



ANNUAL REPORT

and Financial Statement

2020-21



community
INDUSTRY GROUP

HIGHLIGHTS

80

policy submissions or
advocacy campaign activities



We produced

25 & 1

newsletters
special
bulletin



4 Conferences


1 We Do Magic
Community
Service Awards

Produced 7 videos
2 fact sheets & 5 issues
papers

2
online micro
courses

53 training, information and
capacity building sessions for

1,026
people



Staff
attended

68

personal development
activities or training
sessions

76

interviews or media mentions
on issues of importance to the
community services sector



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ACKNOWLEDGEMENTS

Community Industry Group honours the valuable work of our members and colleagues in not for profit community service organisations, making it an industry of which we are proud to be a voice, an influence and a leader.

Our members give us our voice and we thank them for the many ways they support us.

We acknowledge the valued contribution of our funding partners, NSW Department of Communities and Justice, NSW Department of Health and Australian Government Department of Health.

Thank you to all of the organisations and individuals who have helped us make this another successful year.

Acknowledgement of Country

Community Industry Group acknowledges Aboriginal and Torres Strait Islander peoples as the Traditional Owners of Country throughout Australia. We pay our respects to Elders past, present and emerging and celebrate their continuing culture, the world's oldest living culture, and the contribution they make to the life of this region and our country.

Voice, Influence, Leadership



ABOUT COMMUNITY INDUSTRY GROUP

Community Industry Group is the peak body working for community services and organisations in Southern NSW. We have been in operation for over 28 years and we're extremely proud of the work we do.

We support community organisations, promote expertise and innovation, foster industry development and pursue social justice in the region. We provide a voice, influence and leadership for our not for profit members to ensure they feel heard, supported and informed in order to continue caring for the most vulnerable people in our society.

We empower the community service industry by representing to policy makers the views of our members and the communities they serve. We connect industry sectors to achieve mutual goals and keep services up to date with the latest issues and best practice.

Community Industry Group provides leadership by supporting community services to deliver high quality innovative services in an ever-changing marketplace with high level demands from consumers and policy makers. Our staff are experts in their fields and are always available to assist members with advice and advocacy issues.

Our Vision

We have an influential place at the table where decisions which impact on community service organisations and communities are made.

Our Mission

- Support community organisations
- Promote expertise and innovation
- Foster industry development
- Pursue social justice in the region.



OUR BOARD

Eleonore Johansson Chair	<p>Eleonore has worked in the Community Services Industry for over 20 years. She is currently employed as the General Manager of Southern Youth and Family Services. Eleonore has a MA in Psychology, a Degree in Public Administration, and a Diploma of Frontline Management.</p>
Marlene Calleja Vice Chair	<p>Marlene has worked in the community sector for more than 20 years. Marlene brings considerable experience in, and passion for, small community organisations. Marlene's skills and interest include management, commerce, local government issues, community welfare and social justice. Marlene has been awarded Life Membership of Community Industry Group in recognition of her service.</p>
Danna Nelse OAM Treasurer	<p>With many years local experience in the community sector, Danna currently works as Manager Community Development at The Rail Neighbourhood Association Incorporated. Danna is our longest-serving Board member, having been a foundation committee member, and has been awarded life membership of the organisation in recognition of her service.</p>
Grant Vukasinovic Secretary	<p>Grant is the General Manager – Person Centred Operations at Greenacres Disability Services. He has 27 years' experience in service coordination and senior management in the disability sector working in accommodation support, day and recreation services. Grant holds a Bachelor of Arts (Honours) Degree in Psychology.</p>
June Lowe Board Member	<p>June is a proud Aboriginal woman from the Yuin Nation who has over 25 years' experience working in both Commonwealth and State government, and for the last six years, in a few small non-government organisations mainly in portfolios pertaining to Aboriginal affairs. June is currently employed as the Community Development Facilitator, Community Services Illawarra/Shoalhaven with Mission Australia.</p>
Cate McMath Board Member	<p>Cate is Chief Executive Officer at Muddy Puddles, a not for profit organisation in Batemans Bay providing capacity building supports to children and young people with disability. Cate has guided the evolution of Muddy Puddles since its inception, using her expertise in building and developing teams, strategic planning and business systems. Prior to her foray into the not for profit sector, Cate held senior HR and project management roles in the corporate setting.</p>
Daphne Olsen Board Member	<p>Daphne is currently employed as General Manager at CareWays Community. Daphne has many years' experience in the community services sector and holds a Masters Degree in Management from University of Technology Sydney.</p>
Verica Sajdovska Board Member	<p>Verica has over 20 years of experience in the community services sector, having worked in community development, settlement services, children, youth and family services, transport, aged and dementia care, carer support, management and other support services. Verica currently works as a manager of the Macedonian Welfare Association of NSW Inc and is passionate about promoting equal access to services and issues that are of concern to CALD communities.</p>
Craig Smith Board Member	<p>Craig is the Executive Leader of Service Integrated Communities at Warrigal. He has worked in the aged care sector in senior management positions since 2005. Craig has maintained a strong commitment to the not for profit sector, working with Credit Union Australia as the Regional Manager prior to working in aged care. He holds a Bachelor of Commerce degree from University of Wollongong.</p>

A MESSAGE FROM THE CHAIR

Eleonore Johansson



Like all community organisations, Community Industry Group has faced some new and unforeseen challenges over the past year. And like all our member organisations, we have adapted, adjusted and innovated to continue our work of resourcing and supporting community service organisations in Southern NSW, and of being a Voice, Influence and Leader for both the industry and for local communities.

