

MINUTES

COMMUNITY RESOURCE CENTRE ADVISORY COMMITTEE MEETING

Meeting Date: Monday 1st December 2025
Venue: CRC Large meeting room
Time: 3.34pm

1.0 Acknowledgement of Country

Council recognises that meetings held in Banana Shire include land of the Gaangalu Nation, Iman People, Wuli Wuli People, Wadja People, Wakka Wakka People and Darumbal People.

2.0 Attendance

- | | |
|--|---|
| <ul style="list-style-type: none"> Clinton Dodd (Principal Care Coordinator) Danielle Jackson (Parent Representative) Judy Mazzer (Business Representative) Michaela Lawson (Community Representative) | <ul style="list-style-type: none"> Venkat Peteti (Director, Corporate & Community, BSC) Melissa Kerr (CDSNSG Representative) – Chairperson Kym Jenkinson (Admin Officer – CRC) |
|--|---|

3.0 Apologies

- | | |
|---|---|
| <ul style="list-style-type: none"> CEO Tom Upton Mayor Nev Ferrier Tina Knight (Catholic School Representative) Cr Adam Burling (Portfolio Councillor, BSC) | <ul style="list-style-type: none"> Christine Brough (JCU Health Representative) Fiona Byrne (State School Representative) Rebecca Wall (Independent School Representative) |
|---|---|

4.0 Safety Moment – Testing & Tagging – Giving electrical equipment a check over is always good practice and making sure all equipment has been tested and tagged and in date.

5.0 Confirmation of Previous Minutes – (27-10-25)

Motion: That the minutes of the October 27th meeting be confirmed as accurate.

Moved: Melissa Kerr **Seconded:** Danielle Jackson **Carried**

6.0 Business arising from previous minutes

6.1 Update on NDIS Bush Kids & Fly 2 Health – Discussions

Fly2Health

- After extensive reflection and discussion within the CRC regarding how to approach Fly2Health about its travel billing model, it was noted that only one community member had formally raised concerns with the Advisory Committee. Consequently, the issue could not be pursued as a broader community matter at this time. The individual community member will, however, continue to pursue the matter privately with Fly2Health.
- Concerns were also raised that directly approaching Fly2Health could create tension and potentially risk the provider withdrawing services from the Biloela community, given the sensitivity of the issue.
- There is frustration regarding the NDIS travel cost guidelines, particularly the perception that Fly2Health may be breaching these requirements.

- The possibility of lodging a Freedom of Information (FOI) request to obtain information about Fly2Health's travel charges was discussed, to determine whether this may be a wider community issue.

Bushkids

- **Initial Contact With Bushkids**

Contact was made with Bushkids to discuss current service delivery and communication processes for families in the Biloela community. Bushkids advised that clients are triaged at the point of initial contact to determine urgency and service needs.

- **Service Presence in Biloela**

The CRC offered Bushkids access to a room to facilitate local service delivery. However, Bushkids stated that they only travel to Biloela when a visit is specifically requested. This approach raises concerns, as families may not be aware that they can request a visit, potentially leading to delays in early intervention and access to support.

- **Community Awareness of Early Intervention**

The discussion highlighted the need for greater community awareness regarding early intervention—particularly how parents can recognise developmental milestones and understand the steps to take if concerns arise.

- **Information Hubs for Families**

The group identified the importance of accessible information hubs within the community where parents and guardians can obtain reliable guidance on child development milestones and service pathways.

Potential hubs include:

- Local GPs
- Child Health Nurses
- Daycare and Kindergarten services
- Community noticeboards
- Playgroups and family support spaces

- **Strategies for Community Education**

Ideas were discussed to enhance access to early childhood information, including:

- Small-scale community workshops
- Collaboration with Council, CDSNSG, and other local organisations
- Exploring grant opportunities (e.g., local council community grants, NDIS-related grants) to support resource development and outreach
- Conducting a needs analysis to identify gaps and priorities for early intervention awareness.

7.0 Correspondence

Inward: NIL

Outward: NIL

8.0 Agenda Items

8.1 Principal Care Coordinator Report – See report attached

SDSS Program Funding

The CRC SDSS 2026 Service Agreement is due for resubmission shortly.

School Support Services

The year is currently ending with 103 requests for support for eligible students have been received from 13 schools.

