



APPENDIX Q5

# Social services and facilities



## Q5 SOCIAL SERVICES AND FACILITIES

Chapter 19, Social Environment, of the Draft EIS presents the findings of a social services and infrastructure impact assessment for the proposed expansion of the Roxby Downs township. This appendix provides supporting information to that assessment.

### Q5.1 APPROACH

Planning for social services and infrastructure for an expanded Roxby Downs population involved reviewing community plans and reports; an audit and mapping of existing social services and facilities; engaging stakeholders in the Roxby Downs Draft Master Plan process; and facilitating the involvement of relevant service agencies at a local, regional and state level.

A Social Impact Township Working Group was convened to inform the preparation of the Draft EIS and, in particular, social services planning. The group included representatives from the State Government and BHP Billiton and the Roxby Downs administrator.

Workshops and interviews were conducted with representatives of both government and non-government agencies in 2006. A survey was also undertaken in 2006, and updated in 2008, to identify services, infrastructure and resourcing requirements resulting from the expansion based on a number of population scenarios. These scenarios included an expanded township of 6,000, 8,000 and 10,000, and a construction workforce of between 3,000, 5,000 and 7,000. The survey also sought information on existing levels of service provision and social issues; the service requirements associated with a long distance commute operational workforce; implications of a more culturally diverse community; potential impacts from the construction workforce; lead times and guidelines for planning increased services or facilities; and opportunities for collaboration between agencies.

Community plans and reports were reviewed to identify existing community issues and service priorities. Desktop research, including a literature review and discussions with migrant services in four states (New South Wales, Victoria, South Australia and Western Australia), was also undertaken to assess possible issues, service responses, and other implications or requirements associated with a large overseas workforce (see Section Q5.4, Bibliography). Other mining communities were also researched to benchmark service levels and identify possible social service impacts (see Appendices Q6 and Q8).

This appendix is based largely on work undertaken by Janet Gould and Associates, in conjunction with Kerry Hallett and Melissa Risely, who are both social planning consultants, and was current as of May 2008.

### Q5.2 EXISTING SERVICES AND FACILITIES

Roxby Downs had an estimated residential population of 4,300 in 2006 (ABS 2007a), and is characterised by the relatively high proportions of single men, young people, families with children under 14 years and high income earners, and the low proportion of people born overseas.

Roxby Downs has a relatively high level of social infrastructure, providing a broad range of community services for a town its size. Most social services are centrally based in Roxby Downs (see Figure Q5.1) with some providing outreach services to Woomera and Andamooka. The populations of Woomera and Andamooka in 2006 were over 290 and 520 people, respectively (ABS 2007b).

The following sections describe the existing social services at Roxby Downs grouped under the following headings:

- education and childcare services
- community health and medical services
- community welfare and support services
- recreation and cultural services
- police, emergency services and justice.

### Q5.2.1 Education and childcare services

Most education and childcare services in Roxby Downs are the responsibility of the State Government through the Department of Education and Children's Services (DECS). DECS is responsible for providing childcare, family day care, kindergarten, primary and secondary schooling, out-of-hours school care and TAFE SA, which conducts education programs through the TAFE College. There is also a Catholic primary school, St Barbara's Parish School, and a private childcare centre, Little Rascals Child Care Centre.

#### *Primary and secondary education*

The Roxby Downs Area School opened in 1987 with a capacity to cater for 600 students from Reception to Year 12. Table Q5.1 shows student enrolment has more than doubled since 2000.

The school is operating near capacity with a student population of 688 in 2007. A class of 14 new Reception students started at the school in Term 4 of 2007. Students from Andamooka can attend schools in either Andamooka or Roxby Downs.

Table Q5.1 Roxby Downs Area School annual enrolment<sup>1</sup>

Enrolment types	2000	2001	2002	2003	2004	2005	2006	2007
Primary (Reception–Year 6)	97	165	239	533	467	439	478	479
Secondary (Year 7–12) (full-time)	209	234	257	180	171	178	172	188
Secondary (Year 7–12) (part-time)	31	38	44	22	26	16	17	21
<b>Total</b>	<b>337</b>	<b>437</b>	<b>540</b>	<b>735</b>	<b>664</b>	<b>633</b>	<b>667</b>	<b>688</b>

<sup>1</sup> Figures show the annual enrolment for the school as they appear on the Department of Education and Children's Services School Performance Reporting System (SPRS). The data source for SPRS is the Term 3 School Enrolment Census. It should be noted that there are variations in student enrolments during the year.



