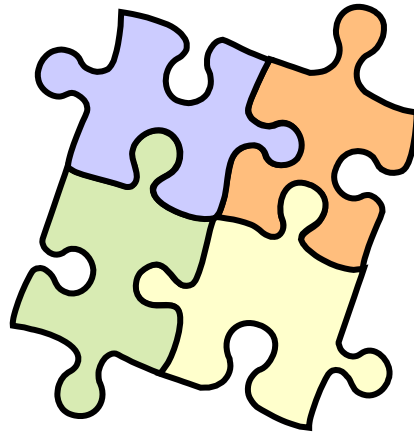


The Oakey Jigsaw



**Outcomes of the
Oakey Community
Inter-Agency Planning Day
November 28th 2008**



The Oakey Jigsaw
“It takes a community to raise a child”

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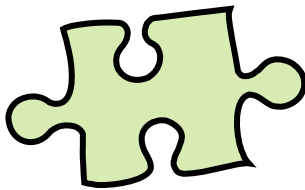
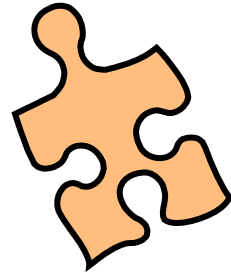


The Oakey Jigsaw

Executive Summary

Of the Outcomes of the Oakey Community Inter-Agency Planning Day

November 28th 2008

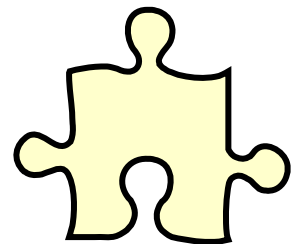


Oakey Snapshot

Oakey is a small town close to Toowoomba with a lower socio-economic profile, education profile and higher unemployment than other towns in the region, and of its “parent” city.

- Its closeness to Toowoomba is a positive and a negative.
- It has significant regional industries, and associated employment opportunities, but some of the opportunity is lost on the town.
- It has good education facilities, retail outlets, average sporting facilities, some social and recreational opportunities.
- Overall education standards are low.
- It has good value housing, but a shortage of rental accommodation
- It lacks public transport links to Toowoomba
- There are a range of social issues

• Population (2006)	3,657
• Indigenous Population (2006)	331 (9%)
• Median age of persons	36
• Median housing loan repayment (\$/monthly)	867
• Median individual income (\$/weekly)	388
• Median rent (\$/weekly)	150
• Median family income (\$/weekly)	995
• Average number of persons per bedroom	1.1
• Median household income (\$/weekly)	797
• Average household size	2.6
• Unemployment (2006)	6.6%
• Single parent families (of all families)	20%



Desirable community attributes compared to issues in Oakey, and strategies to address

Oakey Vision: “A safe community with employment opportunities and essential services, where families can thrive and the community positively respects and encourages individuals, creating opportunity for education and personal growth.”

Maslow’s Hierarchy of Needs was used as a framework for the responses, with the following summarised results

Maslow’s Hierarchy of needs	DESIRABLE COMMUNITY ATTRIBUTES as identified by the group	OAKEY ATTRIBUTES	OAKEY ISSUES as identified by the group	ACTIONS TO ADDRESS ISSUES
1. PHYSIOLOGICAL	<i>The basic need for adequate food and shelter.</i>	<i>Cheaper housing than other centres. Public housing available. Housing and services for older people available.</i>	Housing availability, quality and affordability.	<ul style="list-style-type: none"> • Approach QHA about building on or selling vacant blocks • Approach Goolburri Housing about condition of Aboriginal housing, and building more
2. SAFETY	<i>Safety, security, stability of employment, income, and health. Access to services and recreation.</i>	<i>Good Health Services, Aged Care, Education, Cultural and Community Services, retail, sporting opportunity, and employment opportunity. Police presence, Courthouse</i>	Access to and availability of services and facilities an issue for some segments of the population, particularly Youth and Aboriginal people. Employment Services and Mental Health services a priority.	<ul style="list-style-type: none"> • Facilitate service delivery by various agencies. E.g. Employment Services • Establish Youth Task Force • Establish Aboriginal group • Facilitate ATSI Survey
3. LOVE/ BELONGING	<i>Connected, accepted, nurtured by family, friends, workmates, mentors and the community.</i>	<i>Good churches, community support groups, school chaplains, counselling and support groups</i>	Lack of effective role models / mentors. Family dysfunction. Community division.	<ul style="list-style-type: none"> • Encourage community collaboration, family and parenting workshops, • Facilitate Mentoring opportunities
4. ESTEEM	<i>Identity, respect, recognition and support, such that hope and opportunity can be found and fulfilled</i>		Drugs / Alcohol. Life Skills. Division. Violence. Crime.	<ul style="list-style-type: none"> • Education, activity, • Facilitate Reconciliation
5. SELF-ACTUALISATION	<i>Education, such that we can know, own and direct our circumstances, opportunities and future</i>	<i>Pro-active schools Schools implementing literacy and homework support programs.</i>	Literacy and low levels of education are issues making communication of needs on one hand, and services available on the other, a difficulty and a division.	<ul style="list-style-type: none"> • Adult education classes • Facilitate School/Community interaction

Complexities / barriers / challenges and strategies to address these issues

ISSUE	CHALLENGE	STRATEGY
LOCATION	Where Oakey is	<p>Identify and implement solutions to the transport challenges faced by some Oakey residents, including expanding and promoting existing bus services, and resourcing new services.</p> <p>Investigate a rail motor service with Queensland Rail</p>
PERCEPTION	What people think of Oakey	<ul style="list-style-type: none"> • Continue to consult with various segments of the community to develop best practice and perceptions for Oakey. • Develop an “Oakey Vision” that is owned by the community
MOTIVATION	Getting people enthused and committed	<ul style="list-style-type: none"> • Strengthen the concept and practice of “Family” within the Oakey community • Conduct an Aboriginal Strengths and Needs Survey • Follow up on previous Youth Surveys
COMMUNICATION	Effectively sharing information	<p>Improve communication methods, including</p> <ul style="list-style-type: none"> • published Services Guide, • Community Website, • information displays, noticeboards • training, and word of mouth networking
FACILITATION	Making things happen	<ul style="list-style-type: none"> • Establish a “Shop Front” / “Neighborhood Centre” where funded and volunteer Community engagement workers can coordinate the sourcing, delivery and referral of services. • Facilitate an event to raise community awareness of services available • Facilitate Youth activities and opportunities • Establish an Oakey Aboriginal organisation
ACTIVATION	Accessing resources	<p>Seek</p> <ul style="list-style-type: none"> • funding, • facilities, • staff • volunteers
COORDINATION	Working Together	<ul style="list-style-type: none"> • Establish a Task Group to push these initiatives forward in collaboration with government and non-government agencies. • Establish targeted Project Groups to push specific initiatives – e.g. Transport, Neighborhood Centre, ATSI needs, Youth, Sport etc.

Background

There comes a time in natural cycles when things are ripe, like a wheat crop ready to harvest, or an apple ready to pick...

The Oakey Community Inter-Agency Planning Day was the result some parallel ideas and processes in identifying community needs and seeking solutions. Some of the journey to this point is outlined below. The forum, and this report, are further steps in an ongoing journey.

Oakey Community Care Committee

Anne Klibbe, Community Health Nurse at the Oakey Hospital co-ordinated an Oakey Community Care Committee in early 2008, in response to a number of suicides in the town. The group of health professionals, chaplains, Council representative and community workers sought to identify and address some of the issues in the community that could be feeding a sense of despair and isolation. One of the initiatives of the group was to establish a “Neighbourhood Centre” whose aims would be to:

- Highlight existing community and social services
- Identify gaps in community and social services, and address the identified shortfalls.
- Identify and better serve minority and disenfranchised segments of the community
- Provide a place where community and social services can be delivered and accessed, if there is no other place existing or available
- Provide a place for community members to gather on an informal and formal basis
- Provide opportunities for volunteering and community service by community
- Provide access to relevant information

Schools at interface of social dysfunction

Dave Bosworth, Principal of Oakey State School, was becoming acutely aware of some social problems in the Oakey Community that became apparent in the interaction of the school and families. He had employed resources and tactics to address some of these issues, but felt that a broader community and inter-agency approach was required. He was contemplating and discussing amongst staff and the community an Inter-Agency Planning Day to highlight issues the School was facing, and gain some insight into what government and non-government agencies could help, who he could refer parents to for a range of issues, and how to best distribute this information.

Community meeting - Further direction for our Youth

Dawn Woodbridge, an Indigenous Community Liaison worker at both Oakey State School and Oakey State High School, called a meeting in October 2008,

as “pre-emptive strike” in keeping some youth, both aboriginal and non-aboriginal, from coming into contact with the criminal justice system.

This meeting included representatives from the schools, police, Council, churches, health and community workers, plus the local Member, Ray Hopper. At this forum parallel courses of community planning collided and colluded to become a focused sharp point in common cause to seek to address some broad social and community issues in Oakey in a decisive and cooperative way.

Oakey Community Inter Agency Planning Day

As a result, a project group consisting of the Dave Bosworth, Principal, Oakey State School, Greg Sellars, Deputy Principal, Oakey State High School, and David Totenhofer, Community Economic Development Officer, Toowoomba Regional Council, Oakey Service Centre, was formed to organise an Inter-Agency meeting, that would go some way to meet some of the objectives that were common in the confluence of ideas and events described.

A loose reference was consulted corporately and individually in the planning process, including:

- Anne Klibbe, Community Health Nurse, Oakey Health Services
- Dawn Woodbridge, Indigenous Liasion community worker
- Jennifer Wharton, Aboriginal Health Worker, Goondir Health Services
- Cr. Bill Cahill, Toowoomba Regional Council
- Paul Reynolds, Manager Community Development & Facilities, Toowoomba Regional Council
- Ray Hopper MP, State Member for Darling Downs

Invitees

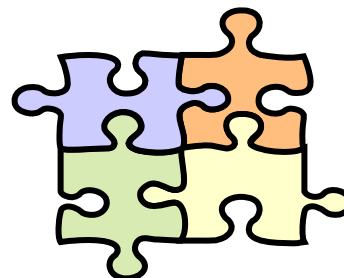
Over 130 agencies and individuals both within a outside Oakey, were invited to the forum at the Oakey Cultural Centre.

86 individuals attended on the day. An attendance list is included as an appendix to the report.

Agenda

The Oakey Jigsaw “It takes a community to raise a child”

Date: Friday 28th November
Venue: Oakey Cultural Centre



9.00am: REGISTRATION

9.30am: OPENING

- Welcome: Dave Bosworth – Principal Oakey State School
- Official Opening: Cr Bill Cahill – Toowoomba Regional Council, Environmental and Community Services Spokesperson
- Housekeeping: David Totenhofer – Community Economic Development Officer, Toowoomba Regional Council, Oakey Service Centre

9.45am: SESSION ONE

Setting the Scene

TOPIC	FACILITATOR
Presentation of Data relating to Oakey	David Totenhofer
An Oakey Perspective (Where are we now? / Where would we like to be?) <ol style="list-style-type: none"> 1. Crime prevention perspective 2. An Indigenous perspective 3. Community Health 4. School perspective 5. A political perspective 	Sgt John Cook Dawn Woodbridge / Jennifer Wharton Anne Klibbe Tammy Mackay / Greg Sellars Ray Hopper MP

11.00am: MORNING TEA

11.30am: SESSION TWO

Identifying the Issues

3 Questions at 20 minutes each (15 minutes discussion – 5 minutes of responses)

Workshop questions

- What are the attributes that allows a community to raise a child?
- What are the issues that your organisation identifies within the Oakey community?
- What are the complexities / barriers / challenges around delivering your service?