The community services industry across Southern NSW has responded magnificently to the challenges thrown up by the COVID-19 crisis, coming so closely on the back of drought, floods and the bushfire crisis. Community Industry Group has similarly risen to the challenge, and while our members have been supporting their customers, we have certainly not neglected our role to critically analyse policy decisions and to speak out about impacts for vulnerable communities.

For the past three years, the work of Community Industry Group has been guided by a strategic 'plan on a page'. As we reviewed the plan this year, we found that the existing plan has successfully steered the organisation to fulfil its mission. On this basis, the Board and executive made some minor changes and adopted the revised plan as the guiding document for the next five years.

A small but important change was made to the organisation's vision. Our new vision is that *We have an influential place at the table where decisions which impact on community service organisations and communities are made*. This change, to seek an influential place instead of an 'equal' place as previously stated in the vision, honours and builds on our proud history. We are an organisation rooted in social justice, and we need an influential place from which to promote a just society by challenging inequality and encouraging our leaders at state and federal level to value community service organisations.

There is no doubt that the impacts of COVID-19 have severely affected vulnerable individuals, families and communities. Community organisations have faced demand at a level never before experienced.

People living with disadvantage have been hit incredibly hard while whole new cohorts are experiencing disadvantage for the first time. The pressure on community service organisations, their management and staff has been extreme as they grapple with increased demand with resources which are already strained.

Almost 30 years ago, local community organisations saw the need for a regional peak body, and it is fair to say that the need for the strong representation, responsive support and active promotion of the sector has never been greater. As a region, we are so privileged to retain this regional voice. Community Industry Group has faced increased demand from members, increased opportunity to collaborate with state and national peak bodies, and increased requests from government to tell the story of impact on the ground. As this Annual Report demonstrates, the small but talented team at Community Industry Group have risen to the challenge.

The ability of the organisation to thrive in the face of such trials is due to strong governance and leadership. I am proud to work with a skilled and dedicated Board who are committed to Community Industry Group and to the community services sector. I once again extend my sincere appreciation to my colleagues on the Board for their ongoing dedication to this organisation, to this industry and to the broader community. On behalf of the Board, I would like to extend our appreciation to our dedicated staff team, and would like to thank Nicky for her leadership, for her knowledge and for her enormous commitment to Community Industry Group.

CEO REPORT

Nicky Sloan



Reflecting on the past twelve months, the key theme which emerges is one of resilience. Resilience in this organisation, resilience within the community sector and resilience within communities. No doubt the challenges thrown up this year have been, at times, overwhelming for all of us. But I am incredibly proud to be part of the sector which has led the way in supporting vulnerable people, families and communities impacted by fallout of the global pandemic. One of the bright sparks in these dark times is that community services, and community workers, have emerged as the heroes of the pandemic.

Community Industry Group has certainly not been unscathed, and I am grateful for the strength, flexibility and resilience which has been demonstrated by our Board and by my wonderful colleagues as we adapt and change to the new environment. Throughout it all, we have continued in our role as the Voice, Influence and Leader for community services in Southern NSW, and like our members, striven to meet to the increased demand the current crisis has prompted.

Our role as *Voice* for our members and our communities continues to be increasingly important at a time when need is extensive, and when many organisations and individuals feel overwhelmed and disempowered.

Over the past year, the team at Community Industry Group have researched, consulted and written submissions, issues papers and policy responses across a vast range of policy areas. We have worked with the media to highlight the issues impacting both the sector and our local communities. And we have worked with government at all levels to raise awareness of regional issues and to propose appropriate supports and responses.

We have fulfilled our role of *Influence* as we represented our local industry on advisory panels, boards and consultative bodies as well as at an increasing number of roundtables, consultations and meetings. Most importantly, we have sought new ways to act as *Leader* for our industry locally. Our commitment to servant leadership has led to innovations in the way we are guided by our members and respond to their needs. Through it all we have continued to resource and support our members, to provide relevant and up to date information and to pursue social justice in our region.