Figure Q5.1 Roxby Downs - Existing social services and facilities

## Key

### Police and emergency services

1. Ambulance
2. Country Fire Service and State Emergency Service (co-located)
3. Police station

### Medical services

4. Roxby Downs Health Services, Centacare Catholic Family Services and Roxby Downs Medical Practice (co-located)
5. Roxby Downs Family Medical Practice
6. Grace Surgery

### Council and community services

7. Roxby Downs Council offices
8. Youth centre
9. Roxby Downs Community Library
10. Roxby Downs Cultural Centre (including the Art Gallery, Outback Cinema, Auditorium and Dunes Café)

### Churches

11. Roxby Downs Christian Community Church (Presbyterian)
12. St Barbara's Parish Church (Catholic)
13. Desert Springs Church (Assemblies of God) (meets at the TAFE facility)
14. Uniting Church and Anglican Church (co-located)

### Sporting and recreation facilities

15. Roxby Downs Leisure Centre (gym, sports stadium and swimming centre)
16. Bowling green
17. BMX track
18. Football oval
19. Golf course
20. Horse racing circuit and pony club (co-located)
21. Motor racing circuit
22. Tennis courts
23. Lions Park (inc. playground)
24. Playgrounds (five)

### Education and childcare

25. Little Rascals Child Care Centre
26. Roxby Downs Area School and out-of-school hours care (co-located)
27. Roxby Downs Child Care Centre
28. Roxby Downs Kindergarten
29. Spencer Institute of TAFE campus
30. St Barbara's Parish School

### Accommodation

31. Myall Grove Caravan Park
32. Roxby Downs Caravan Park
33. Roxby Downs Village (Olympic Dam workforce accommodation)
34. Roxby Downs Motor Inn

### Banking and post

35. National Australia Bank
36. Australia Post/Commonwealth Bank agency
37. Alliance One Credit Union (formerly NACOS Credit Union)
38. Big Sky Credit Union

### Tavern and club

39. Roxby Downs Tavern
40. Roxby Downs Community Club

### Service Station

41. BP Service Station

The school is staffed by 32 teachers full-time equivalent (FTE), nine student services officers (FTE), a principal, deputy principal, two assistant principals, 10 coordinators and a groundsperson.

There is a high turnover of teachers due to the remote location of Roxby Downs together with the fact that many of the teachers are young women who may take maternity leave. The Northern Country Education District has coordinated a local marketing campaign to highlight the many advantages of working and living in Roxby Downs.

A high number of Year 11 and 12 students attend boarding school away from Roxby Downs (22 Year 12 students currently attend Roxby Downs Area School). BHP Billiton has a policy to provide secondary schooling subsidies for families of its staff. This is an accepted policy at the school however the new principal aims to implement strategies to make the Roxby Downs School more attractive for students in their final years. The school also offers a work experience program, RITE (Roxby Industry Training and Education), to students in Years 10, 11 and 12.

The school offers an out-of-school hours care (OSC) program in Roxby Downs. The building used for this program has a capacity for only 20 students, although the school is licensed for 25 children for after-school care. It is also licensed for 15 children for before-school care. Currently, 10 children regularly attend the before-school care program and the after-school care program is usually full. A waiting list currently exists for both the after-school program care and the vacation care program.

### Non-government education

The Catholic primary school, St Barbara Parish School, opened in 2000 with the capacity to cater for up to 250 students. Table Q5.2 shows that enrolment numbers have more than doubled from 82 in 2000 to 190 in 2007. The school currently has 13.4 teachers (FTE) and 2.2 student services officers (FTE). At the time of writing, St Barbara's Parish School did not offer out-of-school hours care.

Table Q5.2 St Barbara's Parish School

Enrolment types	2000	2001	2002	2003	2004	2005	2006	2007
Primary (Reception–Year 7)	82	92	106	126	153	177	182	190

Source: August 2006 School Census provided for the Government of South Australia

Caritas College in Port Augusta provides private secondary schooling to a number of children whose parents work in Roxby Downs. Seven students board at the MacKillop House hostel and 21 students who reside with their parents in Port Augusta have a parent who works at Olympic Dam. The school has 671 students currently enrolled and employs 87 staff. The boarding house has a capacity of approximately 30 students. With additional infrastructure, Caritas College could increase its student numbers by 480 students.

A new non-government senior secondary college, the Australian Technical College – Spencer Gulf and Outback, opened in 2007 with a principal site at Port Augusta and satellite campuses in Whyalla and Port Pirie (campuses are also planned at Roxby Downs and Port Lincoln in future years). The college brokers, coordinates and case manages education and training programs for students across state and non-government schools. Students are able to undertake trade training at the Certificate III level and Australian school-based apprenticeships in metals and engineering, automotive, electrical technology, building and construction and commercial cookery.

### Post-secondary education

TAFE SA Regional has a campus at Roxby Downs, providing post-secondary courses in relevant industry areas and a small number of continuing education programs. It provides nationally accredited TAFE award courses from entry level and certificate through to advanced diploma level. The campus currently has 5.8 FTE staff. TAFE currently has about 15 students who need to leave Roxby Downs to start their apprenticeship in Adelaide, Port Augusta or Port Pirie. It is hoped the mine expansion would allow TAFE SA Regional to expand its services and arrange apprenticeship training in Roxby Downs.