12.30pm: LUNCH

1.00pm: SESSION THREE

The Oakey Jigsaw

(“It takes a community to raise a child”)

- What strategies should be investigated to address these issues?
- How can we put the pieces of the jigsaw together?
 1. Whats possible
 2. What will be a challenge

2.30pm: CONCLUSION

*Please take some time to fill in the feedback form
Thankyou for your attendance and input*

Setting the Scene

What makes Oakey what it is?

What makes Oakey different?

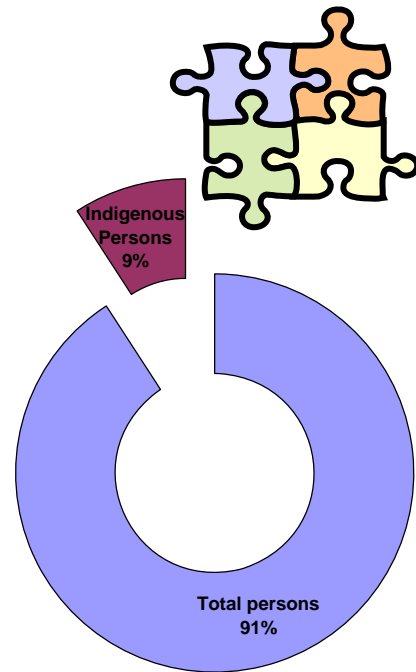
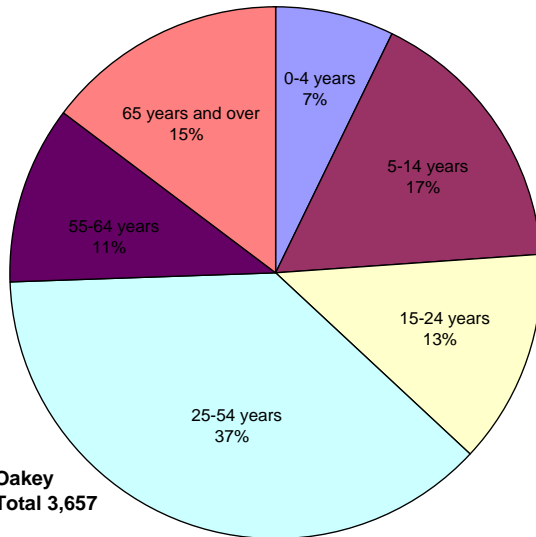


An analysis of ABS statistics for the Oakey “Urban Centre Locality” (UCL) for 2001 and 2006 highlights some of the aspects of Oakey, as compared to, say, Pittsworth, which is the closest country town in size in the region, and is a similar distance from Toowoomba, so has similar issues related to that proximity to a major centre.

It is important to note that the statistics relate to the Oakey UCL only, **not** including the surrounding rural population or satellite villages



The comparison was also made with the Toowoomba “Statistical District”, an area roughly encompassing the immediate catchment area of Toowoomba, and including the “dormitory” suburbs of Kingsthorpe, Gowrie Junction, Highfields, and Westbrook.



Population

Oakey - Population

The 2006 Census counted 3657 people in the Oakey UCL, up from 3,460 in 2001, an increase of 5.7% over that time, or about 1% per annum.

OAKEY	2001		2006		Change	
	Number	%	Number	%	Number	%
Total Persons	3,460		3,657		203	+5.7%
Male	1705	49.3%	1,796	49.1%	91	+5.3%
Female	1755	50.7%	1,861	50.9%	106	+6.0%
Indigenous	291	8.4%	331	9.1%	40	+13.7%

Over 9% of the population identified as Aboriginal or Torres Strait Islander in the 2006 census, a 14% increase from 5 years before.

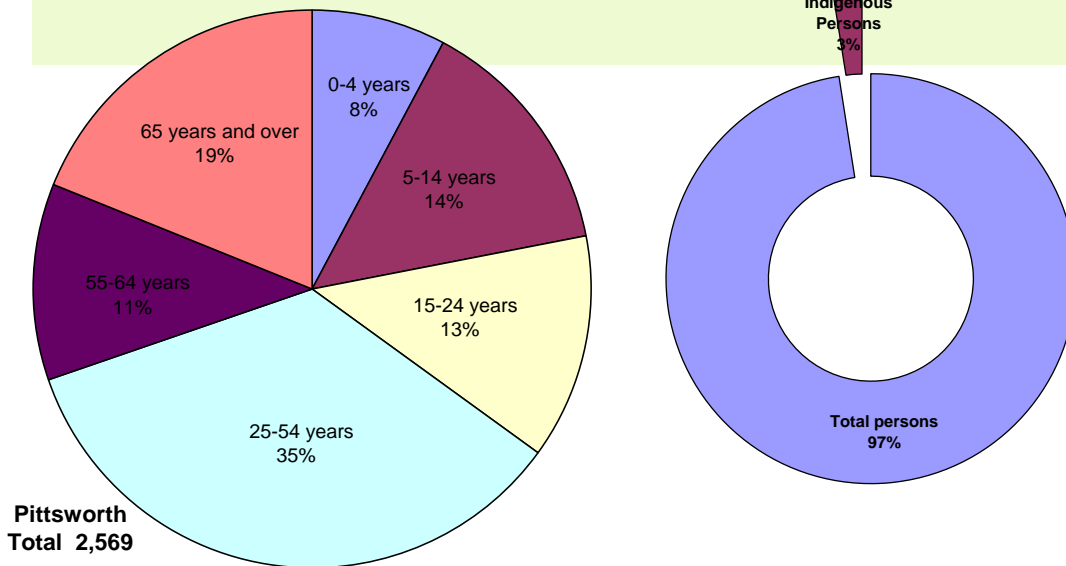
Anecdotal evidence would suggest there is a larger number of Aboriginals in Oakey than those numbers. For example 26% of the students (105) at Oakey State School identify as Aboriginal.

Of note is the addition of 46 Brazilians, guest workers at the Oakey Abattoir, on "457 visa's". A significant number of Koreans on short term working visa's are also apparent in town, employed at Abattoirs around the area, and living in rented accommodation

The languages of Portuguese and Korean have now become significant. The Oakey Primary School has 10 Brazilian students, with English as a second language.

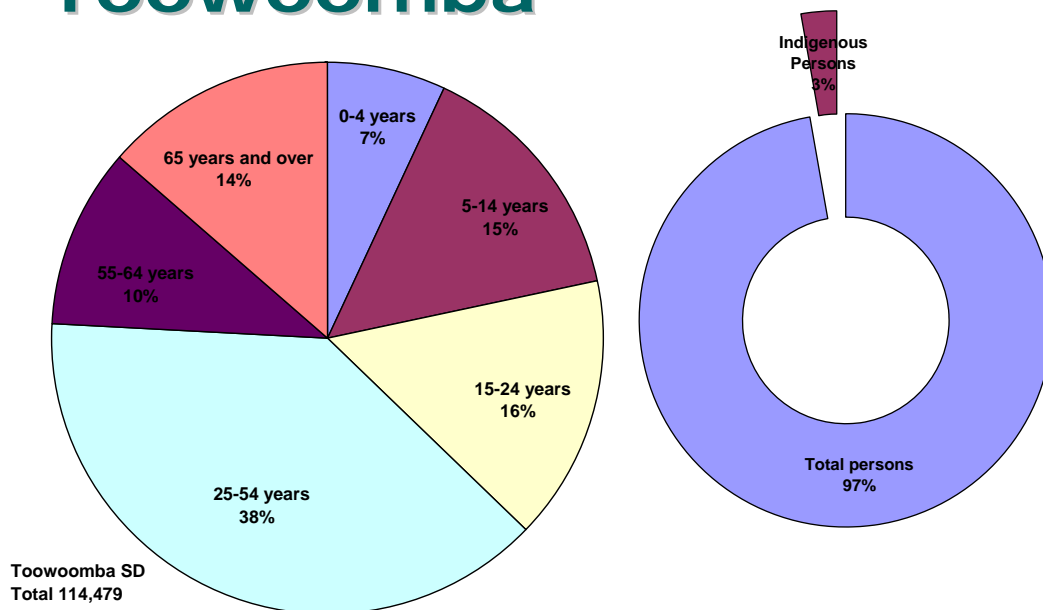
In comparison Pittsworth UCL had 2,569 people, 2.6 % ATSI (66 people), and is hosting Chinese guest workers.

Pittsworth

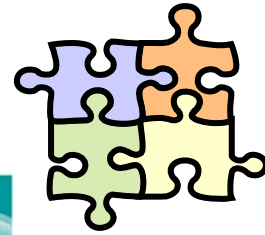


Toowoomba Statistical District had 114,479 people, including 2.9% ATSI (3,313 people). Other prominent cultural groups include 0.4% of the population who speak Mandarin (Chinese) (c 500 people) and 0.3% who speak Dinka (Sudanese) (c. 350 people).

Toowoomba



Oakey Jigsaw Industry/Employment



730



800



120



2000 (?)



210

Industry/Employment

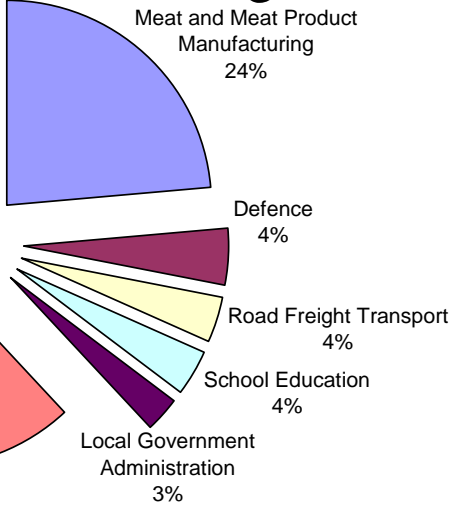
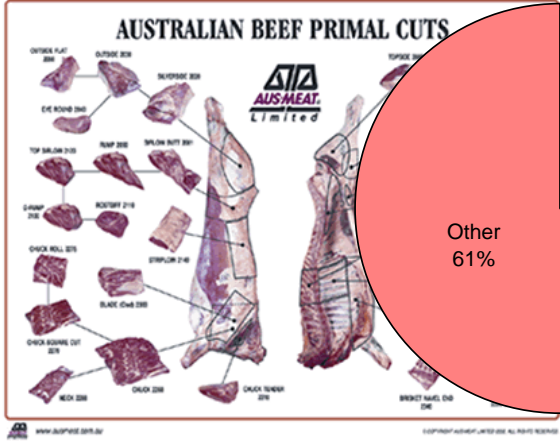
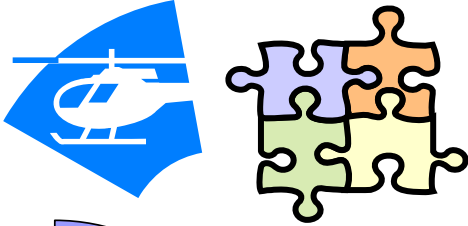
Oakey has many employment opportunities, but not all the industry in and around the town necessarily benefits the town itself.
(Note these numbers do not include the rural areas or small towns and villages around Oakey, where many people in these industries choose to live)