Specialised Equipment

3D Printer was purchased to support the creation of new resources and to build replacement parts for existing resources.

9.0 General Business

9.1 CRC Advisory Committee Meeting Dates for 2026

- February Monday, 23rd
- April Monday, 27th
- June Monday, 22nd
- August Monday, 24th
- October Monday, 19th
- December Wednesday, 2nd

9.2 Possible Fees & Charges 2026-2027 review

- Fess & Charges 2026-2027 haven't been completed for reviewing – Tabled at February 26 meeting.

9.3 SDSS – report questions

These questions are the same as last year and the School Consultative Committee has already been asked and provided feedback.

9.4 Recommendations to Council

- That Council receives and notes the minutes of the Community Resource Centre Advisory Committee held on the 1st of December 2025.

10.0 Next Meeting

3.30pm – Monday, 23rd February in Large Meeting Room at the CRC.

11.0 Meeting Close – 4.30pm

Banana Shire Community Resource Centre

Advisory Committee Principal Care Coordinator's Report

December 2025

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SDSS (Specialist Disability Support in Schools Program)

School Support Services and Specialised Equipment programs support eligible students at State, Catholic and Independent Schools in Banana Shire.

SDSS Program Reporting

End-of-year SDSS reporting and acquittal processes continue, with the team finalising therapy delivery data, school participation summaries, and outcome documentation in line with program guidelines. While reporting is progressing as expected, the broader operating environment remains in flux due to ongoing state and federal transitions between the NDIS, SDSS, and the developing Thriving Kids initiative. At this stage, it is still unclear how these changes will ultimately settle, and continued liaison with Education Queensland and SDSS administrators remains essential to ensure accuracy, compliance, and readiness for future reforms.

SDSS Program Funding

Throughout the second round of SDSS roundtable consultations, ERVIS presented preliminary findings from the rapid evaluation currently underway. Feedback from all SDSS-funded organisations indicates a significant and consistent rise in support requests, with several services now establishing wait lists and all participants reporting a steep increase in demand across the program.

During these consultations, verbal assurances were provided to all funded organisations that current funding levels will be rolled over for 2026; however, formal written confirmation is still pending. At this stage, the funding allocation received in 2025 is expected to remain consistent for the 2026 period.

The CRC SDSS 2026 Service Agreement is due for resubmission shortly.

SDSS Staffing

Staffing within the SDSS program has remained generally consistent throughout 2025, ensuring stability in service delivery across participating schools. However, the level of service delivery currently exceeds available staff capacity, reflecting the increasing demand for therapy and support services across the region. The current staffing structure includes a blend of employed and contracted professionals, as outlined:

| Discipline | Hrs/Wk | Employed/Contract |
|-----------------------------|-------------------------|---------------------------------------|
| Speech Pathologist | Up to 20 hrs per week | Contract |
| Speech Pathologist | Up to 16 hrs per week | Employed – short term casual contract |
| Occupational Therapist | Up to 30 hours per week | Contract |
| Physiotherapist | Up to 4 hours per week | Employed - casual |
| Physiotherapist | Vacant | Contract |
| Educator | Up to 16 hours per week | Employed - casual |
| Therapy Assistant | Up to 28 hours per week | Employed - casual |
| Administration Officers (3) | Up to 30 hours per week | Employed - casuals |

In preparation for the 2026 service year, a new staffing engagement model is being developed in conjunction with Banana Shire Council Procurement. This model aims to streamline engagement processes and enable faster scaling of therapy services in response to the anticipated increase in service requests.

School Support Services

School Participation Summary – SDSS Program

| School | 2024 (Full Year) | 2025 (Year to Date) |
|-----------------------------------|------------------|---------------------|
| Thangool State School | 18 | 20 |
| Redeemer Lutheran College | 15 | 24 |
| Prospect Creek State School | 4 | 4 |
| Biloela State High School | 5 | 4 |
| Biloela State School | 13 | 13 |
| Jambin State School | 1 | 1 |
| St Joseph's Catholic School | 2 | 9 |
| Hall State School | 0 | 1 |
| Moura State School | 1 | 18 |
| Taroom State School | 5 | 4 |
| Monto State School | 0 | 1 |
| St Paul's Catholic Primary School | 0 | 3 |
| St Brendan's College | 0 | 1 |
| Total | 64 | 103 |

Service delivery under the SDSS program has shown a notable increase, with 103 students supported to date in 2025, compared to 64 across all of 2024—a rise of approximately 61%. Growth is particularly evident at Redeemer Lutheran College, St Joseph's Catholic School, and Moura State School, reflecting expanding service reach and greater engagement from schools across the Banana Shire region. Some Rockhampton based schools have enquired around assistive aids for supporting physically impaired students accessing school.