Education and training to various Aboriginal communities is provided either in a classroom setting or through print-based distance learning with a telephone link-up to students. TAFE staff also offer fee-for-service training for front-line management, computing skills, forklift driving, first aid, multi-media and welding, and the Youth Pathways program. Distance delivery of some units of the business administration program is also provided from Roxby Downs to rural and remote communities. Space is an important constraint on the TAFE program as there are only three classrooms available. The current demands for training exceed the spaces available and some classes are conducted in hired local buildings such as the Oasis Hotel and the Bowling Club.

### Childcare

There are two childcare centres in Roxby Downs that provide childcare services for 0–5 year olds. The Roxby Downs Child Care Centre is based centrally in Roxby Downs. The private Little Rascals Child Care Centre opened after the 1997 mine expansion.

#### Roxby Downs Child Care Centre

The Roxby Downs Child Care Centre provides childcare on a full-time, part-time, casual and emergency basis. It is licensed to cater for a maximum of 58 places, 20 of which are for children from six weeks to less than two years. Approximately 140–150 children from 100 families use the centre. On a daily basis, 15 children under two years and between 30–35 children over two years attend the centre. The centre has reported difficulties recruiting qualified staff, which is exacerbated by the high cost of living and the difficulty in securing accommodation.

#### Little Rascals Child Care Centre

Little Rascals provides childcare on a full-time, part-time, casual and emergency basis, as well as before and after school and vacation care for 0–12 year olds. The highest demand is for casual childcare to cater for changing shifts at the mine. The centre is licensed for a maximum of 70 children, with 10 children under two and 60 children from 2–8 years of age. The centre currently has 9 children under 2 years old, and the capacity to take 3 more children, at which stage they will be full for this age group.

The centre also provides a school drop-off and pick-up service for children attending their before and after school care program from the Roxby Downs Area School, kindergarten or St Barbara's Parish School.

### *Preschool*

The Roxby Downs Kindergarten provides the only preschool education in Roxby Downs. It is co-located with other education services on Richardson Place. Children aged between four and five years attend up to four of the nine half-day sessions offered each week. The service, which has a licensed number of 47 places, is full and under pressure to expand. There is another small building that could potentially be used to extend the service by 15–20 places, but this would result in less outdoor space per child.

For Term 2, 2008, it is expected that 80 children will be enrolled (including children attending preschool pre-entry sessions) with 35 attending most sessions. In 2006, 110 children were enrolled with 55 attending most sessions. The pressure of these high numbers in 2006 led the governing council of the kindergarten to reduce the enrolments to 90 children at any one time, with 45 in each session. Fifteen children attend a pre-entry session each Friday before attending kindergarten proper in the subsequent term.

In Term 2, 2008, 13 children who have special needs (such as speech difficulties, autism and global development delay) are expected to attend the preschool. They are supported by an additional early childhood worker. At the preschool there are two children from Indonesia, and one each from Thailand, India, South Africa and Zimbabwe. These children require bilingual support as English is their second language. With the potential recruitment of people from culturally and linguistically diverse backgrounds for the construction and operation of the expanded mine, the need for bilingual support would increase.

### *Family day care*

Two family day care or home-based childcare services currently operate in Roxby Downs. As at April 2008, 20 families in Roxby Downs had children in family day care. Both family day care providers have completed appropriate training to care for children in their own home. There is currently not a waiting list for the service.

The program is managed by a field worker based at Whyalla and Port Augusta, who visits Roxby Downs' family day care providers every four to six weeks. Family day care can be provided during the day, overnight or on weekends. The service is suitable for parents on shift work, as times can be negotiated directly with the family day care provider. The number of places with each family day carer is limited to a maximum of four children under school age and a total of seven children, including the carer's children.

### **Q5.2.2 Community health and medical services**

The Roxby Downs Health Service was opened in 1998 to accommodate an eight-bed acute-care facility. The facility also provides accident and emergency, visiting specialist, paramedical, antenatal, postnatal and general community health services and minor surgical procedures. The service has a theatre but no appropriately qualified medical professionals are available for low-risk obstetric and elective day surgery. The facility also accommodates a general practice with three general practitioners (GPs), a private dental service with one dentist and an imaging department with a limited service provided by nursing staff.

The outreach service from the Port Augusta Hospital and Regional Health Service is also based at the Roxby Downs Health Service. There are currently 1.3 FTE community nurses (down from 1.5 FTE staff in 1997). There is also an Allied Health Assistant (at 0.6FTE), and a community midwife (at 0.4 FTE) who provides antenatal and postnatal checkups.

Child and Youth Health, which is located in the Roxby Downs Health Service, has one full-time nurse, and provides a monthly visiting service to Woomera (down from once a week in 1997 and fortnightly in 2006) and monthly visits to Andamooka, health screenings and parent education.