- Oakey Abattoir employs some 730 staff
- Beef City feedlot and Abattoir employs some 800 people
- *24% of the labour force (335 people) are employed in "Meat Manufacturing"*
- The Army Aviation base apparently employs some 2,000 people, some of whom live on the base. This is a combination of military and civilian contractor (currently Spotless) staff.
- *Only 4% (61) people who live in Oakey are employed directly in Defence. An unknown number are employed in civilian roles.*
- New Acland Coal Mine employs some 210 staff
- *Only 15 people living in the Oakey UCL state they were employed in mining.*
- Toowoomba Regional Council employ some 120 staff in the Oakey Service Centre and Depot.
- *38 people indicated they were employed in Local Government Administration*

A recognised Oakey phenomena is the daily arrival and departure of many workers, with short-term "traffic jams" at strategic points at particular times

Oakey Jigsaw

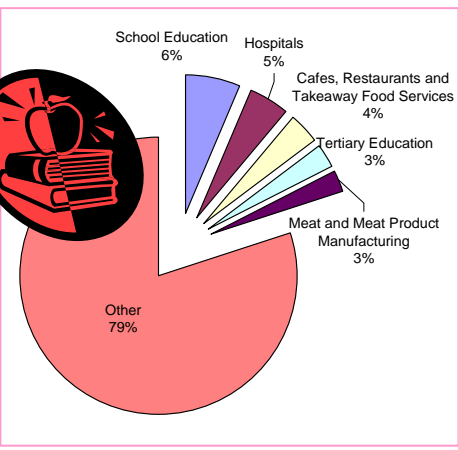
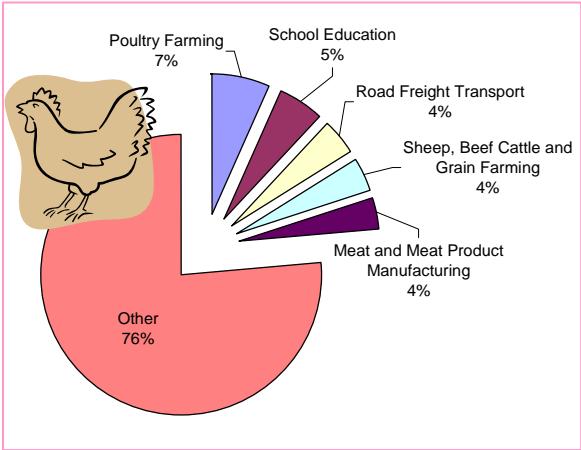
Industry/Employment



Almost 1/4 pf Oakey workforce works in a singular industry – Meat Manufacturing. Toowoomba and Pittsworth have a much more diverse range of employment types. Pittsworth highest Industry by employment is Poultry, but only 7% of the workforce work in that industry, while Toowoomba SD’s highest is Education, but only 5% of the workforce are employed in that sector.

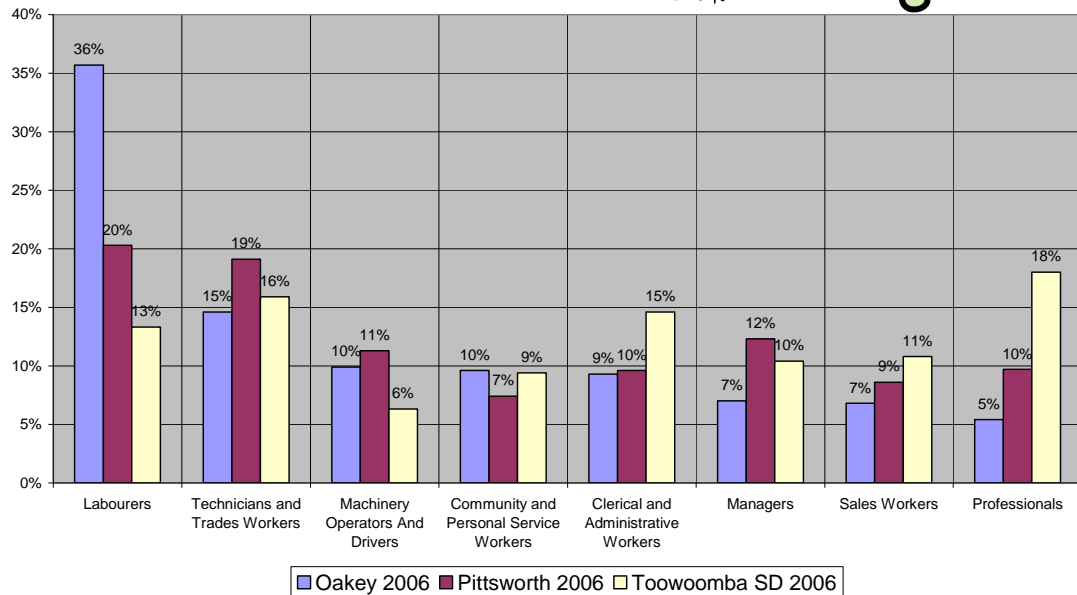
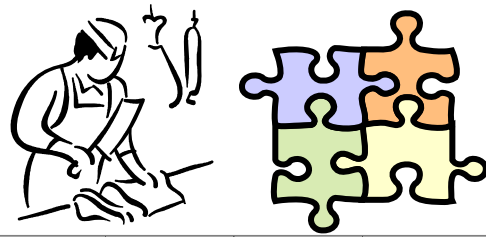
Pittsworth

Toowoomba SD



Oakey Jigsaw

Industry/Employment



36% of the Oakey workforce identify as labourers, compared to 20% of Pittsworth's workforce, and 13% of Toowoomba SD's.

15% of the Oakey workforce identify as Technicians and Tradesworkers, compared to 19% in Pittsworth and 16% in Toowoomba.

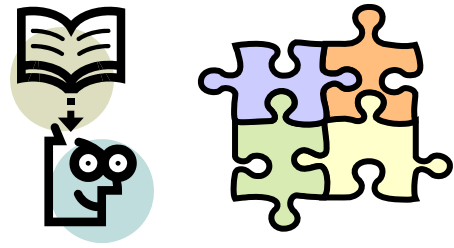
At other end of the scale, 18% of Toowoomba workforce identifies as Professionals, 10% of Pittsworth's, and 5% of Oakey's workforce.

Oakey has an unemployment rate of 6.6% compared to Pittsworth 4.1%; Toowoomba 4.5%; Qld 4.7%; and Australia's 5.2%. This equates to c.100 people.

In 2001 Oakey unemployment rate was over 10%.

Even with these figures, the Oakey Abattoir and Beef City are constantly seeking low-skilled workers, but have strict criteria, regarding punctuality, absenteeism, and drug use.





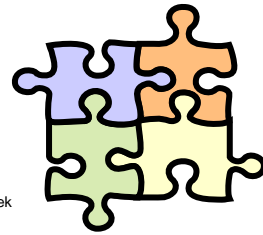
Of the Oakey population in 2006

- 20% (500) of the adult population (over 20) have finished yr 12 of high school
- 60% (c 1500) have yr 10 or less education
- Including 17% (c 400) who have yr 8 or less education. The bulk of these are over 55.
- 2/3 (67% - c.650) of the 35 to 55 year old population had a year 10 or less education.

- 185 people had a Bachelor degree or above
- 433 people had a Certificate (I, II, or III)
- Indicates some with low school education have gone on to other educational opportunities

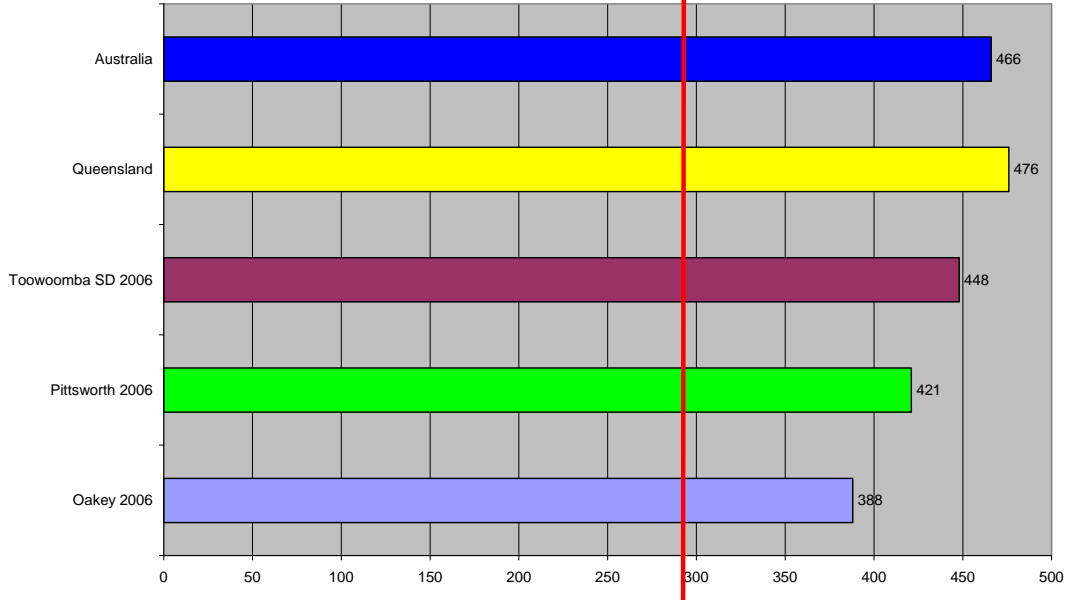
Oakey has a High School and two primary schools (State and Catholic).

Education



Oakey Jigsaw Income

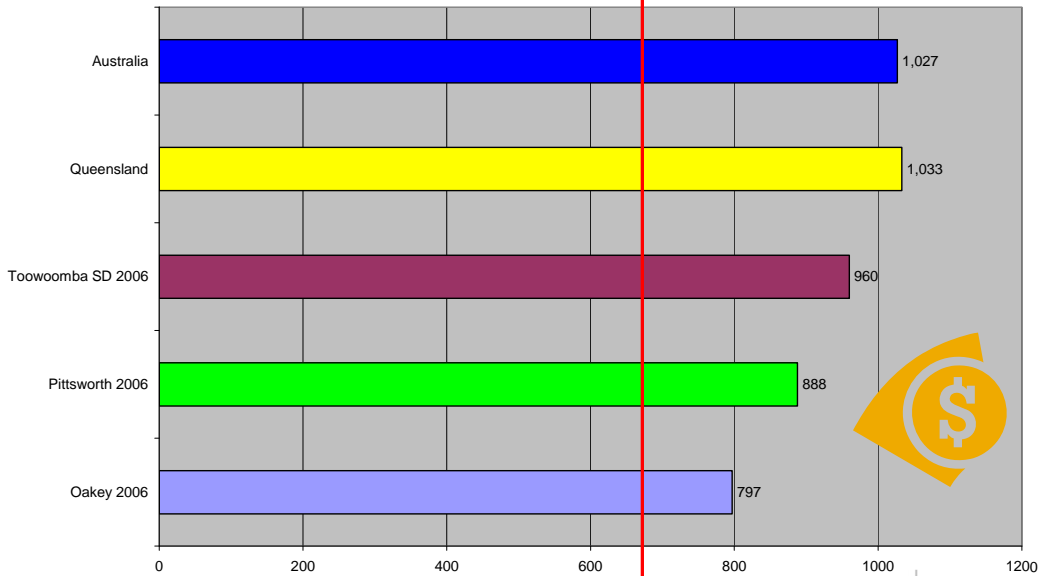
Median individual income (\$/Weekly) Poverty Line \$285/week



