.3 Continued delivery of parenting programs and parenting network groups.
	
	- Regular cycles of parenting programs through organisations such as
	  - Anglicare
	  - Be Healthy & Safe Maranoa
	  - Council library
	  - Council parenting van
	  - Surat Aboriginal Corporation

1.3.4 Undertake a Youth Accommodation Needs Analysis to determine the accommodation needs and issues of youth living in or relocating to the Roma community on a permanent or temporary basis.	- No specific study undertaken

1.3.5 Provision of quality affordable housing and accommodation facilities specifically for young people who are studying, completing apprenticeships or traineeships. e.g. Student Village, youth housing.	- Roma Youth hostel
	  - 24 students – spaces usually available
	  - Council-owned but contracted out and run by committee
	- Horizon Housing provides social housing for people on incomes below thresholds. Apprentices and students will qualify

1.3.6 Review capacity of Roma Youth Hostel to meet existing and future needs and demands for student accommodation within the Maranoa Region.	- Roma Youth hostel
	  - 24 students – spaces usually available (13 occupants in 2017)
	  - Council-owned but contracted out and run by committee

Objective	Progress
1.3.7 Delivery of health and wellbeing services which focus on the emotional, social and personal needs of young people living in the Roma community.	- School programs - Church programs - PCYC programs - Queensland Health programs 'Department of Communities programs - Rural and Remote Mental Health programs - Youth worker - Lifeline - Endeavour Foundation Learning and Lifestyle Centre - Flexible Respite - In Home Support - Drop In Support & Community Access - Residential Support - Post School Support - Anglicare Children & Parenting programs - Act For Kids services - Aftercare – Lifeline (community managed mental health services) - Council Be Healthy and Safe Maranoa programs
1.3.8 Establishment of a Youth Hub which centralises youth specific services and programs e.g. mental and general health services, housing information modelled on the Head Space concept.	- No specific youth hub established - Number of agencies coordinate range of services with links to a wider network of agencies facilitated by an Interagency Group - PCYC Youth Management Team (YMT) - Interagency Group
1.3.9 Development and delivery of programs which address the issues of underage drinking, smoking, drug use and sexual health. Programs to be delivered in such a way that youth are	- School programs - Church programs - Qld Health – programs – including "beer googles"

Objective	Progress

empowered to respect and value their physical health.	• Department of Communities, Child Safety and Disability Services programs
	• Aftercare – Lifeline (community managed mental health services)
	• Surat Aboriginal Corporation programs
	• Maranoa PCYC, (runs gym, Break the Cycle (learner drivers) and other programs)
	• Imparja TV health advertisements
	• ALSO SEE:
	   o 1.3.7 Delivery of health and wellbeing services which focus on young people
	   o 1.3.8 Establishment of a Youth Hub

1.3.10 Provision of opportunities for young people to actively participate and have roles and responsibilities within community groups and local community events e.g. mentor / buddy and volunteer recognition programs.	• Student leaders in both high schools • Mentoring/coaching by older persons for coaching umpiring • Commerce Roma – Youth Chamber • PCYC Youth Management Team (YMT) • Air Force Cadets - Roma • Leo group (Lions) • Rotary student exchange • Apex club (recently) • Club try-out sessions (golf, bowls club) • Qld Youth Parliament • SES • ALSO SEE: o 1.3.11 Recognition of contribution which young people make to the Roma community
1.3.11 Recognition of contribution which young people make to the Roma community by	• Recognition of achievement through: o Australia Day Awards

Objective	Progress
celebrating achievements, showcasing work and recognising talents wherever possible.	*Young Citizen of the Year Award* *Junior Sports Award* - o *Western Star* - o Bottle Tree Bulletin - o clubs and schools media - o Wall of Fame in PCYC - ALSO SEE: - o 1.3.10 Provision of opportunities for young people to actively participate
1.3.12 Provide opportunities for young people to be actively involved in the development, design and planning of public spaces which are safe and welcoming and encourage social interaction between all generations.	- QUT 27 Hats project - Local community plan process – including place-making strategies
1.3.13 Provide evening activities and events for young people which are drug and alcohol free.	- Sports training and competition - PCYC and Snap Fitness - Blue light disco - School holiday programs - movie nights PCYC, (loss of cinema is significant) - Air Force Cadets – Roma - Scouts and Guides - Church programs
1.3.14 Retention of and continued support for community organisations working to provide youth services across the region.	- Maranoa Interagency Group (register details updated through Council) - Qld Health - Dept. of Communities - Sport & Recreation - Coach the coach - Act for Kids

Objective	Progress
	- Surat Aboriginal Corporation - Endeavour Foundation Learning and Lifestyle Centre - PUBLICITY for service providers and services though: - Western Star - Imparja Television - Bottle Tree Bulletin monthly regional community newsletter - Facebook and website pages of organisations - My Maranoa website - My Maranoa events calendar - My Maranoa community directory - My Maranoa business directory - Council News monthly publication - ALSO SEE: 1.3.7 - Health and wellbeing services which focus on young people 1.3.9 - Programs which address the issues of underage drinking, smoking, drug use and sexual health 1.3.10 - Opportunities for young people to actively participate 1.3.13 - Evening activities and events for young people
1.4 By 2020 together we will create the Maranoa as a region which is proud of its heritage, culturally dynamic, nurtures inspiring artistic expression and stimulates viable creative enterprises.	
1.4.1 Implementation of initiatives and programs to record, preserve and share the social history of Roma and district with the wider community.	- Walkabout Park (including yarning circle plans) - Adungadoo Pathway - Mandandanji Cultural Heritage Services Pty Ltd - Qld Heritage Register - Roma & District Family History Society Inc. - Roma Historical Society burial register

Objective	Progress
	• Cemetery register (see Dale Waldron) • Roma Historical Precincts Inc. (RHPI) • Big Rig and its archives (including Peter Kegan and Noogi Room) • War memorial, monuments and plaques • Anzac Avenue of Heroes • Special commemorations including ANZAC events, Roma 150 year celebrations, etc • Wall of Fame • Interpretive signs around Roma • Council library displays • Council local history book collections and links to wider library network • Council and State archives • Western Star articles and archives • Trove • Wikipedia • Display at Saleyards • China town site • Drive trails and interpretation signs
1.4.2 Sites of cultural and historical importance throughout Roma and district are identified and treated with respect and sensitivity.	• Interpretive signs have been located at most of the historical sites in Roma • Sites are linked by heritage trails (Identifying and interpreting the sites helps engender respect and conservation)
1.4.3 Present festivals and community events which have wide audience appeal and satisfy the cultural and social needs of the Roma community.	• Food & Fire Festival • Mandandanji Dreaming Festival • Easter in Country • NAIDOC Week

Objective	Progress
	- Australia Day, - Anzac Day - Remembrance Day - Roma Show - Volunteer Week - Youth Week - Seniors Week - Be Healthy and Safe Maranoa Xmas Lunch (for community members in need) - Roma Christmas Street Party - Roma Eisteddfod - Gallery openings - Annual Easter Art Show, - Qld Opera and Qld Ballet performances - Comedy shows - Children's theatre - Moonlight Fair (St Johns school Fete) - Roma State School fete - Roma Country Markets - monthly - Roma RSL Markets - monthly - Lions fish and Chips in the park - monthly (Market stalls and live entertainment) - Apex hold different events throughout the year (Fathers day and other fund raisers) - Moorelands Bush Nursery market days - Melbourne Cup luncheons (held by a number of organisations) - Roma Cup, Rugby Races and Roma Picnic Races - Park run at the Big Rig parklands - Every Saturday - Campdraft - Yearly - Charity Rodeo - Yearly

