

# **COMMUNITY SERVICES COMMITTEE**

## **BUSINESS PAPER**

**TUESDAY 13 AUGUST 2013**

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## COMMUNITY SERVICES COMMITTEE

Notice is hereby given that a Community Services Committee of the Council of the City of Randwick will be held in the Council Chamber, First Floor, 90 Avoca Street, Randwick, 30 Frances Street, Randwick, on Tuesday, 13 August 2013 at 6:00 p.m..

Committee Members: The Mayor (T Bowen), Andrews, Belleli, D'Souza, Garcia, Matson (Chairperson), Moore, Nash, Neilson, Roberts, Seng, Shurey (Deputy Chairperson), Smith, Stavrinou and Stevenson

Quorum: Eight (8) members

NOTE: At the Extraordinary Meeting held on 28 September 2004, the Council resolved that the Community Services Committee be constituted as a committee with full delegation to determine matters on the agenda.

### Apologies/Granting of Leave of Absences

### Confirmation of the Minutes

Community Services Committee - 9 July 2013

### Declarations of Pecuniary and Non-Pecuniary Interests

### Address of Committee by Members of the Public

*Privacy warning:*

*In respect to Privacy & Personal Information Protection Act, members of the public are advised that the proceedings of this meeting will be recorded for the purposes of clause 66 of Council's Code of Meeting Practice.*

### Urgent Business

### Community Services Reports

C13/13 Community Mental Health Forum and Energy Saver Scheme  
Presentation ..... 1

### Library Reports

L1/13 State Library of NSW pilot with Randwick City Library Service ..... 3

### Notice of Rescission Motions

Nil

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Ray Brownlee  
GENERAL MANAGER



## Community Services Report No. C13/13



**Subject:** Community Mental Health Forum and Energy Saver Scheme Presentation

**Folder No:** F2006/00216

**Author:** Teresa Mok, Manager Community Planning & Development;  
Frida Kitas, Community Project Officer (Aged & Disability)

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### Introduction

The purpose of this report is to inform the Committee of two events held during Local Government Week aimed at assisting at-risk and vulnerable residents.

### Issues

#### Community Mental Health Forum

On the evening of 31 July 2013, the Council held a Community Mental Health Forum as part of Local Government Week, which was attended by 160 people. This is the third forum held by Randwick Council in partnership with The Schizophrenia Fellowship of NSW, Aftercare NSW, and Eastern Sydney Medicare Local. Mental Health is an important issue because it affects one in five Australians at some stage of their lives.

Keynote speakers included Rob Ramjan AM, CEO of Schizophrenia Fellowship of NSW, Darrell Williams, CEO Eastern Sydney Medicare Local, and John Malone, CEO Aftercare NSW. People living a mental illness and care providers also spoke about their experiences and shared their personal stories. The discussions were expertly facilitated by the Mayor, Councillor Tony Bowen, who demonstrated a good understanding of issues raised by participants.

The purpose of the forum was twofold. Firstly, to raise awareness that mental illness is a common condition, and to reduce stigma and discrimination often associated with this form of illness. Secondly, to give local residents and service providers a better understanding of mental health issues, and to introduce them to new services and programs, including:

- **Partners In Recovery Program (PIR)**, which assist people with complex mental health illness to more ably access services and support programs. This program is being coordinated by Eastern Sydney Medicare Local and their consortium of partners (largely local mental health providers and specialists).
- **Person-Centred Electronic Health Records**, a program that allows patient to have control of own personal health records that can then be accessed by different health professionals providing care to the patient with multiple medical needs. This allows health professionals to provide and access holistic and accurate assessment of the person's medical status. It also eliminates the need for a patient to repeat their medical history to different health professionals, which can be especially stressful for an elderly patient and/or family members.
- Since 2010, in response to issues raised at the Council's inaugural Community Mental Health Forum, **Aftercare NSW** now runs a monthly support group for people with mental illness from the Margaret Martin Library. The purpose of

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this support group is to provide opportunities for social and networking opportunities for our more vulnerable and at risk residents.

#### Home Energy Saver Scheme Presentation

This informative presentation was held on 29<sup>th</sup> July 2012 at Margaret Martin Library, and delivered by the Salvation Army. At this presentation, participants were given advice and information on the different ways to save on their home energy bills. There were a mix of participants from different age group and social economic backgrounds. Local disability service providers were also in attendance on behalf of their clients with complex needs (intellectual disability and/or people with high needs striving to maintain independent living). About 40 people attended and made subsequent appointments with the Salvation Army to conduct a home assessment. Under this scheme, participants who meet eligibility criteria can access an energy retailer's hardship scheme to either reduce or eliminate an excessive energy bill. Service providers were also able to arrange for home assessments for their clients unable to attend the presentation.

As energy poverty is an identified emerging issue for our more vulnerable community, Randwick City Council will continue to run at least three information sessions per year. This will substantially assist local residents from financial hardship.

#### **Relationship to City Plan**

The relationship with the City Plan is as follows:

Outcome 2: A vibrant and diverse community.

Direction 2c: Strong partnerships between Council, community groups and government agencies.

#### **Financial impact statement**

Both of these community events cost approximately \$7,000, funded from the Community Development annual budget allocation.