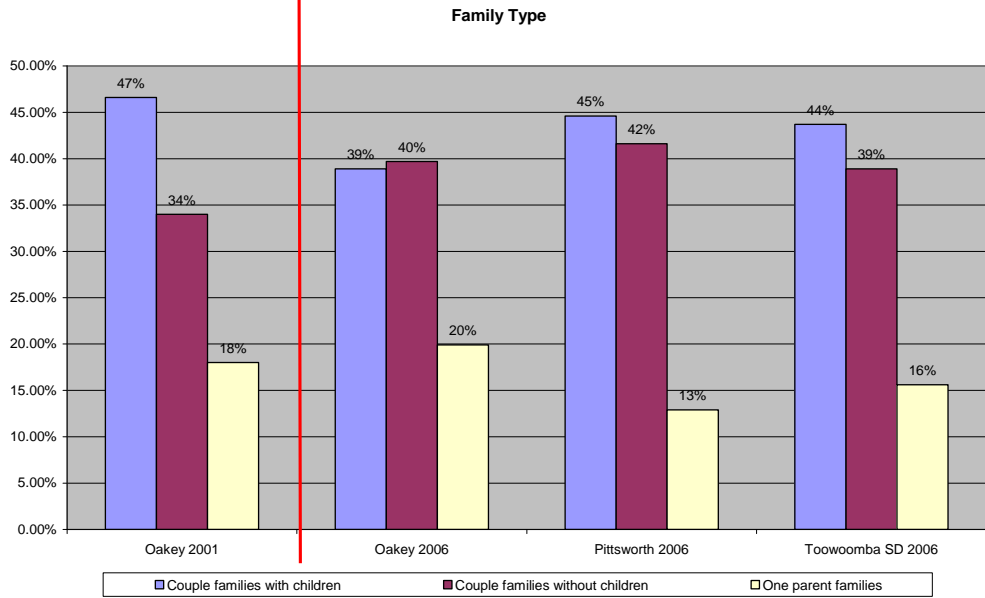
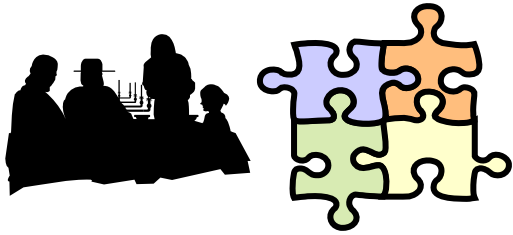
Oakey 2006 -

Income	Oakey	Pittsworth	Twmba	Qld	Aust
Median individual income (\$/Weekly)	388	421	448	476	466
Median Household Income (\$/Weekly)	797	888	960	1,033	1,027
Median family Income (\$/weekly)	995	1,073	1,116	1,154	1,171

Median Household Income (\$/Weekly) Poverty Line \$670.80



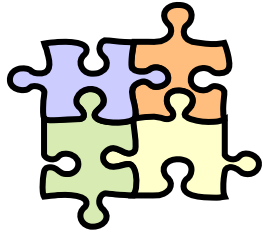
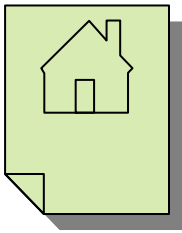
Income



Family structure

The structure of Families in the Oakey UCL has changed from 2001 to 2006

- Trend down in couples with children, from 47% to 39% of families
- Trend up for couples without children, from 34% to 40% of families. Possibly a reflection of the ageing of the community
- Trend up in single parent families from 18% to 20%
- Oakey has a higher percentage of Single Parent families than Pittsworth and Toowoomba (Qld and Aust similar to Toowoomba)



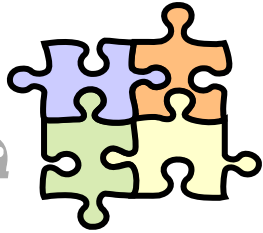
- Cheaper rent and loan repayments
- 36% of homes rented
- 9.3% (44) Housing Authority homes
- Reduction in Defence Housing Authority homes
- Shortage of rental accommodation
- Available residential land

Housing

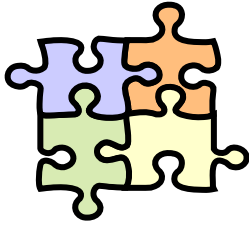
Housing In Oakey costs less than Toowoomba and Pittsworth

Housing Tenure	Oakey	Pittsworth	Toowoomba SD
Owned	30%	38%	32%
Purchasing	28%	31%	32%
Rented	36%	26%	29%
Housing Authority	9.3%	2.9%	9.5%

- In Oakey 36% of homes are rented, compared to 26% in Pittsworth, and 29% in Toowoomba SD.
- 9.3 % of homes in Oakey belong to a Housing authority, compared to Pittsworth 2.95%, and Toowoomba 9.5%.
- Interesting to note an increase in rentals from Real Estate Agents of 42% to 57%, from 2001 to 2006, and a corresponding decline in “other landlord type” from 46% to 31%. This could reflect the decision of the Defence Housing Authority to sell many of their assets in Oakey and invest in Toowoomba.



- Over half (57%) of the population who were living in Oakey in 2006, were living in Oakey in 2001 (5 years before).
- Within that figure 15% moved house within Oakey
- Almost 1/3 (31%) of the population who were living in Oakey in 2006 were not living in Oakey 5 yrs before. That’s over 1000 people who have moved into the area in that 5 years



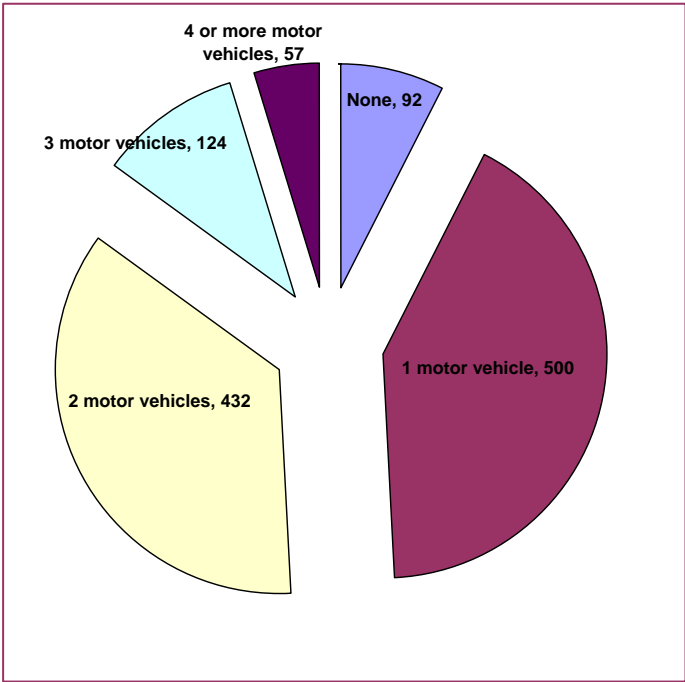
Oakey is c 30 kms west of Toowoomba, which for those with a car is quiet close. But for those without cars, it's a long way.

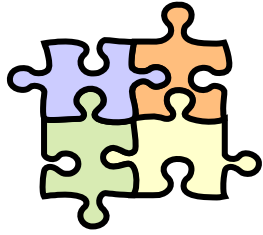
- Of the 1255 homes in Oakey 92 have no vehicle
- *At 2.6 people per home, that equates to 240 people with no transport.*

- Oakey is 30 kms from Toowoomba
- There is no regular public transport
- *There are bus services, but they are not easily accessible or economical*
 - *School Bus early and late, with some restrictions on who can travel, and limited drop off and pick up points in Toowoomba*
 - *Greyhound and Kynoch Coach Services to/from Western and Central Queensland, but not economical, accommodating or reliably on time.*
 - *Train service virtually non-existent (late night western Qld run), and not promoted in any way*

- 500 homes have only 1 car
- 878 people drove to work as the driver
- *Equates top potentially another 300 homes without a car if partner drives to work*

Transport

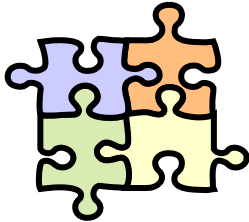




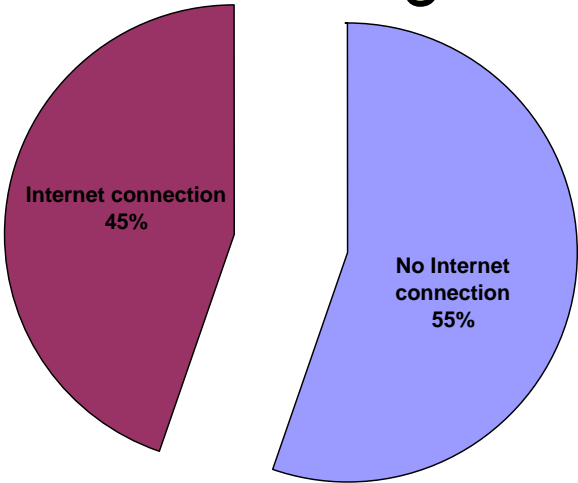
- **Disability**
- 269 people indicated as having a disability (7%). i.e “Core activity need for assistance = *“those people needing help or assistance in one or more of the three core activity areas of self-care, mobility and communication, because of a long-term health condition (lasting six months or more), a disability (lasting six months or more), or old age’.*
- 142 (4%) of these were over 65.

Carers

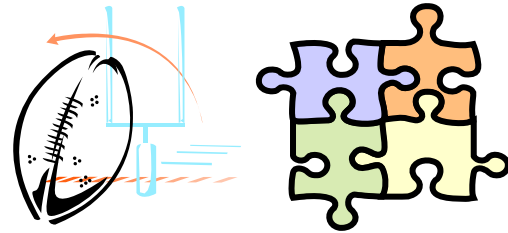
- **Carers**
- 280 people indicated they provided unpaid assistance to a person with a disability. 10% of the adult population.
- There are a significant number of foster caring families
- **Volunteers**
- 1 in 5 adults - 512 people – volunteer in the community



- In 2006
- 45% of households (537) had internet access)
- 60% of these (328) were broadband connections
- 55% had no internet connection



Internet Connection

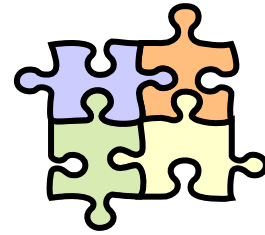


Oakey has a broad range of sport and recreation opportunities including:

- Swimming Club 82 members
- Pony Club 41 members
- Race Club 15 members
- Tennis Association 75 members
- Cricket Club 30 members
- Junior Cricket 35 members
- Fish restocking 71 members
- Indoor Sports Centre 165 members
- Junior Rugby League 210 members
- Senior Rugby League 203 members
- Touch Football 40 members
- Soccer Club 70 members (2008)
- Golf
- Zen Do Kai
- Bowls
- Dance
- Scouts
- Guides
- Air Cadets
- Youth Group

- Art Group
- Historical Museum
- Library
- SES
- Urban Landcare
- Wildlife Carers
- TOMNET
- Senior Citizens
- QCWA
- Lions
- Rotary

Sport and Recreation



Oakey has many retail and service options

- Supermarkets
- Electrical
- Video
- Jewelry
- Florist
- Banks
- Pharmacies
- Real Estate Agencies
- Hardwares
- TAB
- Hotels, Bottle Shops
- Motels
- Restaurants
- Cafés, Pizza
- Toys
- Furniture
- Tyres & Mechanical;
- Car Sales
- Discount shops
- Book shops
- Auto parts
- Fitness
- Hairdressers
- Bakers
- Butchers
- Rural Supplies
- Stockfeed
- Horse supplies
- Sewing supplies
- Post Office
- Police
- Court House/Qld Transport
- Council
- Medical Centre
- Hospital
- Ambulance
- Solicitor
- Accountants
- Physiotherapist
- Chiropractor
- High School
- Primary Schools
- Churches
- Thrift Shops

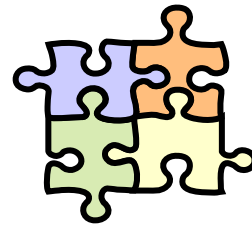
It also lacks some services, which are assumed to be available in Toowoomba

Oakey's Community Organisations tend to be run by longstanding, aging volunteers and committees, who have been known to discourage, by design or by ignorance, new and younger participation.