A full range of allied health services and specialists visit Roxby Downs monthly, including obstetricians, an ear, nose and throat specialist, paediatrician, optician, chiropractor, speech therapist, mental health nurse, dietician, physiotherapist, orthodontist, podiatrist and mental health practitioner. For more specialised treatment, residents travel to Port Augusta, Whyalla or Adelaide.

Roxby Downs has two general practices; one opened in late 2004 and the other in July 2006. Grace Surgery has one GP and the Roxby Downs Family Practice has two.

The SA Ambulance Service (SAAS) station is located at the Roxby Downs Health Service. It relies on volunteers and generally has one crew rostered on to respond to incidents. The station currently has one ambulance and one Troop Carrier, both of which are suitable for transporting patients.

The Royal Flying Doctor Service is available for patient transfers to and from Port Augusta and Adelaide. A Troop Carrier ambulance is also located in Andamooka and is crewed by nursing staff from Frontier Services, a division of the Uniting Church. Whilst they are happy to respond to SAAS requests, their core function is to provide medical and clinical services to the Andamooka community and, as such, should not be viewed as part of the standard operational compliment of SAAS.

In addition, two ambulances are located at the Olympic Dam mine site. These are crewed by BHP Billiton Emergency Services staff to provide an ambulance service predominately within the mine and refinery site itself. Staff are trained by SAAS and will respond to incidents outside of the mine site upon request by SAAS. The BHP Billiton ambulances should not be viewed as part of the standard operational complement of SAAS, but they are an available resource in the event of a significant multi-casualty incident. As activity at the mine site increases, it is likely that their operational availability to SAAS will diminish.

The Royal Flying Doctor Service is also available for patient transfers to and from Woomera, Port Augusta and Adelaide.

The health priorities and target groups identified by service providers and in the Roxby Downs Community Plan (Roxby Downs Community Board 2005) include:

- 24-hour health service
- obstetric, paediatric and surgical services
- substance misuse
- mental health services
- children's health
- counselling services
- mothers and babies – early intervention
- men's health
- domestic violence
- smoking
- injuries
- culturally appropriate health services for Aboriginal people
- other medical and hospital services.

### Q5.2.3 Community welfare and support services

Following extensive community consultation, Roxby Downs Council established a community board and developed the Roxby Downs Community Plan in April 2005. Implementation of the plan involves over 100 people who participate in seven community forums and two community partnerships.

The forums are education, health, family and youth, business, sport and recreation, environment, and arts and culture. There are also partnerships on volunteering and alcohol and substance abuse, and recruitment and retention. Each forum and partnership is represented by a member on the community board.

The Port Augusta office of Families SA provides social work and child protection services to Roxby Downs about two or three times a month or as needed. Alternative Care visits by the Guardianship team occur two days a month to see children under a Guardianship Order and their carers. The Juvenile Justice Team visits on a monthly basis to provide supervision to young people aged 10–18 years requiring departmental intervention because of offending behaviour. Disability SA provides services to approximately 9 clients in Roxby Downs two to three days a month. Anti-Poverty services are provided on a needs basis, and include counselling, information, support and intervention.

Roxby Downs Council employs a full-time family and youth officer. A Strengthening Our Families coordinator, funded by BHP Billiton as a 0.4 FTE position, is based at Roxby Downs Health Service. The role includes counselling and social work duties. Strengthening our Families volunteers also provide emotional support to isolated families in Roxby Downs. The pilot Roxby Downs Welcome Program, funded by BHP Billiton, has been incorporated into the Strengthening Our Families program. The aim of the program is to ensure that 'newcomers' are welcomed into Roxby Downs by volunteer 'welcomers' and are provided with a welcome kit including information about the community and how to access essential services.

The Port Augusta branch of the Department of Health provides a service with a drugs and alcohol counsellor visiting once a month.

Several non-government organisations provide support services from Port Augusta, including Centacare Catholic Family Services and Uniting Care Wesley, as do some church groups (see Figure Q5.1). Centacare Catholic Family Services has a general counsellor based in Port Augusta who visits Roxby Downs once a month for 2 days. Health service outreach is also provided from Port Augusta by Uniting Care Wesley, and includes a community mental health services worker. These services are provided from the Roxby Downs Health Service.

Centacare Whyalla also provides gambling help services, including counselling and assistance, on an outreach basis at Roxby Downs Health Service and Woomera Hospital. A report by the SA Centre for Economic Studies on 'The Impact of Gaming Machines on Small Regional Economies' (2001) identified several locations that required additional gambling counselling services, including Roxby Downs. Data from the website of the Office of the Liquor and Gambling Commissioner shows a 9.1% increase in net gambling revenue from venues in Roxby Downs, Coober Pedy and the Flinders Ranges (grouped LGAs) between 2005–06 and 2006–07 compared to 5.5% in South Australia. Of the 143 machines in Roxby Downs, Coober Pedy and the Flinders Ranges at 30 June 2006, 53 machines were located in Roxby Downs.