Objective	Progress
	- Pony club - state titles - Roma 7's Rugby Union Carnival - QLD Basketball League (QBL) Pre-season Double Header Men's & Women's Match, Roma - Western Zone Carnival, Roma - South West Qld Junior Basketball Carnival, Roma - School Holiday program - ALSO SEE: 1.4.4 - Program of performing arts, musical concerts, and entertainment productions 1.4.5 - Incorporation of Indigenous and multicultural elements into community events and arts and cultural programs
1.4.4 Development and delivery of a program of performing arts, musical concerts, and entertainment productions which satisfy the cultural and entertainment interests of residents.	- Community organisations supporting performing arts: - Roma Performing Arts - Maranoa Music - Mandandanji Limited - Schools programs - Businesses supporting performing arts: - Abundance Studios - Local tutors - Dancewest - Edrine Kegan Ballet - Local hotels and clubs (venues) - Council with RADF and Queensland Government assistance helps support performances, including:

Objective	Progress
	- o Opera - o Ballet - o Childrens Theatre - Performing headline music and singers – appear according to community preference and corresponding markets (often in festivals) - Council provides performing arts facilities: - o Roma Cultural Centre - o Roma Community Arts Centre - o Bassett Park - ALSO SEE: - o 1.4.3 - Festivals and community events - o 1.4.5 - Incorporation of Indigenous and multicultural elements into community events and arts and cultural programs
1.4.5 Incorporation of Indigenous and multicultural elements into community events and arts and cultural programs.	- Welcome to Country acknowledgements - NAIDOC week events - Mandandanji Dreaming Festival as part of Easter in the Country - Indigenous art displays - Walkabout park - Didgeridoo doo, dancing etc incorporated into events - June-July school holiday program incorporates NAIDOC themes (games, art, etc) - Cultural kitchen and café - Imparja TV articles - ALSO SEE: - o 1.4.3 - Festivals and community events - o 1.4.4 - Program of performing arts, musical concerts, and entertainment productions

Objective	Progress

1.4.6 Continue to develop the Roma Community Arts Centre as a sustainable centralised community arts and cultural resource hub, providing spaces for learning, skill development, cultural activities, art studios and exhibitions.	• Roma Community Arts Centre continues as a sustainable centralised community arts and cultural resource hub
	• Low cost spaces made available by Council
	• Community organisations:
	  o Roma Pottery
	  o Roma Ceramics
	  o Roma Silversmiths
	  o Maranoa Artists
	  o Roma Patchworkers
	  o Roma Performing Arts
	  o Maranoa Music
	  o Roma on Bungil Gallery Committee
	• Exhibitions and displays by local artists (including schools) and travelling exhibitions
	• Council operates Cultural Centre as a complementary facility to Roma Community Arts Centre – used for musicals, ballets, childrens entertainment, dance training

1.4.7 Inclusion of public art in community precincts and recreational areas which is relevant and conceptual yet also reflects the cultural and artistic identity of the community.	• Roma Community Arts Centre • Roma Cultural Centre • Big Rig Parklands • Adungadoo Pathway signs • Santos acquisitive sculptural award (placed on Council property) • Airport entrance and precinct

Objective	Progress
	• Arthur Street toilet precinct panel • Council maintained cemeteries
1.4.8 Inclusion of ascetically pleasing visual landscapes or artscapes in town beautification projects and town planning which are sympathetic and complement the environment in which they are located.	• CBD upgrade and town clock • Town entrance signs • Adungadoo pathway • Big Rig parklands • Roma Bush Gardens (Railway Dam) precinct • Lake Neverfill and lookout • Airport entrance precinct • Heroes Avenue • Anzac memorial and precinct • Roma cemetery • Landscaping requirements in town planning development approvals • Place-making strategy for Roma
1.4.9 Provide opportunities for the involvement of the Roma arts community, arts practitioners and young people in the development of public art.	• Project dependent
1.4.10 Ensure that native and indigenous plant species are considered when planning for town beautification projects.	• Bottle tress and other native species used along roads • Airport precinct plantings • Roma Bush Gardens (Railway Dam) ecosystem plantings
1.4.11 Delivery of workshops and skill development opportunities to the general community which are inclusive, inspiring and	• RADF • Council grants

Objective	Progress
encourage creative expression and exploration of new art forms.	• School holiday and youth week – (eg hip-hop, clay animation, circus skills, in the box theatre) • Food & Fire workshops, • Easter in the Country • Mandandanji cultural heritage workshops • Schools programs (students only) • community art and performance groups' workshops (eg Maranoa Artists, Roma Patchworkers, Roma Silversmiths etc) • Roma Performing Arts annual production • Roma Writers Group, • Ballet, tap jazz, hip-hop, Highland classes • ALSO SEE: o 1.4.4 Development and delivery of a program of performing arts, musical concerts, and entertainment productions
1.4.12 Maintain an exciting and diverse exhibition program for the Roma on Bungil Gallery and Walk of Art including works from local and emerging artists.	• Roma on Bungil Gallery and Walk of Art are always in use with wide-ranging displays
1.4.13 Encourage and support local artists and crafts people to become commercially viable enterprises.	• RADF and Council support • Display space in gallery and library (includes display cabinets) • Access to studios at low costs • Sale venues through Roma on Bungil Gallery, Walk of Art, Big Rig • PUBLICITY though: o Western Star o Bottle Tree Bulletin monthly regional community newsletter o Facebook and website pages of organisations o My Maranoa website

Objective	Progress
	- My Maranoa events calendar - My Maranoa community directory - My Maranoa business directory - Council News monthly publication
1.4.14 Expand the delivery of arts and cultural activities to the communities of Hodgson and Muckadilla.	- Harry Mural VC memorial ANZAC day - Support for walks - Support to hall upkeep at Muckadilla - Drought funding for Community Christmas parties - Frank Ford display– Whistle stop café –

Theme 2 – Active Healthy Community

2.1 By 2020 together we will deliver a high standard of healthcare which is holistic, innovative and services that needs of all residents locally with an emphasis on preventative health programs

2.1.1 Increased local healthcare services in Roma, including dental, mental health, general, allied and specialist services.