- Show Society
- Chamber of Commerce
- Arts Council
- Local Ambulance Committee
- Neighbourhood Watch

Services

Oakey Jigsaw



Oakey Summary

• Median age of persons	36
• Median housing loan repayment (\$/monthly)	867
• Median individual income (\$/weekly)	388
• Median rent (\$/weekly)	150
• Median family income (\$/weekly)	995
• Average number of persons per bedroom	1.1
• Median household income (\$/weekly)	797
• Average household size	2.6

Oakey is a small town close to Toowoomba with a lower socio-economic profile than its surrounding towns, and of its “parent” city.

- Its closeness is a positive and a negative.
- It has significant industry, and employment opportunities, but some of this is lost on the town.
- It has good education facilities, average sporting facilities, some social and recreational opportunities. Overall education standards are low.
- It has good value housing, but a shortage
- It lacks transport links to Toowoomba
- There are social issues that are elaborated upon by some other speakers

Interface Anecdotes – “Oakets”

Some pieces of the puzzle...

A Crime Prevention Perspective

**Sgt John Cook,
Officer In Charge, Oakey Police Station**

Notes

- Crime statistics have improved in Oakey. E.g. break & enter crimes half what they were in lat 1990's
- A Public meeting a number of years ago attracted 200 people who expressed concerns with security. This resulted in two Neighbourhood Watch groups being formed, which have now consolidated into one active group.
- Issues the Police deal with – Domestic Violence, Child Neglect, Abuse
- As a comparison, Oakey has 7 police, Pittsworth has 2 police, though Pittsworth has 70% of the population of Oakey
- The socio-economic and ethnic makeup of Oakey does require a larger police presence

Indigenous perspectives

**Dawn Woodbridge
Aboriginal Liaison community worker,
Oakey Primary School and Oakey State High School.**

Notes

Schools Indigenous Liaison Officer

- Parents School Participation Initiative (PSPI) - allows indigenous parents to raise issues in the school and the community, and become connected
- Social issues – can't work on our own
- Aboriginal people do see things differently
- Need to feel some ownership and take responsibility for programs
- E.g. aboriginal playgroup
- Issues in Oakey – Nutrition, Housing – overcrowding with extended family

**Jennifer Wharton
Aboriginal Health Worker
Goondir Health Services, Oakey.**

ISSUES WITHIN OAKEY

Introduction:

I would like to acknowledge the Traditional Owners of this land that we stand upon today.

My name is Jennifer Wharton-Hazard. I work for Goondir Health Services, which is an Aboriginal Medical Service, in Partnership with QLD Health Oakey. We have in place a Memorandum of Understanding, between these two services.

The Aboriginal population in Oakey alone has increased over the years

Issue that have been identified to name a few are

- **Transport**

To Doctor/Specialist appointments are sometimes hard, because majority of people don't have access to a motor vehicle or public transports.

- **Accessibility**

Community members find it hard to access some services here in Oakey and within Toowoomba; the community don't know of what services that are available and don't know how to access these services.

Also other Health Issues that has been identified

- Dental
- Hearing Health
- Drugs & Alcohol
- Child Health
- Diabetes/Podiatrist
- Sexual Health
- Counselling/Mental Health
- Domestic Violence's

These needs have come from the grass roots of the Oakey community, that is why we have come together today, about changes in our community.

Here are some key recommendations, I will leave you with and they are

- More awareness why the change is needed
- Growing desire to support & participate in these new changes
- Our knowledge of how to change
- Our ability to implement new skills & behaviours
- The reinforcement that we need to sustain the change

A Community Health perspective

Anne Klibbe
Community Health Nurse
Oakey Health Service

Oakey Community Inter-Agency Planning Day 28/11/2008

What issues are we dealing within Oakey that impact on the health of the community? In thinking about this from a community health perspective I have consulted with all the team at Community Health, including child health, the school based youth health nurse, the social worker and home and community care services. I have also spoken with staff from the Oakey Hospital, the Ambulance Service and doctors from the two surgeries in Oakey.

One issue that keeps reoccurring is transport to Toowoomba where most services are located. The HACC Transport Service has been able to assist in a small way those people who are frail aged, suffering from a disability or carers by going into Toowoomba on a Wednesday. There are many others who require transport to Toowoomba for Kidney Dialysis, Specialist appointments in Toowoomba or who need to catch the Ambulance bus to Brisbane and be in Toowoomba by 7.30am. However many others who do not fit into this category need to go to Toowoomba to deal with Centrelink, Legal Aid, for Relationships Counselling, Special Therapies, Specialist Dental Treatment, Hearing services or Eye specialist. 15% of our population over 65 yrs and growing significantly, 13% are 15 to 24yrs and 25% of our families are single parent families. In 2006 just over 1,000 people living in Oakey and age over 15 yrs were not in the workforce, allowing for 500 of these still at school that still leaves 500 people in Oakey needing to access Centrelink and without private transport.

Managing dysfunctional families with small children. While services like Child Safety, Domestic Violence, Child Health, Social Work, Mental Health Service and many others are involved with these families from time to time, the young families is left to continue coping in the same stressful environment, with limited funds, poor financial management skills, and poor housekeeping skills. These young parents feel vulnerable, lack confidence and have no support or older people in the community.

New Arrivals from other countries like Brazil and Korea have caused concerns to the Ambulance and Doctors because of the language difficulty and because some do not have a Medicare Card to access free medical care or private medical cover. Single Parent Families face difficulties when the parent or one of the children needs to be transported to hospital for an emergency and there is no back up to care for the other children.

When the Ambulance takes a person to hospital in Toowoomba and they are not admitted. The Ambulance is a one way so the person needs to find their own way home. Depression, Self Harm and Suicide are issues of concern in Oakey and District.

How to inform people of the help and services that are available in Oakey is an issue when we have no shop front. We all work in our own areas and are often now aware that a new service has started.

One of the biggest concern we have as health workers is youth health.

We have a school based youth health nurse in Oakey, and a youth pastor which is good but not full time Youth Worker or Youth Centre to support them. We have an

increasing youth population with no access to Youth Services in Toowoomba except through private transport.

In 1997 I was a member of newly formed Oakey Youth Committee. This committee was made up of people from the Local Council, Police, Health, Education, Aboriginal Organisation, Army, Girl Guides, Scouts, CWA and Church groups. An Oakey and District Youth needs Study was conducted with a Grant from the Youth Health Policy Unity. The reason this study which occurred over 10 years ago was because:

- The number of drop-outs from Oakey High School was increasing
- A high number of youth pregnancies was occurring
- There was a community concern about rising crime rate amongst the youth
- The community perceived an increase in drug and alcohol use with young people who were hanging about with nothing to do
- Youth themselves were concerned about having nothing to do in Oakey
- Youth Suicides occurred
- Local GP's reported an increase in young people with symptoms of depression.

The Results of the Study showed:

- Lack of Activities and amenities (especially unlicensed venues).
- Family and Parenting Issues
- Alcohol

The Recommendations from the study were for:

- A multi-purpose youth facility
- A sport and Recreation Facility
- Shopping facilities in Oakey
- Entertainment Opportunities

I am certain if we repeated this study we would come up with similar findings except form maybe the shopping.

Many of the youth from this survey would now be young parents living in Oakey.

Will the next ten years be any different?

School Perspectives

**Tammy Mackay,
Deputy Principal,
Oakey State School**

Good morning, my name is Tammy Mackay and it is my pleasure to talk with you today about Oakey State Primary School. At Oakey Primary School we have approximately 410 students (28% of our students are indigenous) from Prep to Year 7. Our school has a special education facility and we have numerous support personnel connected to this. We have an active P&C who support the school and our students.

I would have to say for me Oakey Primary School is one of the best schools that I have had the privilege to be a part of, but it is also one of the hardest. The hard part is daily seeing our struggling families, which then contributes to difficulties in all areas of the learning domains for our students. This daily struggle stems from a variety of causes – but the primary contribution is knowledge and as we know knowledge is power. The knowledge that our parents have about the services that many of the organisations that you represent here today could help them with these daily struggles just to get by, and so the piece of the puzzle for us is that we need to know about you and your organisation, your services and how to tap into those services and too give this knowledge to our parents.

Oakey State School is quite an innovative school - our teachers and support staff of which there are many including a parent liaison officer, school chaplain and guidance officer are extremely proactive where our students and families are concerned. I will give you one recent example of the lengths our teachers will go to get the required support for our students. One separated family with extremely limited literacy skills was required to have extensive tests completed for their child. When the test results came back, the parents had no idea of the language and medical terminology the doctors were using, remember the family were illiterate and the letters from the doctors were not kept and therefore no one had any idea what was actually wrong with their child and when they came back to school the parents and the teachers had no understanding of what was actually happening to this child who was in actual fact losing his sight at a rapid rate. This was obviously impacting upon his daily life at school and had huge implications on his learning. This student's dedicated teacher, started phoning and faxing the specialists and doctors involved with parental permission of course. After not getting a response from the doctors the teacher made an appointment for herself and the parents of the child to ensure that the school could fully understand the complexities of the diagnosis so that we could best advocate and support his learning needs. The child next year will receive extra support and funding due to his needs. Sadly though this is just one case in which we could actually help the child because his problems were very obvious – many of our students sit in classrooms everyday struggling with similar problems that are not so obvious..

This story demonstrates that some of our parents, and these are the ones who need help the most, struggle with basic literacy skills. These skills prevent them from accessing the services or even finding out about the services and as I stated before it

prevents them from having knowledge and remember as I stated before knowledge is power.

Money is also a factor. With the current economic climate, many of our parents find the trip to either Toowoomba or Dalby where the services they so desperately need for our students are too far away as there is no direct public transport link to either destination or if they do have a car they find that it is simply too expensive for them to afford the trip or they only have one car and the working parent (if there is one) has the car. Some don't have a license again due to not being able to pass the test which stems back to the literacy problem. And the dreaded cycle continues.

A basic understanding of parenting skills impacts upon our families. Difficulties with parenting skills spreads into areas such as basic hygiene (brushing teeth, clean clothes), nutrition (daily balanced meals), budgeting not only for school uniforms/excursion costs but daily living, behaviour management issues in the home stems into behaviour at school, a lack of literacy and numeracy in the home again stems into school as some of our kids have no idea of what a book is or how to use it when they start Prep, which impacts greatly on learning and places these kids way behind other kids in the state even before they have started school.