#### **Conclusion**

These information sessions demonstrates the Council's commitment in supporting its vulnerable residents and at the same time foster stronger partnerships with specialist service providers. It helps the Council strengthen its role and partnerships with specialist providers. More importantly, it serves to enhance the community's access to much needed services, and ultimately improve the target groups' quality of life and well-being.

#### **Recommendation**

That the report be received and noted.

#### **Attachment/s:**

Nil

## Library Report No. L1/13



**Subject:** State Library of NSW pilot with  
Randwick City Library Service

**Folder No:** F2004/08383

**Author:** Barbara Todes, Manager Library Services

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### Introduction

The State Library of New South Wales is investigating extended access for NSW public library clients to the eResources (databases and eBooks) which the Library purchases for use by NSW residents. They deem that it is highly desirable that all of the people of New South Wales and especially those who use their public libraries should be able to use these valuable resources.

### Issues

Randwick City Library Service has been invited to participate in a six month pilot to commence in October 2013 and to provide feedback for evaluation at the end of the pilot. If the pilot is successful, joint membership access will be rolled out to all NSW public libraries with a launch in November 2014 to coincide with and celebrate the seventy-fifth anniversary of the Library Act 1939, the first such act in Australia.

Considerations to be addressed include both the privacy of client records and respecting license conditions governing access to online subscriptions. Taking into account these key considerations and a number of practical issues, the following model has been defined:

- Councils will sign an agreement with the State Library to participate. The agreement will clarify the responsibilities of both Council and State Library.
- Access will be through a defined set of barcode numbers provided by each participating public library service. Authentication will be via the State Library's EzyProxy web proxy server. Clients will use their existing public library membership card to access the State Library's eResources. New clients seeking access will register with their public library in the usual way.
- No client information will be transferred in order for public library clients to gain access to the databases.
- No consent by the client is required since no personal information is being passed to the State Library.
- The State Library will inform the public library service of any misuse and the public library will take appropriate action.
- Responsibility for statistics on new members remains with the public library with the State Library counting usage of eResources.

The proposed model allows public library clients (card holders) immediate access to SLNSW eResources once their library's barcode ranges have been uploaded. A marketing strategy will be undertaken to promote this initiative. The State Library will design and develop the marketing material in collaboration with the NSW Public Library Network and it will be a condition of participation that public libraries display the marketing material.

The agreement (attached) clarifies the State Library and Public Library responsibilities for accessing these eResources.

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## Relationship to City Plan

The relationship with the City Plan is as follows:

Outcome 5: Library programmes, resources and facilities provide innovative and inspirational opportunities for education and leisure.

Direction 5d: Improve and develop existing and new library facilities, services and resources ensuring their ongoing relevance to the community.

## Financial impact statement

There is no direct financial impact for this matter.

## Conclusion

Randwick City Library Service is honoured to have been chosen to be the metropolitan site for the State Library of NSW's pilot of joint membership access to State Library eResources. The benefits to the community of being able to access the State Library's valuable resources using their local library card will be enormous should the pilot be a success.

## Recommendation

That Council approves Randwick City Library Service entering into an agreement with the State Library of NSW to pilot joint membership access to State Library eResources.

## Attachment/s:

1. Copy of Agreement between the State Library of New South Wales and Randwick City Council

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**AGREEMENT**  
**between the State Library of New South Wales**  
**and Randwick City Council**

**PURPOSE**

This Agreement establishes the principles for collaboration between the State Library of New South Wales and Randwick City Council ('the parties') to undertake a pilot project to provide direct access to the State Library's eResources (databases and eBooks) by that Council's public library clients.

**PRINCIPLES**

The State Library of New South Wales will:

- Establish a six month pilot to provide access to the State Library's eResources by public library clients free of charge to the Council and clients.
- Provide access to a consistent range of State Library eResources subject to vendor services.
- Design and develop a marketing strategy to promote access by clients of public libraries and distribute marketing material to public library services.
- Evaluate the pilot in collaboration with participating public libraries

The Council will:

- Provide public library membership card barcode ranges to the State Library and communicate any changes to the State Library.
- Provide a link to the State Library eResources web page on the public library service's web page.
- Promote and publicise public library client access to the eResources using marketing materials developed by the State Library.
- Comply with the eResources access conditions as defined on the State Library's website at [http://www2.sl.nsw.gov.au/eresources/access\\_conditions.cfm](http://www2.sl.nsw.gov.au/eresources/access_conditions.cfm).
- Respond appropriately to any misuse by its public library clients.
- Ensure use is by registered individuals only.

**DURATION**

Once signed by authorised officers of both parties, this Agreement will begin on **1 October 2013** and remain in effect until **31 March 2013** unless extended by mutual agreement.

**VARIATION**

This Agreement may be modified with the mutual consent of the authorised officers of both parties.

**SIGNED FOR THE PARTIES**

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For the State Library of New South Wales

Signature \_\_\_\_\_

Date \_\_\_\_\_

Name **Alex Byrne**

Title **State Librarian & Chief Executive**

For Randwick City Council

Signature \_\_\_\_\_

Date \_\_\_\_\_

Name \_\_\_\_\_

Title \_\_\_\_\_