The need for more specialist counselling services and support for children and families with special needs has been identified in consultation with service providers and the community (Roxby Downs Community Board 2005).

Domestic violence and the absence of emergency accommodation in Roxby Downs have also been reported as issues. The SA Police currently take domestic violence victims to Port Augusta, because Roxby Downs does not have any emergency accommodation or a safe house.

#### Q5.2.4 Recreation and cultural services

##### *Sport and recreation*

Sport and recreation are popular pastimes at Roxby Downs and there are extensive recreation facilities available for the general community, including:

- town and school ovals separated by a grassed area
- various playgrounds
- bowling green
- golf course
- BMX track
- skate park
- Lions Park (contains barbecues, public lavatories and a playground)
- specialist areas outside the town, for example, for motor sports, horse racing and pony club.

The Roxby Downs Leisure Centre is open daily. Indoor facilities include two basketball stadiums, three squash courts, an area for aerobics, two small to medium rooms with gym equipment, and a crèche. Outdoor facilities include three tennis courts, two combined tennis and netball courts, and two swimming pools (a 25 m pool, a leisure pool and water slide, and a separate toddler's pool). The gym expanded in October 2006, taking over a function room space at the centre. The Roxby Downs Council, through its Roxby Leisure business unit, also has recreation planning staff who work from the leisure centre to support community groups.

The existing accommodation villages have some recreation and leisure facilities, including a squash court and swimming pool in Olympic Village and a new multi-use court and small fitness centre in Roxby Village.

##### *Library services*

The library is a shared school and community facility, located in the Roxby Downs cultural precinct. It has space restrictions. There are also restrictions on the number of computers that can provide wireless internet access. Currently the library provides 10 computers to school students and four to the general community.

The library has 2.5 FTE staff paid by Roxby Downs Council and 2.6 FTE staff paid by the Roxby Downs Area School. The school library facility, which is owned by DECS, has outgrown its capacity.

##### *Cultural and entertainment facilities*

The Roxby Downs Cultural Centre comprises an art gallery, cinema, auditorium, visitor information centre and café. It also houses the Roxby Downs community radio station ROXFM.

In 2003, the Roxby Downs Council opened a youth centre in the former swimming pool kiosk next to the town's swimming pool grounds. In 2006, the centre was repainted and extended to the size of a lounge room. In late 2006, the operation of the centre was integrated into the Roxby Leisure Centre.

Following the resignation of council's youth officer, youth program management was transferred to staff in the culture and leisure precinct, council's family and youth officer, and Country Arts SA's arts development officer. The youth centre opens on an as-needs basis with support from council's family and youth officer, and volunteers.

Space remains an issue for the youth centre, with a larger venue and additional personnel required should the town expand.

The cultural centre has a theatrette that was opened in 2002. It has one screen, which runs seven screenings a week. Other uses include the screening of the Olympic Dam visitor video twice a day. It is also available for private bookings, for example for award nights or conferences. The cultural centre also houses an auditorium, Dunes Café and a small art gallery space. The auditorium is a large space that is often used by community groups or the local schools for karate classes.

Roxby Downs is visited by touring performances such as the Melbourne Comedy Festival and regular art exhibitions are held at the cultural centre. The previous annual Outback Fringe Festival in April (a similar event to the Adelaide Fringe) has made way for a longer two week Red Earth festival in August. Every December Roxby Downs conducts a Christmas Pageant. Country Arts SA and council jointly fund the new position of arts development officer.

The council and the Roxby Community Board has identified the limited availability of family-friendly open spaces and community meeting places with crèche facilities as a gap in the Roxby Downs social infrastructure. The only meeting spaces currently available are the council boardroom, the Roxby Downs Health Service meeting room, the church hall, Bowling and Golf Club and spaces at TAFE. Hire costs vary depending on the type of meeting or function. Access to spaces at TAFE is not available after hours. The cultural and leisure precinct provides group meeting facilities at the Dunes Café Cinema during the daytime and early evening, but space is limited.

### Q5.2.5 Police, justice and emergency services

#### *SA Police (SAPOL)*

SAPOL's Far North Local Service Area is responsible for providing policing services such as traffic, crime investigation, and public order and coordinating the delivery of emergency services in Roxby Downs. The township's police station is staffed by one sergeant, eight uniformed officers and a detective, who also service Woomera and Andamooka. Outside rostered working times, the station's telephone is diverted to the Port Augusta station and Roxby Downs staff are available for recall. Recent state budgets have outlined funding commitments to enable the SA Police to upgrade and expand the existing police station and provide housing to accommodate additional police officers (Department of Treasury and Finance 2007 and 2008).

In 2007, Transport SA began providing services including motor vehicle registration and licensing from the council offices. These were previously provided at the police station.