Our school also enrolls a high number of foster children who come with their own sets of issues such as previous forms of abuse, mental health factors, etc that we may not know about when they enrol or really ever know as their time with us is unknown which causes its own problems. Our teachers expect these kids to sit nicely and conform in class so that they can learn – not a huge expectation one might initially think. But combine the foster children with our other children with their own complex family situations and issues and this adds another dimension of complexity to our school that quite frankly teachers are not educated to deal with and some of the time Dave and I feel at a loss to address as well.

Pride – is the final issue I will mention today. Many of our families are trying to do the best they can for some their parenting ability is based on a very limited knowledge or distorted view of what a family is. Add to this that just like many of us who have a basic understanding of the services offered for support when you hit tough times that is when you are less likely to ask for support because you may even feel more shame or more of a failure or not be in a position or clear state or clear state of mind to ask for help.

That is why for our school and the community, today is the start of many positive and productive partnerships that are so important to this little forgotten part of the Darling Downs region. We need to be able to work together, to fully understand what the role of one another is, the services that we can offer and share the knowledge we have - so that our community becomes a better place not just for our children but for the whole community. On behalf of our Oakey kids and their families and our wonderful Primary School - I thank you for being here!

Greg Sellars
Deputy Principal,
Oakey State High School

Introduction

- Our community has many of the characteristics of all low socio economic communities.
- The majority of our students participate fully in their educational program and are genuinely nice people.

Section 1: Students who lack pro social behaviour.

- However we have a small proportion of students whose behaviour has significant impacts in our school.
 1. These students do not demonstrate pro social behaviour.
 2. Typically these students have poor attendance
- This not only limits their ability to participate in the learning program but often leads to these students being very disruptive.
- Often their behaviour is not only unacceptable at school but also at home.
- From discussions with these parents, the parents feel disempowered and are not skilled in managing their child's behaviour.
- I AM VERY CONCERNED about the frustration and stress these families suffer. I am regularly having parents crying in my office and some who demand I ring Child Safety to have the children put in the care of the state.
- There are a significant proportion of our students who do not live with their parents. In some cases the student is escaping parental control.
- John Archibald and Jo Cook, EQ's Behaviour Management Support Team, recently has some successes in helping one of our students improve their behaviour by counselling the parents.
- This approach I believe would be very successful but it has a high demand on resources.
- Dawn Woodbridge and Alice Collins, our indigenous workers, have been very successful working with indigenous students and parents using this model.

Section 2: Acceptance of Violence

- This is another characteristic shared by other low socio economic communities.
- Issues from outside the school come into the school.
- Can involve whole families. Evidence from discussion and SMSs.
- Issues can involve significant anger, threat of violence and violence.
- Example: One student was to initiate a fight with another outside the grounds after school. A large group of students gathered. Student had brought their mobile phone to school to record the fight. Parents were aware the fight was to happen and supported the action. No teachers were informed.

Conclusion

- I have been to approximately 10 schools in my career so I feel that I can compare. Oakey SHS is doing a great job as evidenced by:
 1. Good scores on the Year 9 national numeracy and literacy tests.
 2. Positive relationships with the indigenous community.
 3. 2007 State Award for the Transport and Logistics Program.
 4. 2008 State Award for activities in Aerospace.
 5. Acceptance in the second round of the national funded Trade Training Centres.
 6. Innovative program to train students in the area of construction, furnishing and engineering.
- Thanks to Chris McNally (Principal) for his leadership in these areas.

Identifying the Issues

The group of c.85 participants broke into 9 groups to workshop the following questions:

1. What are the attributes that allows a community to raise a child?

The responses to this question raised many similar issues from the nine groups, which, probably not surprisingly, emulated "Maslow's Hierarchy of needs" (see diagram below*), so they have been grouped in this way as a method of making some sense of the feedback.

Different colours indicate different workshop groups. Repeated ideas track the importance of a particular idea. A summary of the responses precedes each list.

Overall summary: "A safe community with employment opportunities and essential services, where families can thrive and the community positively respects and encourages individuals, creating opportunity for education and personal growth."

6. PHYSIOLOGICAL

The basic need for adequate food and shelter.

- ✓ Home
- ✓ Housing
- ✓ housed & fed
- ✓ Food
- ✓ Shelter
- ✓ Basic needs
- ✓ basic needs

7. SAFETY

*Safety, security, stability of employment, income, and health.
Access to services and recreation.*

- ✓ Safe
- ✓ Safe Environment
- ✓ Security & Safety (internal & external)
- ✓ Safety
- ✓ Safe/secure
- ✓ Stability
- ✓ Safety
- ✓ Safety/safe environment
- ✓ Employment opportunities
- ✓ Employment
- ✓ Employment
- ✓ Income/employment
- ✓ Financial Stability
- ✓ Money - resources
- ✓ Good Health
- ✓ Good health
- ✓ Health
- ✓ Health
- ✓ Community safety (funding healthcare)
- ✓ Doctors
- ✓ Hospitals
- ✓ Caregivers
- ✓ Specialists
- ✓ Transport
- ✓ Transport
- ✓ Access to services
- ✓ Access to services (locally)
- ✓ Facilities – Childcare, etc
- ✓ Essential/Appropriate services – access to services –affordable (costs involved)
- ✓ Indigenous services need to be based & delivered locally (not Twmba or Dalby)
- ✓ Room to play

8. LOVE/BELONGING

***Connected, accepted, nurtured
by family, friends, workmates, mentors and the community.***

- ✓ Love
- ✓ Belonging
- ✓ Sense of belonging
- ✓ Acceptance
- ✓ Connectiveness

- ✓ Familyness
- ✓ Family and extended family
- ✓ Parenting support – Neighbourhood centres
- ✓ Respect, care & love in home between members of home
- ✓ Parenting
- ✓ Effective parenting (effective care and love)
- ✓ Family & community support
- ✓ Adult role models
- ✓ Valuing of the child
 - ✓ able to enjoy childhood
 - ✓ Children are the present
- ✓ Good parenting skills
- ✓ Parental support & involvement through education & reverse psychology
- ✓ Peer support (eg. with grandparents)
- ✓ Relationships – ability to build connections
- ✓ Positive role models (elders, champions, youth)
- ✓ Mentors, Role mentors
- ✓ Positive Role Models – Positive Community

- ✓ Adults also safe & opportunity for mentoring

- ✓ Village Approach
- ✓ Community
- ✓ Common values
- ✓ Common goals
- ✓ Identifying as being apart of their Community. “Do they play a part”
- ✓ Community involvement
- ✓ Sense of community (inclusiveness)
- ✓ A community to belong to (small enough)
- ✓ Inclusive Community
 - Networks
 - Culture
 - Inviting
 - Interactive
- ✓ Shared sense of community & identity
- ✓ Community that listens to what is important
- ✓ Strong relationship between school/families
- ✓ Inclusive processes & participation
- ✓ Strength through embracing diversity
- ✓ Ongoing commitment community responsibility
- ✓ Wholistic approach
- ✓ Social Attributes/Opportunities
- ✓ Fun
- ✓ Play

9. ESTEEM

***Identity, respect, recognition and support,
such that hope and opportunity can be found and fulfilled.***

- ✓ Self Worth
- ✓ Self worth
- ✓ Identity
- ✓ Knowledge & Identity
- ✓ Respect
- ✓ Respect of all
 - ❖ acceptance
 - ❖ understanding
- ✓ Respect for all from all
- ✓ Recognition
- ✓ Ownership
- ✓ Ownership
- ✓ Positive
- ✓ Can do attitude
- ✓ Opportunities

- ✓ Create Opportunities
- ✓ Leadership
- ✓ Achievements
- ✓ Faith & Hope
- ✓ Support
- ✓ Support – being caring
- ✓ Cultural awareness – learning about each other
- ✓ Reconciliation
- ✓ Social inclusion from schools
- ✓ ownership school as hubs
 - supported
 - resources
- ✓ Diversity with uniqueness and a common goal

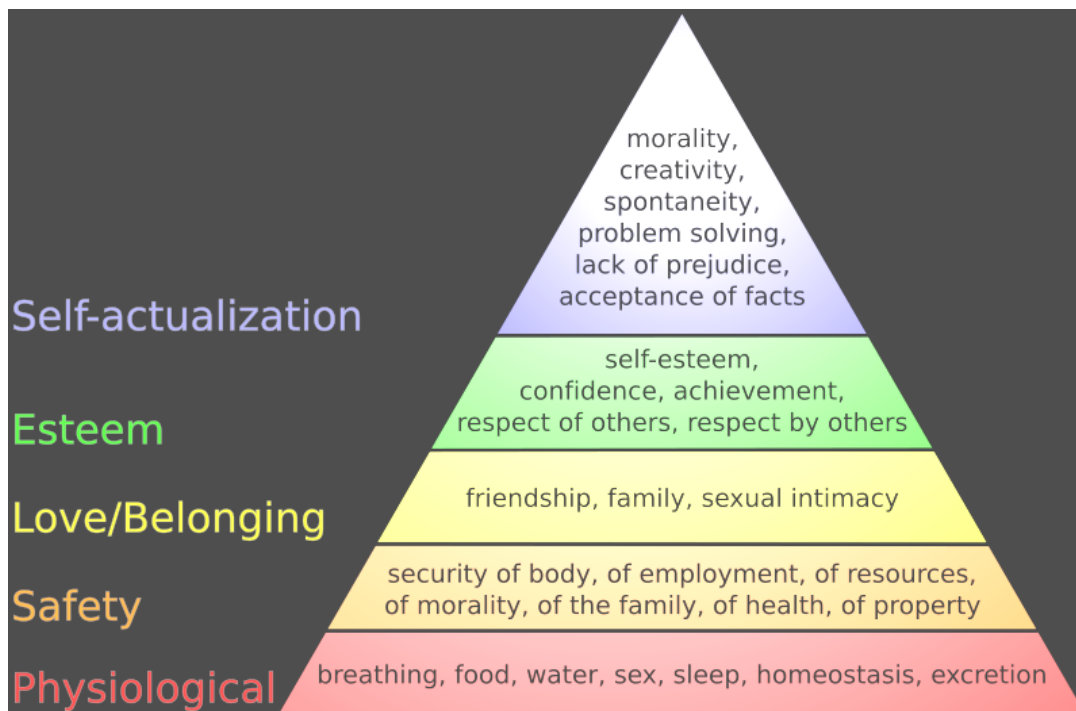
10. SELF-ACTUALISATION

Education, such that we can know, own and direct our circumstances, opportunities and future

- ✓ Education
- ✓ Educated
- ✓ Education
- ✓ Education
- ✓ Pre school
- ✓ Primary
- ✓ High school
- ✓ Special Ed
- ✓ Specialised services (speech, autism, etc)
- ✓ Coordination of services
- ✓ Schooling support (children & parents)
- ✓ Community education structures with adults
- ✓ Educated & informed parents
- ✓ Youth Services, activities
- ✓ Opportunity for youth interaction
- ✓ Community owned facility/centre
- ✓ Counselling services
- ✓ Proactive
 - ❖ –problem solving
 - ❖ –education
- ✓ Knowledge of resources
- ✓ Knowledge of opportunities/services
- ✓ Communication (effective) – Children, Adults
- ✓ Knowledge of accessibility to community services
- ✓ Knowledge & Skills
 - Culturally appropriate.
 - Age appropriate
- ✓ Communication – Dialogue between agencies
- ✓ Support services/networks
- ✓ breaking poverty & welfare mentality
- ✓ Indigenous community needs one collective voice (local elders group)

* A.H. Maslow, *A Theory of Human Motivation*, *Psychological Review* 50(4) (1943):370-96

Pictured as a triangle with the most basic needs as a foundation



What are the issues that your organisation identifies within the Oakey community?