- Roma Hospital has been classified as a district hospital, under guidelines for rural and remote health facilities
- Roma Hospital and allied health services offer:
  - 39-bed facility that offers medical, emergency, maternity and surgical services, plus retrievals with the Royal Flying Doctor Service.
  - Offers child health services, including paediatric speech pathology, a parent café, breastfeeding clinic, immunisation clinic, paediatric occupational therapy and physiotherapy.
  - In May 2014, a new seven-bed, sub-acute/rehabilitation service opened. This unit provides geriatric evaluation and management, as well as rehabilitation services and ambulatory clinics, including pain management, dementia and memory services, a continence clinic and a mobility clinic.
  - Pathology and radiology services are offered five days a week and 24-hours on call, and ultrasonography is provided for two days, every fortnight.
  - Community and allied health services include alcohol and drugs, chronic disease management, community nursing, dental, podiatry, dietetics, cardiac, occupational therapy and speech pathology.
  - Home and Community Care services, including domestic assistance, social support, nursing care, personal
- Roma Medical centres
  - Maranoa Medical Centre

- o   Roma Clinic
- o   United Medical Centre
- Roma dental services
  - o   Dental Clinic Qld Health at Roma Hospital
  - o   Roma Dental Centre
  - o   Roma Family Dental Pty Ltd
  - o   School Dental Service
- Roma mental health services
  - o   Lifeline
  - o   Fitness Against Blues (FAB) – Lifeline, Qld Health Council, PCYC, Surat Aboriginal Corporation
- Health care alliances
  - o   Western Queensland Primary Health network
  - o   Western Queensland Primary Care Collaborative Ltd (WQ PCC Ltd)
  - o   Surat Aboriginal Corporation
  - o   Making Tracks – Queensland Health Statement of Commitment to Reconciliation:
    - ▪   Commitment to closing the gap in health outcomes for Indigenous Queenslanders by 2033.
    - ▪   New Aboriginal and Torres Strait Islander Liaison Officer roles in 2016-17.
    - ▪   Services which are culturally respectful and responsive to individual needs:
    - ▪   Provide information about the hospital and community and allied health services;
    - ▪   Support hospital staff in communicating treatment processes and procedures and daily ward visits
    - ▪   Provide support and assistance with referrals to relevant services;
    - ▪   Involved in community and health programs.
- Fitness services
  - o   Be Healthy Maranoa

- o Roma Parkrun (Website) and Roma Parkrun (Facebook)
- o PCYC
- o Snap Fitness (Facebook)
- o Wot's on GYMnastics
- o Get Active – Anglicare
- o Shape Shifters – Community and Allied Health

2.1.2 Implementation of programs and initiatives which enhance residents' access to affordable high quality fresh fruit and vegetables.

- Fresh fruit and vegetables are available, including major supplies at:
  - o Woolworths
  - o IGA
  - o Hawthorn Street fruit & veg
  - o Roma community markets
- Be Healthy eating programs encourage fruit and vegetable consumption, which is necessary for suppliers to maintain stocks.

2.1.3 Increased promotion of available holistic health and wellbeing services, emphasising associated benefits.

- Promotion occurring through:
  - o My Maranoa community directory
  - o Western Star
  - o Roma for Families website
  - o Facebook and websites of community organisations and service providers
  - o Be Healthy and Safe Maranoa
  - o Qld Health website
  - o Australian Government health agency websites
  - o Go for Green (G4G) Health Choices program

2.1.4 Investigate the feasibility of a mobile blood van service which is based in or visits the Maranoa Region regularly.

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2.1.5 Development of incentive programs to attract and retain qualified medical practitioners,

- SW Hospital and Health Service midwife and nurses exchange program
- Ongoing improvement of infrastructure, services and appearance of Roma as a locality with great liveability

nursing staff and allied health professionals to Roma.	• Delivery in Roma of Australian College of Operating Room Nurses accredited Perioperative Introductory Program (PIP) Rural • Private practice options • Graduate nurse program • Clinician Engagement Strategy 2016-2019 • Qld Health flexible work practices and employee support programs • Sufficient clustering of health professional to create local supportive networks

2.1.6 Provision of information detailing health service availability.	• Information available through:
	    o My Maranoa community directory
	    o Western Star
	    o Roma for Families website
	    o Facebook and websites of community organisations and service providers
	    o Be Healthy and Safe Maranoa
	    o Qld Health website
	    o Australian Government health agency websites
	    o Council Parenting van
	    o My Aged Care or call 1800 200 422
	    o Department of Health and Ageing
	    o Department of Veterans' Affairs
	    o Australian Electoral Commission
	    o Medicare
	 • Nurse navigators –SWHHS help patients, carers and their families access and coordinate the increasingly complex health system.
	 • Improvements being sought through Consumer and Community Engagement Strategy of 2016-2019
	 • ALSO SEE:
	    o 2.1.1 Increased local healthcare services in Roma
	    o 2.1.3 Promotion of holistic health and wellbeing services

2.2 By 2020 together we will positively contribute to community wellbeing through the provision of a diverse range of sporting and recreational opportunities, facilities and open spaces for all residents which encourage active lifestyle options and high levels of participation and facility utilisation

2.2.1 Investigate the feasibility of upgrading Bassett Park as multipurpose entertainment, sporting and recreational facility to meet the existing and future needs of the both the Roma community and the wider Maranoa community.

- Established advisory committee
- Master plan – ongoing review and implementation, including:
  - o Feasibility study for equestrian complex
  - o Detailed concept design
  - o Preliminary order of costs estimate
  - o Multi-purpose indoor including entertainment
  - o Design members bar extension and grandstand upgrade – includes access for people with disabilities
- Completed projects include:
  - o Netball relocated to Bassett Park to regional standard facility
  - o Stables upgrade and tie-up stalls upgrade
  - o Equine pool
  - o Main bar upgrade
  - o Wool court kitchen

2.2.2 Undertake a feasibility study to assess the need and level of community support for the establishment of a PCYC in Roma.

- PCYC established

2.2.3 Actively engage the community and relevant key stakeholders in the development of a Master Plan for a major multipurpose sporting precinct in Roma to service both the local and regional community.

- SEE – Bassett Park:
  - o 2.2.1 upgrading Bassett Park as multipurpose entertainment, sporting and recreational facility
- For master plans for other facilities, case-by-case:

o   Tennis court complex - state lease – and council assistance
o   Swimming pool – Council lessee

2.2.4 Identify opportunities for mobile infrastructure, equipment and resources to be acquired and shared by local sporting and recreational groups. e.g. mobile tiered seating.

- Shared mobile facilities include:
  o   Mobile tiered seating
  o   Shade structures
  o   Tables and seats hire by Council and Roma state college
  o   Pony club jumps?
  o   Mobile coldroom
  o   Mobile generator
  o   PA systems

2.2.5 Implementation of a schedule of preventative and routine maintenance of Council owned sporting and recreational facilities and infrastructure.

- Council has an ongoing audit of all facilities in conjunction with asset management plan and management agreements
  o   Routine fire systems tests and pest management programs
  o   Management agreements with Council for many facilities clarify maintenance responsibilities
  o   Exclusive use facilities – maintenance is club responsibility
  o   Lessee responsibilities in other cases – depends on lease – eg swimming pool

2.2.6 Development and implementation of club committee / executive succession planning including mentoring / buddy programs to ensure that roles are rotated regularly to prevent volunteer burn out.

- Sport and rec governance programs and workshops
- coach the coach programs
- Five year plans for sporting clubs
- Service club constitutions which call for rotating leadership

2.2.7 Implement initiatives that encourage and welcome new club members so as to increase the membership and volunteer base of local clubs and community groups.

- Western Star articles and advertising
- Mayor meet and greets
- Sign-on days,
- Free trial periods
- Department Sport and Rec voucher system for disadvantaged persons

2.2.8 Actively market and promote the Roma facilities to external sporting and recreational bodies to attract major events, carnivals, competitions and camps.