#### *Justice agencies*

Services are currently provided on a visiting or outreach basis from Adelaide, Port Augusta or other regional centres. The Courts Administration Authority conducts bi-monthly court sittings in the council offices through a resident magistrate and support staff who travel from Port Augusta. Additional sittings are arranged as necessary. Youth court matters are listed separately and dealt with by the circuit magistrate. Aboriginal service providers, the Care and Protection Unit of the Youth Court, the Coroner's Court and the Environmental Resources and Development Court provide other court services on an as needs basis.

The Department for Correctional Services has no permanent local presence. Use of an office is negotiated with the Roxby Downs Council (approximately once every six weeks). The Department supervises offenders who have been released early from prison by the courts or the Parole Board or those on home-detention orders. Case management of offenders and pre-sentence reports are provided on an outreach basis from Port Augusta.

The Legal Services Commission does not have a physical presence in Roxby Downs. Residents can obtain legal information and referral via a free telephone advice service.

#### *Emergency services*

The Country Fire Service (CFS) brigade and the State Emergency Service (SES) unit are co-located in Roxby Downs. BHP Billiton and the emergency services have a memorandum of understanding (MOU) to assist each other when required.

Roxby Downs CFS, which is a specialist hazardous materials brigade, has nine active volunteers and four vehicles. Additional support for emergency operations is available through the Andamooka CFS, which has 12 active volunteers and a 4WD vehicle, and Woomera CFS, which has eight active volunteers and a 4WD vehicle with road crash rescue (RCR) capability.

The CFS has considerable resources across the region and state that could be called upon to respond to Roxby Downs in case of emergency incidents. It also has a state hazardous materials support brigade with a remote response capability.

The Roxby Downs SES unit has 20 active volunteers and a 4WD truck fitted out for general rescue work, including RCR. Additional support is available from the Andamooka SES unit, which has 10 volunteers, a troop carrier and a trailer.

Recruiting and retaining volunteers for the Roxby Downs CFS and SES remains an issue. The projected population increase in Roxby Downs and adjacent townships would increase the potential volunteer pool and may assist the agencies to maintain or increase volunteer numbers.

Metropolitan Fire Service (MFS) resources at Port Augusta have previously supported emergency operations at Olympic Dam and could respond to incidents that occur in Roxby Downs. MFS resources at Port Augusta include 20 retained firefighters (part-time, paid, on-call) and three vehicles: a heavy-duty urban pump rescue (with RCR capability), a medium urban pump, and a regional operations support appliance (ROSA). Additional MFS resources are available from Port Pirie, Whyalla and Adelaide if required.

### **Q5.3 IMPACT ASSESSMENT AND MANAGEMENT**

Responsibility for providing social services and facilities rests largely with government agencies (federal, state and local), and some services are also provided by the non-government sector. BHP Billiton will continue to liaise with government and non-government organisations to ensure services are provided to meet the needs of existing and incoming residents in Roxby Downs and to achieve desirable outcomes.

#### **Q5.3.1 Impact of the population expansion on social services**

The population of Roxby Downs is expected to increase to an estimated 10,000 people with the proposed expansion (including both permanent residents and the long distance commute workforce) and to have a similar demographic profile to the present population. An expanded range and capacity of social services and facilities would be required to service this community.

The final configuration of services would depend on the size and make-up of the incoming population, including the number of long distance commuters, and would be the subject of detailed service planning, including the preparation of business cases, and government decision making, budgeting and approval processes. The following indications of service requirements should therefore be treated as indicative only.

The education and children's services agencies predict significant service impacts associated with a doubling of the population. The Department of Education and Children's Services (DECS) is responsible for the Roxby Downs Area School, kindergarten, childcare centre, out-of-school hours care and family day care. New and expanded education and early childhood facilities (such as an integrated early childhood centre, a new primary school, an expanded library and facilities for Years 8–12) and an increase in staffing levels may be required to satisfy the extra demand for their services. A new primary school site in Roxby Downs has been identified in the Roxby Downs Draft Master Plan (ARUP Hassell 2008), although the secondary school could expand in its current location.

Catholic Education predicts that St Barbara Parish School would need to expand and potentially relocate, to meet increased demand for preschool to Year 9 students. They may also consider employing an 'English as a Second Language' teacher and associated support staff. The school has expressed an interest in working collaboratively or co-locating with other agencies. Caritas College in Port Augusta provides private secondary Catholic schooling to children with parents working in Roxby Downs.

The demand for TAFE services in Roxby Downs is predicted to increase in line with the population and training demands associated with an expanded Olympic Dam workforce, and may result in an increased demand for associated services, such as childcare. This would require additional infrastructure and staffing to meet requirements. TAFE would also need to be responsive to the diverse needs of skilled immigrants and their families.