The issues identified by the 9 groups are listed under similar Maslow headings as the attributes, to highlight where shortfalls might be addressed.

Again different colours indicate different workshop groups. Repeated ideas track the importance of a particular idea. . A summary of, and comment on, the responses precedes each list.

1. PHYSIOLOGICAL

Housing availability, quality and affordability are issues.

- Housing
 - Poverty
- Housing

2. SAFETY

Access to and availability of services and facilities an issue for some segments of the population, particularly Youth and Aboriginal people.

Employment Services and Mental Health services a priority.

- Transport
- Transport
- Transport (within & without accessibility)
- Transport
- Transport stops services
- Transport
- Transport and licensing
- Access
- Lack of access to services
- So close, but so far away
- Infrastructure/resources/funding don't support outlying areas
- Lack of updated facilities
- Lack of facilities
- Lack of youth facilities and activities and supervision (parental)
- No safe place for youth
- Boredom for youth (fear, not feeling safe)
- Youth mental and social health
- Youth related issues
- Unemployment
- Employment (more suitable help for Oakey residents to access employment elsewhere in other towns)
- Outreach by Centrelink to Oakey needed
- Violence (domestic/family/community has flow onto youth, family, schools, community)
- Health, wellbeing & education
- Access to health (lack of knowledge of services)
- Health issues (physical fitness and mental health)
- Health (indigenous services)
- Appropriate health services & access to services
- Health and social services
- Triage acute mental health
- Behavioural mental health support services
- Mental health diagnosis (understanding of issues, complications & treatment)
- –mental health awareness
- More services after hours
- Lack of security
- Funding shortfall

3. LOVE/BELONGING

*Lack of effective role models / mentors.
Family dysfunction. Community division.*

- Ageing & changing demographics and culture
- Limited role models and mentors
- Having mentors
 - multi generational approach
 - multi cultural approach
 - appropriate/confidential work environments
- Role models
 - start young
 - break the cycle
- Isolation
- Family dynamics
- Parenting skills
- Lack of boundaries
- High needs of foster carers (children and follow up families)
- Violence (domestic/family/community has flow onto youth, family, schools, community)
- Community worker/support services
- More emphasis on rights then responsibilities
- Lack of community involvement
- Disjointed community
- Community team (committee including youth representation)
- Suicides in the community
- Ownership (help with organisation)
- Boredom
 - not valued not supported
 - community events organised
 - promotion
- Lack of consolidation
 - one focus group
 - one common direction & focus
- Local drop in centre, Fri nights (child minding service by parents)

4. ESTEEM

Drugs / Alcohol. Life Skills. Division. Violence. Crime.

- Drugs & alcohol
- Drugs (illicit, alcohol is huge)
- Drug & alcohol support services based in Oakey (whole range)
- Not working as one
- Being fragmented
- Lack of support (community) for programs
- Absenteeism
- Counselling needs
- Police checks/records/warrants
- Poor/low skills base
 - living and hygiene
 - practical
 - work ethic
- Racism

5. SELF ACTUALISATION

Literacy and low levels of education are issues making communication of needs on one hand, and services available on the other, a difficulty and a division.

- Training Opportunities
- Lack of adult education services locally
- Literacy
- Education (USQ close to Oakey)
- Budgeting/financial services
- Reluctance of people to take on responsibility
- Lack of consistent information
- Lack of information
- Lack of linking to outreach services (transport)
- Visitors and community information centre (including community café, training ground hospitality tie in with schools)
- No Oakey interagency
- Non council development org. (strategic planning)
- Affordable sport services
- Shortage of volunteers (meals on wheels)
- Oakey's reputation

What are the complexities / barriers / challenges around delivering your service?

The range of responses were broadly classified under the following headings. Some of the challenges came from the issues list of the earlier session

LOCATION	- Where Oakey is
COMMUNICATION	- Effectively sharing information
PERCEPTION	- What people think of Oakey
MOTIVATION	- Getting people enthused and committed
FACILITATION	- Making things happen
ACTIVATION	- Accessing resources
COORDINATION	- Working together

LOCATION

- Oakey off radar (regionalism unreg. Region)
- Proximity to Twmba/resource drain
- Distance/accessability
- Sandwich syndrome (Twmba/Dalby, immature CBOs locally)
- Transport
 - Transport strategies
 - Pool of buses
 - Better use of existing buses
 - Eg. School buses outside of school times
 - Subsidies taxis
 - Consider insurance and sustainability
 - HACC services
 - Responsive services

COMMUNICATION

- Community awareness
- Knowledge and access
- Communication barriers
- Lack of knowledge and communication
- Methods used not getting through messages to targets
- Messages not getting through
- No accessible community information
- Mediums being used
- Literacy
- People don't read info given
- Personal face to face contact missing
- Using the visual and kinaesthetic mediums instead of written
- Getting info to those who need it to ensure they use the services once they are aware
- Lack of health education (sexual health)
- Community education training
- Don't look to local youth or businesses

PERCEPTION

- More reactive than proactive
- Oakey builds places not people
- Seen as part of Toowoomba
- Reputation (assumptions different to true facts)

MOTIVATION

- Lack of motivation
- Negative/complacency
- Apathy (lack of support in community)
- Isolationist mentality (don't think outside the box, pride and ignorance)
- Complexity, inability to comprehend consequences
- Breaking the cycle
- Community ownership
- Leadership/coordination
- Goals
- Self esteem, confidence
- Importance of education (fun)
- Importance of employment (have a go)
- Work Empower people
- Ethic
- People working with people regardless of race or nationality
- "We can do it! Yes we can" (Bob)

FACILITATION (making things happen)

- Lack of skill base
- Skilling local people (empowerment)
- Programs based on stats not need (ie. "get set for work")
- Lack of continuity of engagement
- Policy issues
- Government red tape (paper trails)
- Networking
- Forward step
- Action driven outcomes
- Increase cultural backgrounds/relationships
- Increase cultural understandings/cross cultural awareness and training
- Dormitory (build capacity suburb)

COORDINATION (working together)

- Lack local knowledge
- Lack of umbrella bodies
- Not enough inter departmental and high levels of government working in silo
- Lack of local community organisations who can step up to access grants and funded programs
- Lack of coordination interagency
- Leadership/coordination
- Group formed (regular meetings, don't give up)
- Community involvement including steering committee
- Community connectors
- Collaboration and resource sharing
- Sustainability and linking with RMCN
- Overall coordination (administration, lead agency)
- Whole of government approach
- Whole of government approach
- Whole of community approach

ACTIVATION (Resourcing)

- Money
- Lack of funds
- Competition for funds increasing
- Lack of resources (money and investing in the right thing)
- Lack of resources
- Adequate resources and knowledge thereof
- Sustainability/funding
- No communities money in Oakey
- Planning and decisions made outside area
- Loss of great personnel
- Lack of facility
- Lack of facilities, technology (computers, internet access)
- Lack of services (etc)
- Lack of services/options
- Lack of combined resources
- Services/resource not fully supported
- Finding volunteers (meals on wheels)

OTHERS

- No street based counselling service or social service
- Coal mines not employing Murri workers
- Best educated Murris not enough jobs
- Tertiary Education
- Early intervention (awareness for younger people)
- Support could be in kind and link with private enterprise/corporate
- Increase engagement difficulties

-
- TRC explore space owned and dept. agencies/services man

Setting Strategies

What Strategies should be investigated to address these issues?

How can we put the pieces of the jigsaw together?

What's Possible? What will be a challenge?

The focus groups were re-arranged for this segment, into groups with some commonality of interest and service delivery.

The range of strategic responses to the challenges have been classified in a similar way as the Complexities. Again the colours signify different groups, and repetition of ideas their importance to more than one group. Some groups drew diagrams which are reproduced.

The Strategies have been classified under similar headings to the complexities. A summary of the main findings is set out below:

LOCATION - Where Oakey is

Identify and implement solutions to the transport challenges faced by some Oakey residents, including expanding and promoting existing bus services, and resourcing new services.

COMMUNICATION - Effectively sharing information

Improve communication methods, including published Services Guide, Community Website, information displays, training, and word of mouth networking

PERCEPTION - What people think of Oakey

Continue to consult with various segments of the community to develop best practice and perceptions for Oakey.

MOTIVATION - Getting people enthused and committed

Develop an "Oakey Vision" that is owned by the community, Strengthen the concept and practice of "Family" within the Oakey community.

FACILITATION - Making things happen

- *Establish a "Shop Front" / "Neighborhood Centre" where funded and volunteer Community engagement workers can coordinate the sourcing, delivery and referral of services.*
- *Facilitate an event to raise community awareness of services available*

ACTIVATION - Accessing resources

Seek funding, facilities staff and volunteers

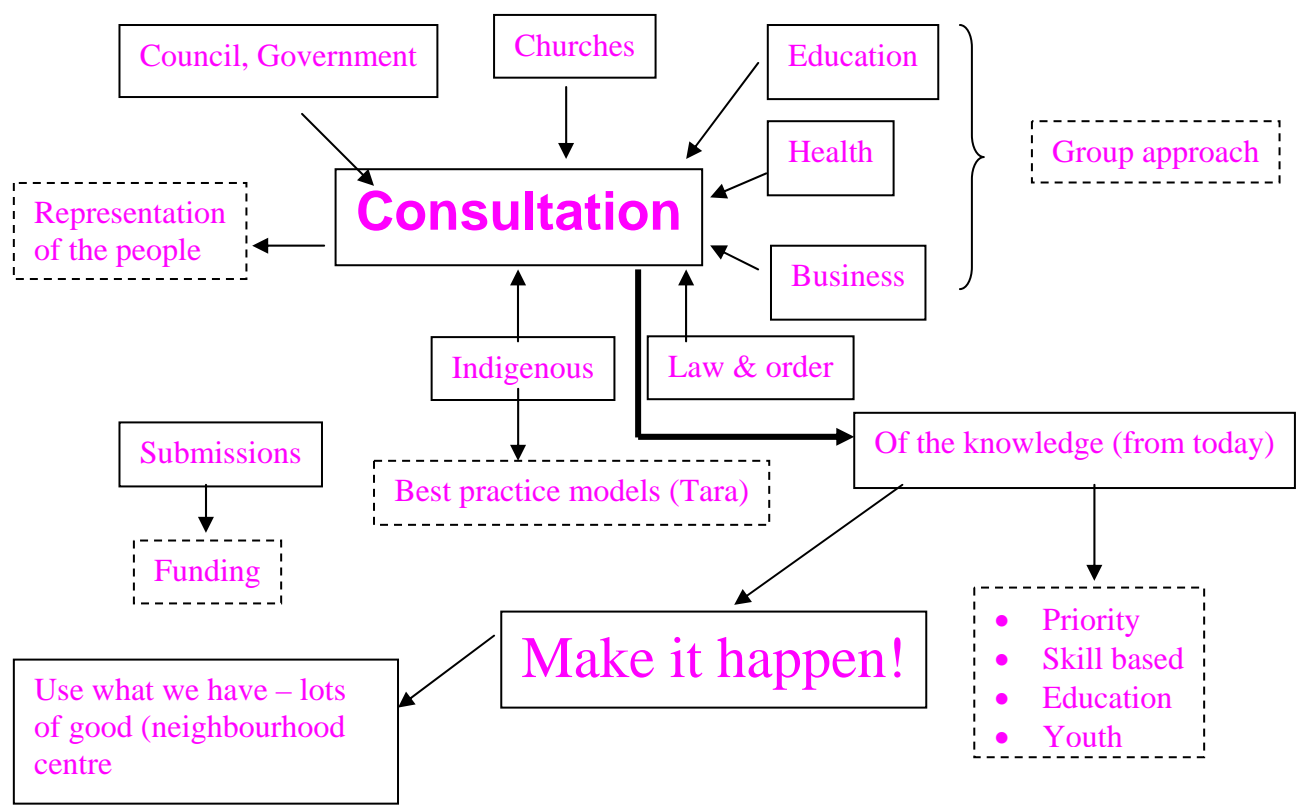
COORDINATION - Working together

Establish a task group to push these initiatives forward in collaboration with government and non-government agencies.