- PUBLICITY though:
  - Western Star
  - Bottle Tree Bulletin monthly regional community newsletter
  - Facebook and website pages of organisations
  - Roma for Families website
  - My Maranoa website
  - My Maranoa events calendar
  - My Maranoa community directory
  - My Maranoa business directory
  - Council News monthly publication
  - Tourism and Events Qld website
  - Trip advisor
  - Maranoa tourism publications
- Submissions and applications for hosting events

2.2.9 Create opportunities for young people to participate in a diverse range of sporting and recreational activities and provide support to enable them to compete at local, regional, state and national levels.

- Sign-on days, free trial periods
- Department Sport and Rec voucher system for disadvantaged persons
- School holiday programs
- PCYC
- Qld Government Young athletes

2.2.10 Installation of exercise equipment along existing walking paths.

- Installed along Adungadoo Pathway

2.2.11 Continued delivery of education programs and initiatives that encourage responsible dog ownership within Roma to create an environment in which residents feel safe to exercise and walk.

- Education programs include Dogs Day Out
- Council has undertaken property inspections across all Maranoa towns and villages and increased enforcement and dog and cat ownership education action part of improving dog control

| 2.2.12 Investigate and develop if appropriate, an off leash area in Roma to allow for greater socialisation of dogs and owners. | - Council has concentrated on ensuring all urban dogs be registered as part its dog management programs to control nuisance and increase public safety
- Policies and laws introduced and enforced for limiting numbers of urban dogs to 2 per property
- Dangerous and menacing dogs are placed under special permits or destroyed
- Council operates dog re-homing program for dogs assessed as suitable for re-homing

- Project in progress – funds allocation and in design phase |

Theme 3 – Naturally Sustainable Environment

3.1 By 2020 together we will actively strive to conserve, restore and enhance the Maranoa's natural environment and assets by engaging and empowering residents, businesses and industry to proactively seek out opportunities to reduce our ecological footprint at local level.

3.1.1 Promote and deliver initiatives and programs to educate and encourage community members to reduce their ecological 'footprint'.

- Council waste management strategy under review
- Dump recycling of metals and green waste
- Queensland Government – *Queensland Waste Avoidance and Resource Productivity Strategy (2014–2024)* sets a framework for waste avoidance and recovery performance
- This is an industry-led strategy that sets targets for improving resource recovery and recycling rates and reducing landfill disposal over the next 10 years. These targets take account of the different circumstances and opportunities in metropolitan, regional and remote parts of Queensland
- The strategy is underpinned by *Waste Reduction and Recycling Act 2011* and Queensland Government Action Plan
- Council kerbside clean-up assists recycling
- PUBLICITY for:
  - MobileMuster (mobile phones)
  - Op shops (Salvos, Vinnies, etc)
  - Keep Maranoa Beautiful
  - Composting.
  - Switching to online billing and fixing a 'No Junk Mail' sign to your letterbox
  - Re-using glass jars, plastic bags and cardboard boxes
  - Using recycling facilities at Council refuse facility

3.1.2 Implement programs which encourage the cleanliness and positive presentation of the CBD, roadsides and public areas.	• Kerbside clean-up • Clean-up Australia Day • Routine council maintenance • Council property-by-property unsightly allotment inspection program
3.1.3 Undertake further investigation into the Roma flood zones and run-off areas to develop appropriate flooding prevention and/or damage mitigation strategies.	• Council, in conjunction with Qld Government has organised extensive flood management investigations and developed staged plans for flood mitigation measures • Stage 1 levee has been constructed • Stage 2 levee has been designed and implementation measures started
3.1.4 Implement community education programs and initiatives which promote water conservation e.g. water efficient devices or water sensitive urban design.	• The Council website has an extensive series of information sheets on *Waterwise* topics. • Water restrictions and usage charges also help to encourage conservation behaviours
3.1.5 Explore opportunities and implement strategies to reduce and manage waste generation and disposal within Roma and surrounding district including rural properties, local businesses and industries.	• Council waste management strategy under review • Council has established green waste composting facility • Dump recycling of metals and green waste • Queensland Government – *Queensland Waste Avoidance and Resource Productivity Strategy (2014–2024)* sets a framework for waste avoidance and recovery performance • This is an industry-led strategy that sets targets for improving resource recovery and recycling rates and reducing landfill disposal over the next 10 years. These targets take account of the different circumstances and opportunities in metropolitan, regional and remote parts of Queensland • The strategy is underpinned by *Waste Reduction and Recycling Act 2011* and Queensland Government Action Plan

3.1.6 Preserve and maintain the integrity of the local natural environment and assets within Roma and the surrounding district.

- Maranoa planning schemes provide framework and development controls to preserve natural environment and assets
- Queensland Government uses vegetation management mapping, legislation and state clearing controls
- Keep Australia Beautiful campaign in conjunction with Council Keep Maranoa Beautiful
- Council property-by-property unsightly allotment and animal control inspection program
- Council operates ongoing weed spraying, coordinated wild dog baiting programs
- Council provides bounties on wild dog scalps and funds the Golden Dogger awards
- Council officers monitor weeds and other pests on crown and public lands
- Council offers an information service and work with Landcare and sub-catchment groups
- Landcare and sub-catchment groups assist with development of property plans with landholders and some implementation funding
- State government provides fact sheets and 1080 for baiting programs and wild dog coordinator and biosecurity officer
- Council assists with identification and with funding opportunities
- Council is a member of state oversight group for pest animals, plants and disease

3.1.7 In consultation with the local community, identify an appropriate site for the relocation of the Muckadilla Waste Transfer Station.

Theme 4 Community Place Making

4.1 By 2020 together we will provide a diverse and balanced supply of accommodation options which meet the lifecycle needs of all existing and potential residents and where housing needs are met in safe, liveable, affordable, well planned and sustainable neighbourhoods.

4.1.1 Development of a diverse range of housing stocks to address supply demands and provide market price variations for the home owner and rental markets.

- Roma has wide range of housing stocks which include:
    - Traditional 2, 3 and 4+ bedroom houses on 600 m2 and larger lots
    - Rural residential housing
    - Small lot housing
    - Units
    - Social housing – houses and units
    - Student hostel
    - Worker accommodation camp (Diamantina Village)
    - Council housing
    - Vacant, developed land
    - Land bank for further residential development (Police Paddock)

4.1.2 Ensure that town planning instruments provide for an even distribution of multi-dwelling housing developments throughout Roma to avoid high density housing pockets.

4.1.3 Investigate the need and opportunity for the release of additional land in Muckadilla for residential purposes.

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4.1.4 Provision of affordable accommodation options for disabled persons and younger and older members of the Roma community including

- Some social housing provided through Horizon Housing (and by Council) is suited to person with disabilities
- There is very little of this type of housing in Roma

hostels, townhouses, flats, units, apartments and single housing and semidetached dwellings.