The Department for Families and Communities provides a wide range of community services on an outreach basis from Port Augusta, including child protection, domestic violence and young offender programs. It expects an increase in service demand from the expansion, which may require it to establish an office in Roxby Downs (which could also provide outreach services to Andamooka and Woomera), increase staffing levels and expand staff accommodation. Crisis accommodation and services, and a youth centre, may also be needed to address youth disengagement and associated problems.

Country Health SA, which administers the Roxby Downs Health Service, predicts greater demands on their services from the expansion, which may require an expansion of facilities on its existing site, and an increase in qualified health professionals. Increased road traffic may also increase the workload for the SA Ambulance Service and additional staff and resources may be required.

Police, justice and emergency services predict an increase in demand from the expansion requiring a corresponding increase in facilities, staffing and equipment including:

- an increase in policing levels to provide a 24-hour, 7 day per week patrol and station services
- additional services by the Courts Administration Authority and correctional services
- an increase in fire and emergency facilities, staff and volunteers.

The Department for Transport, Energy and Infrastructure also predicts a significant impact on housing demand as a result of greater staffing levels in Roxby Downs.

### **Q5.3.2 Impact of the construction workforce**

The most common issues associated with an increased construction workforce identified by State Government agencies were:

- an increase in drug and alcohol-related problems
- an increased demand for and cost of housing
- an increase in anti-social behaviour and traffic offences
- an increase in problem gambling and domestic violence
- increasing rate of injuries, accidents and assaults
- social support needs, including mental health and child protection.

Country Health SA identified that the construction workforce would have an impact on their health services in Roxby Downs and Andamooka, depending on the level of services provided in the Hiltaba Village. Country Health SA predicts a health service may also be needed at Andamooka.

Police, justice and emergency service agencies predict an increased demand for services associated with the construction workforce. An increase in policing may also be required in Andamooka and Woomera. Emergency services have also identified an increase in risk associated with the construction workforce resulting from the nature of temporary accommodation, increased traffic and increased materials storage.

The Department for Families and Communities predicts additional support services may be required for problem gamblers within Roxby Downs, particularly with respect to a single male workforce with large disposable incomes and limited options for entertainment.

### **Q5.3.3 Implications of a culturally diverse workforce**

Most State Government service providers identified similar impacts on their services if there is a large overseas workforce in Roxby Downs. The most commonly identified requirements were for interpreters, translating services, community liaison workers and cultural awareness training for staff to foster an understanding of cultural issues and to promote the provision of culturally appropriate services.

Some agencies, including SA Police, Multicultural SA and DECS, envisaged an increase in staffing or services would be required if there was a high proportion of overseas workers. Education providers (including vocational education) indicated specialist 'English as a Second Language' teachers and tutors may be needed in schools and TAFE to instruct students and adults.

A range of specific facilities and design considerations were raised by agencies to meet the needs of a more culturally diverse workforce, such as places of worship/prayer rooms, canteen/food facilities, social/cultural meeting places, modified hospital/health and school facilities, ethnic radio programs and newspapers or newsletters. In addition, it was recognised that newly arrived migrants may experience a sense of isolation and require specific assistance and support to help them to settle and integrate into the community. Employing community support/liaison workers with relevant cultural experience and implementing a community-wide program to welcome overseas workers into the community were identified as potential strategies.

A literature review and consultation with migrant services identified similar requirements to support a large overseas workforce. Key aspects raised for consideration were:

- mental health, including potential emotional stress for overseas workers to cope with separation from families and adjust to an unfamiliar environment, culture, customs and food
- physical health, including access to health services, dietary requirements and nutrition, and the availability of familiar foods
- language skills, including access to English language lessons for workers and their families to enhance communication, assist in settlement, and contribute to workplace safety

- social interaction and participation, including the provision of places for people from similar cultural backgrounds to meet, build social relationships and support networks, and develop a sense of community
- information and orientation – to find out what services are available, what to do, where to go and what to buy
- consultation and engagement – to help shape programs and develop appropriate services and workplace programs.

The possible service responses identified in the literature and consultation with migrant services included:

- an orientation and information program (both pre-and post-arrival), including a 'Welcome Kit' and information directory on local services, community groups and facilities
- a 'Meet and Greet' volunteer service to orientate and show new arrivals around the town, to detail the available services, and to introduce people of similar cultural backgrounds
- facilities to contact family members and friends overseas (e.g. through internet access)
- readily available support and counselling services for workers and family members
- English language courses to improve language skills for workers and family members and access to interpreters and translators – with information provided on how to access such services
- workplace cultural training for overseas workers (including workplace jargon and slang) and cross cultural training for the workforce at large
- employing a migrant support coordinator to assist new arrivals settle into the community
- establishing a 'migrant resource centre' or similar community facility that could be used as a meeting place for different cultural groups and to provide a base for multi-cultural support and activities
- cultural celebrations through multicultural festivals and events
- visible signs of 'inclusion', for example, through 'welcome' signs in different languages, ethnic radio programs and culturally-specific food served in dining rooms and available in the supermarket
- sporting, leisure and cultural facilities and activities that provide opportunities for interaction and socialisation outside of work
- appropriate places to gather for religious services and practice.