POSSIBLE	CHALLENGES
<p>LOCATION</p> <ul style="list-style-type: none"> ❖ Transport <ul style="list-style-type: none"> ○ Education on services ○ Better use of existing services ○ Prepaid bus service ❖ Transport <ul style="list-style-type: none"> ○ Jupitors casino fund ○ Department of transport ○ Twmba Regional Council ○ Private shuttle service (beef city and abbatoirs) ○ Community car pooling 	<ul style="list-style-type: none"> ▪ Transport strategies <ul style="list-style-type: none"> ○ Pool of buses ○ Better use of existing buses ○ Eg. School buses outside of school times ○ Subsidies taxis ○ Consider insurance and sustainability ○ HACC services
<p>COMMUNICATION</p> <ul style="list-style-type: none"> ❖ Phone info line/Oakey website ❖ Community café/book swap/info ❖ Electronic community billboard ❖ Local community service guide (with coming events) ❖ Training opportunities (eg. Computer courses, how to access the internet) ❖ Booklet with all organisations/services they could access ❖ Website, connected to council (Oakey) <ul style="list-style-type: none"> ❖ Supplementary access points <ul style="list-style-type: none"> ○ Web/internet access from local library ○ Information packs at local sites – schools/library 	<ul style="list-style-type: none"> ❖ Making the support agencies known ❖ Create a website
<p>PERCEPTION</p> <ul style="list-style-type: none"> ❖ Consultation including <ul style="list-style-type: none"> ▪ Council ▪ Churches ▪ Indigenous ▪ Law & order ▪ Education ▪ Health ▪ Business Representation of the people <ul style="list-style-type: none"> ▪ Submissions for funding ▪ Best practice models (Tara) ▪ Group approach 	
<p>MOTIVATION</p> <ul style="list-style-type: none"> ❖ Oakey vision (community owned) <ul style="list-style-type: none"> ○ Not agency/individual vision ○ Make it happen <p>“Can we do it? Yes we can” (Bob)</p>	<ul style="list-style-type: none"> ❖ Get people to facilities ❖ Ongoing support, volunteers ❖ Community involvement

POSSIBLE	CHALLENGES
<p>FACILITATION (Making it happen)</p> <ul style="list-style-type: none"> • Community/visitor information centre • Conference room (referral, all agencies) • Oakey festival to raise community awareness <ul style="list-style-type: none"> ○ Youth facility ○ Shop front/neighbourhood centre ○ Funding to employ fulltime community engagement officer ○ Community engagement officer should be culturally aware eg. Indigenous, Koreans, Brazillians etc ○ Community engagement officer should link to key people from various industries and community organisations ○ Community engagement officer should know all the events and can do a calendar of events • Forum, shopfront, interagency expo (held every year, free BBQ) • Committed, community people, government people, organisations • Training, skills, education • Complex/shop front in town <ul style="list-style-type: none"> ○ Social services/counselling ○ Information/referral ○ Meeting space ○ Visiting services • Establishment of Oakey interagency <ul style="list-style-type: none"> ○ Expo ○ Information/referral • Shop front (volunteer locals or paid locals) with knowledge of local services • Add on the existing service rather than create new service – Council? • Shop front <ul style="list-style-type: none"> ○ DOCS/FAHSCIA/TRC ○ Housing ○ Centrelink ○ Job Networks ○ LNQ ○ JPET/PSP ○ Goondir Health ○ Centacare ○ Lifeline ○ DV Services ○ Classes – SQIT; RTO's; UAQ ○ "Y" Zone youth drop-in centre 	<ul style="list-style-type: none"> ❖ Increasing indigenous employment in all levels ❖ Training, skills, education

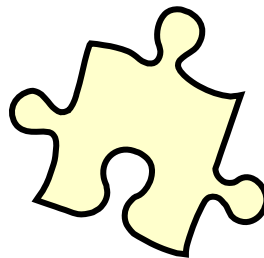
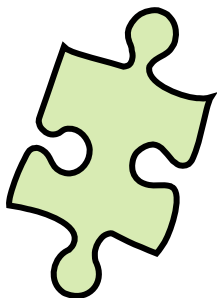
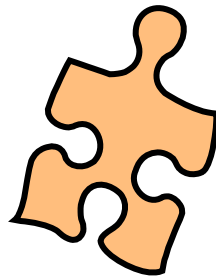
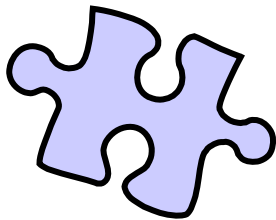
POSSIBLE	CHALLENGES
<p>ACTIVATION (Resourcing)</p> <ul style="list-style-type: none"> ○ Funding to employ fulltime community engagement officer • Youth audit <ul style="list-style-type: none"> ○ Consultation linked to money ○ Facilities don't mean ? are happy ○ Events linked to issues • Shop front <ul style="list-style-type: none"> ○ Find a facility ○ Audit of who visits/who's doing what ○ Chase local money 	<ul style="list-style-type: none"> ❖ Funding ❖ Transport ❖ Funding
<p>COORDINATION (Working together)</p> <ul style="list-style-type: none"> ❖ Task group – today ❖ Ongoing consultation in government and non government agencies ❖ Development group in each agency ❖ Form a committee of local members/residents to work on issues 	



Attendees

Organisation Name	Contact Person	Position
Aboriginal Domestic Violence	Wayne Martin	
Australian Indigenous Knowledge	Kim Walmsley	
Carbal Medical Centre - ATSI	Ms Michelle Crawford	
Carbal Medical Centre – ATSI	Bettina Brassington	Health worker
Catholic Education Office	Nicole Booth	Project Officer - Indigenous Education
Centacare Toowoomba	Christine Saloman	
Centrecare	Brenda Holman	
Centrelink	Tracey Wehrman	
Child & Youth Mental Health	Tony Biggen	
Child Health Care Clinic	Jenni Lloyd-Ward	
Darling Downs Population Health Unit	Richard Henshaw	
Department of Child Safety	Wade Duncan	Manager
Department of Education, Employment & Workplace Relations	Esther Garcia	Education Officer
DEIR	Barry Fewquandie	
Education Queensland	Erin Tonscheck	PAES
Golden West Employment	Liahni Holt	
Golden West Employment	Graham Moore	
Goondir Health Services	Doreen Anderson	Sexual Health Worker
Goondir Health Services	Leoine Allen	Stolen Generation
Goondir Health Services	Phil Hoare	Stolen Generation
GP Connections	Luke Tanks	
Gummingurru Aboriginal Corporation	Mr Brian Tobain	
Insight Education	John Archibald	
Kingsthorpe Church of Christ	Peter Borbridge	
Lifeline Community Care Families Plus Youth Services, South West Qld (Formerly RAPT Toowoomba)	Mr Jack Dempsey	
Lifeline Darling Downs	Sharyn McCarthy	
Lions Club of Oakey	Irene Dimmick	
Member for Darling Downs	Ray Hopper	MLA
Mercy Family Services	Mark Carey	Counsellor
New Hope Coal	Kelvin Jamieson	General Manager, Acland Coal Mine
Oakey Church Unlimited	Rod Smith	
Oakey Church Unlimited	Marilyn Porter	
Oakey Community Care Committee	Lorraine Bonneyman	
Oakey Community Care Committee	Marg Easman	
Oakey Community Care Committee	Lois Kelly	
Oakey Health Services	Ann Klippe	Community Health Nurse
Oakey Health Services	Noreen Lucey	Social Worker
Oakey Health Services	Chris Coleborn	School based Health Nurse
Oakey Health Services	Lynn Boundy	Nursing Manager
Oakey Health Services	Lesley Hughes	Chaplain
Oakey Meals on Wheels	Peter Manning	
Oakey Meals on Wheels	Kath Manning	
Oakey Police Station	Sgt John Cook	OIC
Oakey Primary School	Karen Potticary	
Oakey Rotary Club	George Elliot	
Oakey Scouts	Cynthia Cronin	
Oakey Scouts	Barry Keleher	
Oakey State High School	Mr Chris McNally	Prinicpal
Oakey State High School	Alice Collins	
Oakey State High School	Mr Greg Sellars	Deputy Principal
Oakey State School	Tammy Mackay	Principal
Oakey State School	Candice Jones	Principal
Oakey State School	Wendy MacGillivray	Principal
Oakey State School	Cecilia Anderson	Principal
Oakey State School	Mr David Bosworth	Principal
Oakey State School	Kerry Achilles	Chaplain
Oakey State School	Dawn Woodbridge	Community Worker
Putting Youth First	Adair Donaldson	
Qld Fire and Rescue	Sup. Steve McInerney	
Qld Health	Christine Coleman	
Qld Health	Jonathan Kelly	ATSi Health Unit
Qld Health	Laurie Donally	

Qld Health	Roseanne Tracey	
Relationships Australia	Susan Richardson	
Skillcentred	Kerryn O'Leary	Manager Indigenous Employment
Southern Inland Queensland Area Consultative Committee Incorporated	Mark McDevitt	r
Southern Queensland Institute of TAFE	Nigel Winkler	
St Pauls Lutheran Church	Pastor Stan Rudowski	
Toowoomba City Care Inc (Recoveries Ministries)	David Blair	
Scripture Union	Justin Trigg	Chaplaincy coordinator
Toowoomba Regional Council	Bill Cahill	Councilor
Toowoomba Regional Council	Deborah Stafford	Community Development Coordinator, Millmerran Service centre
Toowoomba Regional Council	Elizabeth Jones	Multi-Cultural Development Officer
Toowoomba Regional Council	Erin Ford	Community Development Officer, Greenmount Service Centre
Toowoomba Regional Council	Mr Darryl Bates	Community Development Coordinator
Toowoomba Regional Council, Oakey Service Centre	David Totenhofer	Community Economic Development Officer
Toowoomba Youth Service	Michelle Wiersma	
University of Southern Queensland	Kim Walmsley	Indigenous Higher Education Program Coordinator
Indigenous Coordinating Committee	Peter Lupton	
Toowoomba Regional Council, Community Development and Facilities	Paul Reynolds	Manager
Goondir Health Services	Jennifer Wharton	Community Health Worker
Goondir Health Services	Wesley Williams	Community Health Worker
Disability Services Queensland	Sylvana Haynes-Ter Meulen	
Mercy Family Services	Mark Carey	
Jobfind Centre	Teresa Henningsen	Indigenous Youth Employment Consultant
	Vaughn Wapau	
	Roslyn Armstrong	



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