4.1.5 Provision of affordable and attractive retirement estates for older persons.	• Pinaroo and Westhaven provide affordable and attractive retirement facilities • Clearview Rise development incorporated smaller, more easily maintained housing options for older persons in attractive settings • Horizon housing – older persons housing options
4.1.6 Information relating to flood zones is available for investors, developers, builders and home owners to assist with future flood damage mitigation.	• Council and Queensland Government websites contain flood zone information and development guidelines • Includes information about levee development
4.1.7 Encourage the development of safe, family friendly liveable neighbourhoods which incorporate the principles of sustainable urban design and construction technologies and include open space areas.	• Draft Maranoa planning scheme incorporates development controls and guidance to developers facilitating development of safe, family friendly liveable neighbourhoods and sustainable urban design • Draft Maranoa planning scheme incorporates components of Roma place-making strategy, trails strategy and local community plan
4.1.8 Provide public infrastructure to facilitate the use of alternative transport options e.g. connected bike paths and walkways linking residential areas to Roma CBD.	• Roma Bush Gardens (Railway Dam) pathways • Adungadoo pathway • Bike paths along roads • Footpath improvements

4.1.9 Implement strategies and initiatives that encourage the beautification and landscaping of industrial areas throughout Roma, particularly town entrances e.g. Roma Saleyards site.	• Roma place-making strategy implementation, including town entrance signs and landscaping
	• Landscaping requirements in town planning approvals for industrial land
	• Significant landscaping projects:
	   o Airport precinct entrance and landscaping
	   o Council Cartwright Street depot landscaping
	   o New entrance for Roma saleyards – under construction

4.1.10 Increase community safety through the provision of well-lit streets and public areas.	• All new developments required to install adequate public lighting
4.1.11 Investigate the viability of the installation of solar powered street and public area lighting.	• Used in limited locations

4.2 By 2020 together we will provide and maintain public facilities and infrastructure which enhances the liveability of the Maranoa, are well utilised and service the existing and futuristic needs of all residents in a balanced, timely, well planned and cost efficient manner.

4.2.1 Implementation of procedures which facilitate the timely and efficient processing and assessment of Development and Building Applications.	• Progressive implementation of process improvement • New Maranoa planning scheme reduces number of development types requiring approval • Council Development Services online website being installed
4.2.2 Implementation of appropriate community engagement activities when planning future community infrastructure and facility development or upgrades for the communities of Roma, Hodgson and Muckadilla.	• Local community planning process • Basset Park Advisory Group • Bungil Street Oval user group • Invitations to individual clubs and organisations
4.2.3 Develop a Master Plan for the upgrading and ongoing maintenance of existing Council owned entertainment facilities e.g. Cultural Centre and Bassett Park, to a standard to attract and host major events.	• Council facility maintenance managed by scheduled maintenance and facility inspection programs • ALSO SEE o 2.2.1 upgrading Bassett Park as multipurpose entertainment, sporting and recreational facility

4.2.4 Implementation of an Infrastructure Asset Management Plan for all Council owned facilities, public spaces, sporting and recreational areas in the Roma community.	- Council has an ongoing audit of all facilities in conjunction with asset management plan and management agreements - ALSO SEE 2.2.1 upgrading Bassett Park as multipurpose entertainment, sporting and recreational facility 2.2.5 Implementation of a schedule of maintenance of Council owned sporting and recreational facilities and infrastructure 4.2.3 Develop a Master Plan for the upgrading and ongoing maintenance of existing Council owned entertainment facilities
4.2.5 Engage the local communities of Roma, Hodgson and Muckadilla in the development of town beautification projects including streetscaping, town entrance areas and where appropriate include the installation of public art.	- Local community planning process had community engagement - Roma Place-making included local community members
4.2.6 Roma CBD design to be reassessed to consider pedestrian safety and aesthetic appeal.	Roma CBD design underwent series of refinements including improvements to safety and aesthetic appeal
4.2.7 Future public infrastructure planning to be child friendly and include access for disabled and mobility restricted people e.g. wide footpaths, public spaces, buildings, amenities and recreational areas , parenting rooms and facilities.	- Council footpath upgrades are including improved wheelchair access - Building standards now have wheelchair access requirements which also accommodate child strollers - Building standards include requirements for toilets for people with disabilities - Parenting facilities: - Bassett Park Showgrounds – (in the Pavilion) - Big Rig Tourist Information Centre and Café (in the Men's and Ladies toilets- both toilets are also fully wheelchair accessible) - Community and Allied Health Building – (Breastfeeding room and toilets) - Community Arts Centre Lounge- (behind Library) - CWA Rooms – 57 Arthur Street (Parenting room) - Fusion Café – 46 Wyndham Street - Maranoa Regional Council Building – Cnr Bungil and Quintin Streets

	o Maranoa Regional Council Toilets – In car park in Arthur Street between Landmark building and State Government Offices o McDonald's Roma o Roma Community Hub – 57 Bungil Street o Roma Swimming Pool – 142 McDowall Street (in Men's and Ladies' change rooms)
4.2.8 Installation of directional and location signage for major facilities, amenities and attractions in Roma and surrounding district.	• Significant locations have signage • Tourism drive signage being progressively installed to implement tourist drives

4.2.9 Public amenities in Roma and surrounding district are clean, regularly maintained and well lit.	• Council undertakes routine maintenance to keep town streets, parks and surrounds neat and tidy
	• Council has a rolling program of works for each community
	• Footpath upgrades undertaken, especially in CBD
	• Relocation of CBD toilets
	• Local town and surrounds coordinators appointed by Council to provide local responses to maintenance and safety matters.
	• ALSO SEE:
	   o 2.2.5 Implementation of a schedule of maintenance of Council owned sporting and recreational facilities and infrastructure
	   o 4.2.4 Implementation of Infrastructure Asset Management Plan for all Council owned facilities and public spaces

4.2.10 Expansion of the existing walking and bike pathway networks to create linkages with areas within Roma and encourage use of environmentally friendly means of transportation e.g. expansion of the Adungadoo Pathway.	• Adungadoo Pathway was extended • Roma Bush Gardens (Railway Dam) area path improvements • Cycling routes along roads • Big Rig parklands • Footpath improvements

4.2.11 Investigate Installation of sidewalk seating outside of the Roma CBD to provide regular rest points for pedestrians and people participating in gentle physical exercise.	• Sidewalk seating near major pathways (eg Adungadoo Pathway)
4.2.12 Investigate the installation and maintenance of water bubblers in public areas, recreation and public gathering areas.	• Drinking water is available in high use public places
4.2.13 Council to ensure that appropriate effective infrastructure and public drainage is in place.	• Council, in conjunction with Qld Government has organised extensive flood management investigations and developed staged plans for flood mitigation measures • Stage 1 levee has been constructed • Stage 2 levee has been designed and implementation measures started • Major stormwater projects complete in Roma

Theme 5 Maranoa on the Move

5.1 By 2020 together we will provide the community with a safe, accessible, reliable, sustainable, cost effective and affordable transport system that is well connected and enables the efficient movement of people and products throughout the Maranoa and successfully integrates into regional, state and national transport network systems.

5.1.1 Significant upgrade of the Warrego Highway servicing the communities of Roma, Hodgson and Muckadilla to eliminate safety hazards and cater for the significant increase in passenger and heavy vehicle traffic.

- Significant improvements made to Warrego and Carnarvon Highways as part of flood recovery works

5.1.2 Development and implementation of an annual schedule of programmed maintenance for existing road networks in town and rural locations to ensure capacity to meet the demands of current and future traffic flows.

- annual schedules of programmed maintenance for existing road networks in town and rural locations to ensure capacity to meet the demands of current and future traffic flows

5.1.3 Ensure the provision of parking for a range of vehicles including long body vehicles (trucks, motorhomes, car and trailer / caravan combinations) in several well signed locations accessible to the CBD.