Resource Library

Items borrowed

During 2025, a total of 2,715 items were borrowed through the Community Resource Centre's specialised equipment and resource library to date, compared with 2,450 items during the same period in 2024 (a 10.82% increase).

The new Spydus online resource library catalogue system is progressing well, with fortnightly implementation meetings underway. We are now well advanced in the process and will soon commence importing data from the existing catalogue into the new system. We anticipate public access early next year.

Volunteer Hours

Volunteers are a very integral part of the CRC Resource Library, with cleaning, counting and reshelving.

| Month | 2024 (Hours) | 2025 (Hours) | Change (Hours) | % Change |
|------------------------|---------------------|---|-----------------------|-----------------|
| September | 99.50 | 72.91 | -26.59 | -26.7% |
| October | 121 | 102.3 | -18.7 | -15.5% |
| November | 87.5 | 61.5 (up to 18 th of November) | | |
| Total (Quarter) | 308 | 236.71 | | |

Volunteer contributions for the current quarter totalled 236.71 hours (upto the 18th of November) in 2025.

Discussions are currently underway regarding strategies to enhance volunteer retention, ensure ongoing engagement, and strengthen the consistency of support within CRC operations. These strategies also aim to acknowledge and value the significant contributions made by our community volunteers.

As part of this approach, a new initiative has been implemented allowing volunteers to receive training on, and access to, the CRC's new 3D printer at no cost. This provides both a professional development opportunity and an additional incentive to remain engaged with the CRC.

In addition, a portion of the SDSS specialised equipment funding has been allocated to employ a cleaner to support volunteers.

Specialised Equipment

The recently acquired Mobi-Mats have arrived and are currently being trialled by specialist therapists with the students for whom they were purchased.

A 3D printer has been acquired to support the creation of new resources and the replacement of components for the CRC's specialised equipment library. It will also provide opportunities for therapists to explore the production of customised assistive pieces and prosthetic components tailored to individual needs. The printer has now arrived, and staff are eagerly awaiting training.

In addition, toileting steps and assistive rails have been obtained to enhance physiotherapy support for students, ensuring greater safety, accessibility, and independence during routine tasks.

NDIS (National Disability Insurance Scheme)

Service delivery under the NDIS scheme has remained consistent, with support provided to 10 active clients throughout the year.

Other Projects

Community Awareness

As part of an ongoing initiative to increase awareness and engagement with the CRC, we recently hosted a Council gathering on-site, which received positive feedback. Our next step is to offer free networking and tour sessions for staff from the schools we support, providing an opportunity for them to become more familiar with our services, facilities, and resources.

Additionally, early discussions have commenced with Council regarding the potential development of a community event in 2026 to further strengthen visibility and community connection.

Room Hire

Allied health services for residents of Banana Shire are provided at the CRC by several organisations, including:

- Speech Pathology Dr Amanda Heit Speech Pathologist, Fly2Health, LTTS
- Physiotherapy Pelvic Fix Physiotherapy
- Occupational Therapy Fly2Health, LTTS
- Psychology Jaime Parnell Psychologist, LTTS, Fly2Health
- Social Work Yaleela Torrens Social Work Services, Practical Pillars Therapy

Other organisations who use the CRC facilities to support Banana Shire residents include:

- Employment services APM, National Joblink, Wise Employment, Impact Community Services
- Community groups CDSNSG
- Legal Services CQ Legal Centre
- Parent Program Parent Pathways Program (National Joblink)



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**BANANA SHIRE COUNCIL
CORPORATE PLAN**

Adopted: 28 May 2014
Minor changes made following the local government election on 19/03/16
Minor changes made following the Bi-election on 25/02/17

Reviewed: 23/11/16

Effective: 01/07/17

Reviewed: 26/04/18