#### Q5.3.4 Planning timeframes

The lead times required by services providers to deliver an expanded range of services and facilities are outlined in Table Q5.3. It is noted that discussion with government human service providers about the proposed expansion commenced in December 2005.

Table Q5.3 Planning timeframes for service providers

Agency	Physical facilities	Staffing
Department for Education and Children's Services	2 years	1 year
Childcare	1 year	6 months–1 year
Catholic Education	3–4 years	
Department for Families and Communities: • Child Youth and Family Services • Housing	12–14 months 2–3 years	6 months
Country Health SA/Northern and Far Western Regional Health Service	2 years, 8 months	12–24 weeks
SA Police	3 years	2–3 years
Department for Correctional Services	2 years	1 year
Courts Administration Authority	3 years	1–2 years
Metropolitan Fire Service	4–5 years	1 year
Country Fire Service		6–14 months
Department for Transport, Energy and Infrastructure (office accommodation and government housing)	6–12 months	
Department of Further Education, Employment, Science and Technology/TAFE	Up to 5 years	1 year

### Q5.3.5 Proposed management measures

The following proposed management measures provide further detail to support Chapter 19 of the Draft EIS and require continued coordination between BHP Billiton and government.

#### *Developing a Social Services and Facilities Plan*

The *Roxby Downs (Indenture Ratification) Act* is being re-negotiated as part of the proposed expansion and would define the roles and responsibilities of the State Government and BHP Billiton. An important aspect of this would be the commitment to provide the necessary social services and facilities.

Accordingly, it is proposed that the State Government, in collaboration with BHP Billiton, develop a social services and facilities plan to refine the requirements for services and facilities for an expanded Roxby Downs population, construction workforce and region. The plan would contain the strategies, actions, and timeframes to provide for the coordinated and timely delivery of services to meet the needs of existing and incoming populations.

It is proposed that two groups be established to provide input into the preparation of the plan:

- the Social Services and Facilities Planning Group
- the Roxby Downs Social Services Site Planning Committee.

The broad role and membership of these groups is discussed below, with Terms of Reference to be prepared and agreed in discussion and collaboration with agencies.

#### *Social Services and Facilities Planning Group*

It is proposed that the Social Impact Township Working Group be reconvened, with additional membership from the Roxby Downs Council and non-government service providers, to form the social services and infrastructure planning group. This group would develop and monitor the implementation of the social services and facilities infrastructure plan.

The main aims of the group would be to:

- assess and monitor detailed population and demographic projections against actual increases in Roxby Downs, Hiltaba Village and the region
- review existing services and their capacity to meet community needs
- prioritise demand and requirements for new and expanded services
- secure funding
- overview, support and ensure representation on the local Roxby Downs site planning committee
- provide a mechanism for two-way information between BHP Billiton and the State Government and other service providers about impacts on service delivery throughout the expansion
- exchange relevant information about individual agencies / departments
- oversee the development and implementation of the social services and infrastructure plan.

It is expected the group would include agency representatives at a policy and planning level to support the strategic development of the plan and foster collaboration between agencies and departments. It would consist of representatives from, but not limited to:

- education and children's agencies
- health, welfare, and housing agencies
- council and recreation, cultural and community support agencies
- police, justice and emergency agencies
- non-government service providers, including Catholic Education and private childcare
- Council's Community Board.

#### *Roxby Downs Social Services Site Planning Committee*

It is proposed that a Roxby Downs Social Services Site Planning Committee be established to plan changes to existing social services sites and facilities in the vicinity of Richardson Place. The committee would report to the social services and infrastructure planning group.

The main aims of the committee would be to:

- develop a two-way information exchange between service providers and agencies, BHP Billiton and the broader community
- oversee detailed service planning and site design
- maximise collaboration and coordination between services, including the collocation of compatible services
- maximise the use of local knowledge about existing town services and understanding of future needs
- coordinate feedback on the master plan from local service providers and agencies
- seek support for the final design of, and improvements to, services from relevant parties.

Committee members should include, but not be limited to:

- social service providers (government and non-government) already in, or intending to be in, Roxby Downs
- agency staff located in regional offices at Port Augusta, for example representatives from DECS, Country Health SA and family day care
- a representative from Council's Community Board
- Council's administrator
- a representative from the social services and facilities planning group.

#### *Roxby Downs Draft Master Plan*

There are on-going discussions between BHP Billiton and government agencies in relation to service and facilities capacities and service needs for the proposed expansion. Results from these discussions, and consideration of written community feedback during the public consultation period, would be incorporated into the final Roxby Downs Master Plan.

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