- Truck break-up area on western side of Roma has been improved
- Truck parking near Big Rig parklands – close to motels and town centre
- New truck stop and parking being developed at Roma Saleyards

5.1.4 Develop and maintain Roma airport infrastructure to accommodate the high demand for airport services and passenger traffic, including significant terminal modernisation and

- Roma airport infrastructure has been expanded to provide flexible high capacity options for passenger traffic, freight and other airport services
- Roma passenger terminal has been modernised and provide high quality appearance and services

upgrade to cater for industry and domestic passenger needs.

5.1.5 Ensure that air services meet private and business passenger needs including number of daily flights and range of destinations.

- QantasLink and Queensland Government partnership has continued which provides guaranteed daily services
- Resident fares available

5.1.6 Investigate strategies to maximise the use of existing rail services and explore opportunities to upgrade rail infrastructure to deliver high quality freight and passenger services at affordable prices.

- Westlander continues to provide services east to Brisbane and west to Charleville with connections to Cunnamulla and Quilpie (Qld Government subsidy is over $4,000 per passenger)

- Inland rail proposal is not going to benefit Roma and may reduce capacity into Brisbane with competition for urban rail capacity.
- Inland rail proposal includes second rail crossing north of Toowoomba and will increase capacity across Great Dividing Range but not into Brisbane without further major urban rail capacity investment.

5.1.7 Provision of local public transport which is effective, reliable, accessible and affordable to residents.

- Local transport options include:
  o Taxi service
  o Limousine service
  o Bus Queensland (along Warrego Highway)
  o Small buses run by local community organisations
  o Bluecare cars used for client transport
  o Buses for hire from four rental car companies
- Queensland Government provides transport assistance to help students travel to and from school under the School Transport Assistance Scheme (STAS).

5.1.8 Investigate the feasibility of a 'loop' bus service operating throughout Roma.

- Insufficient demand to make traditional, scheduled bus service viable
- Possibility of an "Uber" style bus system could be investigated

Theme 6 Foundations for the Future

6.1 By 2020 together we will provide learning and skill development pathways which are innovative, locally accessible to all residents, address regional skill deficits and encourage investment in a person's capacity to prosper and contribute throughout life.

6.1.1 Actively promote the full range of courses and workshops which are available to the Roma and regional community to maximise participation rates.

- Courses and workshops are promoted through:
  - Western Star
  - Bottle Tree Bulletin
  - Council News
  - Council community events website
  - Commerce Roma (website and newsletters)
  - Visit Roma(website and newsletters)
  - Roma for Families website
  - Community organisation websites TAFE Qld, Golden West, university and school websites
  - Mandandanji website
  - Qld Government agency websites, including:
    - Business Qld
    - State Development
    - Small Business
    - Tourism
  - Australian Government agency websites
  - Websites operated by land management and industry groups, including:
    - Dawson Catchment Coordinating Association
    - Landcare
    - Agforce
- ALSO SEE:
  - 6.1.3 - Workforce capacity building workshops

o 6.1.4 - Affordable workshops for small business owners and potential owners
o 6.1.7 - Training programs which focus on the introduction to basic, new and innovative technology

6.1.2 Ensure that early learning, primary and secondary education programs which are delivered in Roma maximise the learning potential of students and raise academic standards.	• Council has made submissions to Australian Government education reviews and funded university research into establishing hubs to facilitate locally-delivered and better integrated education, training and employment • Roma library offers reading and other 0 to 5 (First Five Forever) • Schools operate within the education curriculum requirements. • Schools offer VET courses with some courses available to diploma level. • Monitoring and assessment under NAPLAN and My School website
6.1.3 Delivery of workforce capacity building workshops to address skills such as resume writing, interview skills, customer service, workplace etiquette and professional writing.	• Business excellence program - Maranoa Regional Council, Department of State Development, Infrastructure and Planning (DSDIP), Commerce Roma's Shop Local, Invest Local initiative, and the Western Star) – includes access to business capability training • Group training opportunities through Golden West (minimum course numbers remains an issue for running courses) • Online training services available – (internet quality has improved) • School programs directed towards job-readiness • ALSO SEE: o 6.1.1 - Promote range of courses and workshops
6.1.4 Delivery of affordable workshops to assist and support small business owners and potential owners.	• Workshops materials available through Business excellence program - Maranoa Regional Council, Department of State Development, Infrastructure and Planning

	(DSDIP), Commerce Roma's Shop Local, Invest Local initiative, and the Western Star) – includes access to business capability training
	• ALSO SEE:
	o 6.1.3 - Delivery of workforce capacity building workshops
	o 6.1.5 - Guest speaker program for the local business community
6.1.5 Delivery of a guest speaker program to inform, inspire and motivate the local business community and support them with their professional and business development.	• Commerce Roma, Council, Department of State Development cooperate in providing guest speakers to motivate and assist business development
	• ALSO SEE:
	o 6.1.4 - Affordable workshops for small business owners and potential owners.
	o 6.1.1 - Promote range of courses and workshops
6.1.6 Investigate the feasibility for the development of a University link, or similar, to allow students to study externally with the support of a local well-resourced learning centre.	• Internet quality has improved with NBN now available in Roma and Skymuster outside of Roma
	• External university courses available through number of universities
	• Roma is being promoted as a training hub with linkages to outlying communities
	• ALSO SEE
	o 6.1.10 maximise utilisation of existing training and educational infrastructure, resources and services
6.1.7 Delivery of training programs which focus on the introduction to basic, new and innovative technology and the development of associated user skills.	• Training offered through programs operated by:
	o Dawson Catchment Coordinating Association
	o Landcare
	o Agforce
	o Australian Government – business.com.au
	o Business Queensland and Advance Queensland
	o Qld Department of State Development
	• TAFE Qld courses on offer when numbers are available
	• Council and Commerce Roma have provided access to programs through funding and coordination

- ALSO SEE:
  - o 6.1.1 - Promote range of courses and workshops
  - o 6.1.3 - Delivery of workforce capacity building workshops
  - o 6.1.5 - Guest speaker program for the local business community

6.1.8 Increase accessibility to information on improved agricultural and grazing practices to support continued industry growth, efficiencies and encourage best practice.

- Information on improved agricultural and grazing practices is now mainly internet-based, especially through:
  - o Industry and producer websites
  - o Qld and Australian Government agency websites
- Industry advisors contacted through business and industry websites
- Training offered through programs operated by:
  - o Dawson Catchment Coordinating Association
  - o Landcare
  - o Agforce
  - o Australian Government – business.com.au
  - o Business Queensland and Advance Queensland
  - o Qld Department of State Development
- ALSO SEE:
  - o 6.1.1 Promote range of courses and workshops
  - o 6.1.3 Delivery of workforce capacity building workshops

6.1.9 Provision of recognised hospitality and customer service training locally to ensure that high standards of service are delivered throughout the community.

