



WATERFRONT WELCOMERS

EXECUTIVE MEMBER: TONY KEENAN, GENERAL MANAGER, COMMUNITY AND ECONOMIC DEVELOPMENT

PREPARED BY: MARY MCGORRY, MANAGER DIVERSITY AND INCLUSION

1. PURPOSE

- 1.1 To provide Council with a briefing on a request from Southport Community Centre to vary the terms of the Council grant received for Water Front Welcomers due to COVID-19.

2. EXECUTIVE SUMMARY

- 2.1 Southport Community Centre received a grant of \$24,000 to support the Water Front Welcomers program. This provides a volunteer greeting service to cruise ships arriving at Station Pier.
- 2.2 It is not possible for the terms of the grant to be met for the remaining 11 weeks of the year as cruise ships are no longer arriving at Station pier because of COVID-19.
- 2.3 Southport Community Centre have requested the terms of the grant be varied for the remaining 11 weeks to allow them to provide support and connections via phone and/or video to older residents who are isolated.

3. RECOMMENDATION

That Council:

- 3.1 Agrees to the Southport Community Centre request to vary the terms of the grant to divert the \$5,500 funds to their proposal for the remaining 11 weeks, being to allow them to provide support and connections via phone and/or video to older residents who are isolated.

4. KEY POINTS/ISSUES

- 4.1 Southport Community Centre received a grant of \$24,000 in 2019/20 financial year to support the Waterfront Welcomers program. This provides a volunteer greeting service to cruise ships arriving at Station Pier
- 4.2 The grant has several KPIs which are required to be met which includes numbers of passengers and crews greeted, volunteer numbers, volunteer hours and delivery of training.
- 4.3 In the 37 weeks of operation for the 2019 - 20 financial year, the program has met or exceeded the KPIs met for the entire previous year.



- 4.4 The program is now unable to meet most of the KPIs for the remaining 11 weeks of the year as no more cruise ships are arriving.
- 4.5 Southport Community Centre has written to Council (Attachment 1) asking for Council's approval to vary the terms of the grant for the remaining 11 weeks to allow them to provide support and connections via phone and/or video to older residents who are isolated.
- 4.6 As part of this proposal, Southport Community Centre will form an alliance with Star Health Social Health Inclusion Port Melbourne (SHIP), Port Melbourne Rotary and referring agencies.
- 4.7 Officers have engaged with Southport Community Centre who have advised that they will refer complex persons to mainstream providers at the intake stage (this will be done by the co-ordinator who is social work trained). All volunteers will have training on identifying risk and will use a simple risk checklist assessment when regularly contacting participants. If they identify risk they will speak to the program co-ordinator or centre managers who will assess and escalate to appropriate response, if and as required.
- 4.8 The total amount involved is \$5,500 (11 weeks @ \$500 per week).

5. CONSULTATION AND STAKEHOLDERS

- 5.1 We have consulted with Southport Community Centre and internally with programs that provide services for older residents.

6. LEGAL AND RISK IMPLICATIONS

- 6.1 None

7. FINANCIAL IMPACT

- 7.1 Council would forego an opportunity to recover \$5,500 as the funded grant program can't be implemented. An alternative program has been put forward.

8. ENVIRONMENTAL IMPACT

- 8.1 None.

9. COMMUNITY IMPACT

- 9.1 This would provide additional support for isolated older residents in the City of Port Phillip.

10. ALIGNMENT TO COUNCIL PLAN AND COUNCIL POLICY

- 10.1 It aligns to Strategic Direction 1 : We Embrace Difference and People Belong by providing additional support to isolated older people during the Covid 19 restrictions. It would also keep an enthusiastic group of volunteers who provide support to tourism engaged with Southport Community Centre while cruise ships are not coming to Melbourne. This would assist in the recovery post-Covid 19 when cruise ships return



as well as providing the benefits of continued engagement and social involvement as part of the known benefits of volunteering to those volunteers.

11. IMPLEMENTATION STRATEGY

11.1 TIMELINE

Immediate implementation.

11.2 COMMUNICATION

Council's decision will be communicated to Southport Community Centre's program coordinator immediately after the meeting.

12. OFFICER DIRECT OR INDIRECT INTEREST

12.1 No officers involved in the preparation of this report have any direct or indirect interest in the matter.

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ATTACHMENTS 1. SouthPort Community Centre Grants Table and Letter