- Business excellence program - Maranoa Regional Council, Department of State Development, Infrastructure and Planning (DSDIP), Commerce Roma's Shop Local, Invest Local initiative, and the Western Star) – includes access to business capability training
- ALSO SEE:
  - o 6.1.1 Promote range of courses and workshops
  - o 6.1.3 Delivery of workforce capacity building workshops

6.1.10 Implementation of strategies to maximise utilisation and returns (educational, social and

- Roma is being promoted as a training hub with linkages to outlying communities

economic) for existing training and educational infrastructure, resources and services.	- Council has made submissions to Council has made submissions to Australian Government education reviews which look to deliver enhanced regional and remote education - Council has funded university research into establishing hubs to facilitate locally-delivered and better integrated education, training and employment - Group training opportunities through Golden West (minimum course numbers remains an issue for running courses) - Online training services available – (internet quality has improved) - External university courses available through number of universities - Access to training offered through programs operated by: - Dawson Catchment Coordinating Association - Landcare - Agforce - Business Queensland and Advance Queensland - Department of State Development - Grant funded courses and workshops (State and Council) - ALSO SEE: 6.1.1 Promote range of courses and workshops 6.1.3 Delivery of workforce capacity building workshops
6.2 By 2020 together we will achieve a smart economy which fosters innovation and sustainable growth and is characterised by diverse and adaptable industry, business and commercial sectors which are underpinned by a highly skilled and energetic labour force	
6.2.1 Promote and encourage the benefits of professional development for individuals and the	• Business excellence program - Maranoa Regional Council, Department of State Development, Infrastructure and Planning (DSDIP), Commerce Roma's Shop

advantages of high service standards and customer focus within a business.

Local, Invest Local initiative, and the Western Star) – includes access to business capability training
- Business awards
- ALSO SEE:
    - o 6.1.1 Promote range of courses and workshops
    - o 6.1.3 Delivery of workforce capacity building workshops
    - o 6.1.9 - Recognised hospitality and customer service training locally

6.2.2 Development and implementation of a program to attract and retain energetic, qualified and skilled people to Roma in order to fill identified skill shortages.

- Overarching strategy program to attract and retain energetic, qualified and skilled people to Roma is to ensure that there are local jobs available and that there is access to quality lifestyle options
- Strategic documents supporting local jobs and lifestyles include:
    - o Maranoa Economic development strategy, including business and industry plan and tourism plan
    - o Maranoa community plan and Roma local community plan
    - o Council corporate and operational plans
    - o Maranoa planning scheme
    - o Queensland Government and Australian Government industry development strategies
    - o Corporate and operational plans of industry groups
    - o Corporate and operational plans of businesses
- Projects which help attract and retain people include:
    - o CBD streetscape upgrade
    - o Improvements to recreation and sporting facilities
    - o Well maintained public spaces
    - o Airport upgrade
    - o NBN installation
    - o Council programs to improve animal management and appearance of private property
    - o New hospital development
    - o Improvements in local products and services (for example, quality coffee)

6.2.3 Encourage and promote the benefits of partnerships and collaborations within the community.	- Commerce Roma, Visit Roma, Council and DSD have respectively promoted local and regional partnerships and collaborations, including with: - Industry organisations - Resource companies - Government agencies - Community organisations - Basset Park Master Plan is an example of community collaboration - Community directory on Council website helps communicate the existence of organisations which can be partners - Council is a member of regional organisations such as: - SWRED - TSBI - Outback Queensland (OQTA) - Many local businesses are members of industry groups and networks - There is increasing community and business use of online networking tools, including: - Facebook - LinkedIn
6.2.4 Revitalisation of existing commercial/retail hubs in Roma which are easily accessible, vibrant, safe, well designed and meet the retail, hospitality and commercial needs and want of the local community.	- Planning and development control have helped concentrate retail and hospitality services in the CBD - This has been supported by a major CBD landscaping project that makes the CBD more appealing
6.2.5 Encourage the development of businesses and professional enterprises in the Roma to service the retail, business and personal needs of local residents and visitors.	- Proposed business and industry strategy recognises the importance of Roma as a regional service centre - Roma is the preferred location of higher–order health, education and government services, sport and recreation facilities, retail shopping and industry - Existence of higher-order services in one location tends to attract other higher-order services, which is for the benefit of the whole of the Maranoa - ALSO SEE: 6.2.4 Revitalisation of existing commercial/retail hubs in Roma

6.2.6 Improve the visual presentation of the Roma CBD and engage business operators and property owners to enhance shop front presentation and street appeal.

- Completion of a major CBD landscaping project that makes the CBD more appealing
- Commerce Roma and Visit Roma have been actives in promoting the importance of street appeal
- Compliance action against some premises owner/operators to deal with health and safety matters.

6.2.7 Partner with and encourage the resource sector and associated businesses to adopt labour hire practices that support local employment and economic growth.

- A government inquiry was held into FIFO practices
- Matters related to resource industry workers were further considered by the Queensland Parliament when it passed the *Strong and Sustainable Resource Communities Act 2017* after holding public hearings and examining public submissions. The legislative considerations noted a difference between the construction and operational phases of major resource industry projects and generally acknowledged that workers in the construction phase were more appropriately placed in worker accommodation camps while operational phase workers should be encouraged to live in nearby communities.
- Council has made submissions that supported the Queensland Government legislation restricting fly-in and fly-out (FIFO) operations (*Strong and Sustainable Resource Communities Act 2017*)
- Origin and Santos have adopted enhanced local communities procurement and accommodation strategies
- Origin has embarked on program to encourage employees to live locally

6.2.8 Delivery of a range of programs and information sessions targeting succession planning to assist older rural based people with planning for the future and developing strategies which enable them to successfully manage and operate their business throughout the various stages of life.

- SEE:
  - 6.1.1 - Promote range of courses and workshops
  - 6.1.3 - Delivery of workforce capacity building workshops
  - 6.1.5 - Guest speaker program for the local business community
  - 6.1.8 Increase accessibility to information on improved agricultural and grazing practices

6.3 By 2020 together we will be able to communicate globally through reliable contemporary telecommunications technologies and networking systems.

6.3.1 Provision of information and delivery of initiatives which ensure that local residents, businesses and industry are aware of and have access to contemporary and new technologies, programs and services.

- SEE:
    - o 6.1.1 - Promote range of courses and workshops
    - o 6.1.7 - Training programs which focus on the introduction to basic, new and innovative technology and the development of associated user skills
    - o 6.3.3 - Expand the function of the Roma Library to become a key provider and facilitator of techno-literacy

6.3.2 Roma residents and visitors have access to a 24hour internet access point.

- Available through home services only

6.3.3 Expand the function of the Roma Library to become a key provider and facilitator of techno-literacy, offering increased public internet access, accessibility to technical devices, e-books and audio items.

- Roma library is part of Regional Libraries Queensland (RLQ) Library Online (network of 68 local libraries - supported by State Library of Queensland)
- Access to:
    - o internet terminals
    - o Entire RLQ catalogue of books, including best sellers
    - o DVDs
    - o Large print books
    - o Magazines
    - o eBooks and audio books
    - o CDs and Free music downloads

6.3.4 Access to training and skills development opportunities of new technologies including basic programs.

- SEE:
    - o 6.1.1 - Promote range of courses and workshops
    - o 6.1.3 - Workforce capacity building workshops

o 6.1.5 - Guest speaker program for the local business community

o 6.1.7 - Training programs for basic, new and innovative technology

6.3.5 Delivery of improved telecommunication and internet services for the communities of Roma, Hodgson and Muckadilla.

- Internet quality has improved with NBN now available in Roma and Skymuster outside of Roma

6.3.6 Provision of internet access and business lounge at the Roma airport.

- Business lounge not viable on current visitor numbers
- Airport passenger facilities have been significantly upgraded to provide improved facilities for all passengers including cafe

6.3.7 Ensure that a high level of affordable professional technical services and support is locally available.

- Local businesses provide IT equipment and support
- Online support through a number of support

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Theme 7 Progressive, Inclusive and Strong Local Leadership

7.1 By 2020 together we will deliver progressive accountable local government administration which focuses on community representation and engagement; transparent decision making; futuristic strategic planning and policy development; responsible financial and performance management; and delivery of public facilities; infrastructure and services which enhance the liveability of the Maranoa

7.1.1 Council efficiently and openly communicates decisions, progress and goals to the community via traditional communication mechanisms as well as continually exploring alternative methods to connect with the public.

- Council communicates through though:
    - Western Star notices
    - Bottle Tree Bulletin monthly regional community newsletter
    - Facebook
    - My Maranoa website
    - My Maranoa events calendar
    - My Maranoa community directory
    - My Maranoa business directory
    - Council News monthly publication
    - Public meetings and community consultation processes
    - Displays
    - Council public meetings
    - Face-to-face with Councillors and attendance at community events
    - Customer service centres
    - Library
    - Written correspondence and customer request system
- Council meeting agendas, minutes and reports available on website
- Development applications and approvals are on website
- Development Services online website being developed

7.1.2 Council continually encourages and welcomes relevant partnership opportunities with

- Council has partnerships and collaborates with:
    - Industry organisations, including Commerce Roma and Visit Roma

community groups, government organisations, businesses and community stakeholders.

- o Resource companies
- o Government agencies
- o Community organisations
- Councillors are often members of many of the organisations as Council representatives or as individuals
- Council is a member of regional and state organisations such as:
  - o SWRED
  - o TSBI
  - o Outback Queensland (OQTA)
  - o Local Government Association of Qld

7.1.3 Councillors are active and prominent figures in the community and make a concerted effort to attend community events when possible.

- SEE:
  - o 7.1.1 - Council communicates decisions, progress and goals
  - o 7.1.2 - Council encourages relevant partnership opportunities

7.1.4 Council's website is a communicative tool which is constantly updated to provide the most innovative user friendly service possible and widely used as a source for local information.

- SEE:
  - o 7.1.1 - Council communicates decisions, progress and goals

7.1.5 Councillors and Council staff are aware of what is happening in the communities of Roma, Hodgson and Muckadilla and proactively seek ways to improve the lifestyles of residents.

- Council is committed to plans to ensure that there are sustainable communities with local jobs available and access to quality lifestyle options
- Strategic Council documents supporting local jobs and lifestyles include:
  - o Maranoa Economic and community development plans, including:
    - business and industry plan
    - tourism plan
    - arts and culture
    - sport and recreation plan
    - Maranoa community plan and Roma local community plan
  - o Council corporate and operational plans
  - o Maranoa planning scheme
- ALSO SEE:

o 7.1.1 - Council communicates decisions, progress and goals
o 7.1.2 - Council encourages relevant partnership opportunities

7.1.6 Council delivers fair and transparent decisions.

- SEE:
  o 7.1.1 - Council communicates decisions, progress and goals

7.1.7 Council has a clear vision for the future of the communities of Roma, Hodgson and Muckadilla which has been developed in consultation with residents and actively works towards achieving goals.

- Council has a local community plan for Roma, Hodgson and Muckadilla which has been developed in consultation with residents and is in the process of being updated
- The local community plan for Roma, Hodgson and Muckadilla is being reviewed in the context of wider strategies for the Maranoa
- ALSO SEE:
  o 7.1.1 - Council communicates decisions, progress and goals
  o 7.1.5 - Councillors and Council staff are aware of what is happening in the communities of Roma, Hodgson and Muckadilla and proactively seek ways to improve the lifestyles of residents

7.1.8 Council's planning instruments and documents are tools which are achievable and publicly accessible.

- Strategic Council documents supporting local jobs and lifestyles include:
  o Maranoa Economic and community development plans, including:
    ▪ business and industry plan
    ▪ tourism plan
    ▪ arts and culture
    ▪ sport and recreation plan
    ▪ Maranoa community plan and Roma local community plan
  o Council corporate and operational plans
  o Maranoa planning scheme
- ALSO SEE:
  o 7.1.1 - Council communicates decisions, progress and goals

7.1.9 Council is focused regionally and shares resources/funds across the whole region to ensure growth and development are achieved at appropriate levels in all communities.	• Council policies take account of the region as a whole while clearly identifying the needs of each local community • Council budgets are being reshaped to further enhance both regional and local reporting of expenditure • Council has incorporated local teams and local area managers into its revised corporate structure
7.1.10 Council responsibly manages Annual Budgets and conducts timely reviews to ensure funds are being allocated appropriately.	• Council has internal review process for operations, finance and governance as well as external audit and legislative reporting responsibilities • Council has been the recipient of awards for its annual reporting • Council has met all audit tests

7.1.11 Councillors and Council staff strive to deliver a very high standard of customer service and are helpful, proactive and positive.	• Council promotes quality customer service
	• Council delivers customer services though a range of mechanisms including:
	  o Customer service centres
	  o Written correspondence and customer request system
	  o Complaint management system
	  o Libraries and displays
	  o Face-to-face with Councillors and attendance at community events
	  o Council public meetings
	  o Council reports, decisions and decision implementation
	  o Public meetings and community consultation processes
	  o My Maranoa website
	  o My Maranoa events calendar
	  o My Maranoa community directory
	  o My Maranoa business directory
	  o Council News monthly publication
	  o Development planning and development control
	  o Community services including animal control
	  o Council officer actions in approved activities
	  o Infrastructure and facilities construction and maintenance services
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7.1.12 Council adheres to the principles of continuous improvement and actively seeks and is responsive to community feedback on customer service delivery standards.	• Council has internal review process for operations, finance and governance as well as external audit and legislative reporting responsibilities • Council operates a customer request system to monitor and respond to all customer requests • Council operates a complaints system in accordance with complaints policy and in conjunction with its customer request system • Council seeks to engage communities in the development of its plans

7.1.13 Council distributes community information outlining its corporate structure, programs, services and associated contact details for relevant staff.	• SEE:
	   o 7.1.1 - Council communicates decisions, progress and goals
	   o 7.1.4 - Council's website is a communicative tool which is constantly updated

7.1.14 Council aims to enhance the capabilities of the Roma Library to be more interactive with the capacity to deliver innovative contemporary services and programs which are relevant to the needs and expectations of the community and increase membership base and diversity e.g. technology and online services, programs for children, youth and older residents.	• Roma library is part of Regional Libraries Queensland (RLQ) Library Online (network of 68 local libraries - supported by State Library of Queensland)
	• Access to:
	   o internet terminals
	   o Entire RLQ catalogue of books, including best sellers
	   o DVDs
	   o Large print books
	   o Magazines
	   o eBooks and audio books
	   o CDs and Free music downloads
	   o LOTE collections
	   o Information about community events
	• Free membership of library