This Annual Report is filled with highlights of how we have served our members, the community sector and disadvantaged communities, but a shining feature was the opportunity to celebrate the incredible work of our sector through the inaugural community sector awards, this year appropriately titled the 'We Do Magic' awards. Because, truly, our members have worked magic to continue their service, and indeed ramp up their service delivery, in response to increased need and demand driven by the fallout from COVID-19.

CEO REPORT CONTINUED...

In hosting these awards, Community Industry Group wanted to highlight and celebrate the resilience and ingenuity of our members and to reward outstanding contributions. We wanted to recognise that in our sector We Do Magic and we wanted everyone else to know too. One of the most gratifying elements of the awards was the willingness of the business sector to come on board as sponsors. This was clear evidence of the growing recognition and respect that business leaders have for the work of the community sector. It was wonderful to see representatives from both sectors celebrating together in the brief interval between COVID-19 lockdowns.

The awards were also a demonstration that our members are the backbone of our organisation. Our members are at the very peak of our organisational chart as a visual reminder that we owe our existence and our mandate to you. I thank you all for your continued support as we strive to fulfil our role as the region's peak body.

My grateful thanks, as always, to our Board for their vision and leadership. Strong governance is the cornerstone of a strong organisation, and we are indeed fortunate to have such a talented and knowledgeable group of representatives to lead and to guide. Particular thanks to our Chair, Eleonore Johansson for the support she gives to me, to the organisation and to the sector.

Finally, my most sincere admiration and thanks to the Community Industry Group team. The extraordinary level of output contained in this report is testimony to what can be achieved when a small group of passionate, creative and dedicated individuals work together.

The community services industry in Southern NSW is indeed fortunate to this team working on its behalf. I am privileged to benefit from their passion and knowledge, and grateful for their collegiality and support as we look forward to brighter days ahead and continue to pursue our mission of support for community organisations, promotion of expertise and innovation, fostering of industry development, and pursuance of social justice across Southern NSW.

“Our commitment to servant leadership has led to innovations in the way we are guided by our members and respond to their needs.”

PROJECTS

Targeted Early Intervention Outreach

In November 2020, Project and Policy Officers Mel Breuker and Tania Lee, set off to connect with community service organisations on the far south coast of New South Wales. These not for profit organisations often miss out on training or networking opportunities because of their geographically remote locations.

Mel and Tania visited Moruya and Bega in order to support organisations funded under the NSW Department of Communities and Justice Targeted Early Intervention program to meet program logic requirements and learn the Data Exchange platform (DEX) as part of their funding obligations.

These isolated areas had both been heavily impacted by the bushfires of 2019/20, and service providers were facing increasing demand from the communities they support. Mel and Tania made a second visit to follow up with these valuable services in February 2021.

Thank you to the following organisations for participating in our outreach visit.

- The Family Place, Moruya
- Cassie's Place, Moruya
- Women's Resource Centre, Bega
- Far South Coast Family Support Services, Bega



DEX and Program Logic Support

Further DEX and Program Logic support has been offered to many members in the Illawarra and Shoalhaven with over 82 support and training sessions provided throughout the 2019/20 financial year, either through teleconference or face to face delivery.



The deadline for compliance from NSW Department of Communities and Justice has led to many queries from our members and Policy and Project Officer, Mel Breuker, has dedicated many hours to ensuring that our members feel supported through this process of change.

Mel is grateful that the process, while challenging, has provided her an opportunity to know more about our member organisations and the services they offer to their communities.

Illawarra Workforce Action Group

The Illawarra Workforce Action Group (IWAG) consists of a group of stakeholders with a strong interest in aged and disability services workforce issues. Members of IWAG recognise the pressing need to address staff attraction and retention issues at a regional level, outside of existing structures and programs. Community Industry Group is proud to be a key member and facilitator of this group.



In March 2021 IWAG launched a major collaborative initiative aimed at raising the profile of work in the aged and disability care sectors with the Illawarra South Coast Aged and Disability Services Workforce Charter. The Charter brought together a range of representatives of aged, disability, training and job services organisations working as one community to strengthen the much-needed workforce across these sectors.

The Charter represents a region-wide commitment to ensuring people across the Illawarra and Southern NSW have access to safe, quality and appropriate aged and disability services. 29 organisations showed their commitment by including their logo on the Charter document which was unveiled

at a media event on 9 March 2021 by Mark Sewell (CEO of Warrigal and representative of ACSA), Nicky Sloan (CEO of Community Industry Group) and Craig Thomson (CEO of Community Gateway, representing the Illawarra Disability Alliance).



PROJECTS

IWAG Regional Aged Care & Disability Forum

The IWAG Regional Aged Care & Disability Forum held on Tuesday 16 February 2021, via Zoom, brought together representatives from a range of organisations related to the aged care and disability sectors including residential and community care service providers, registered training providers, Local Health District and government agencies.

The Forum sought to gain commitment from stakeholders for initiatives such as elevating the reputation of careers and wide-ranging growth opportunities in the aged and disability sectors, lobbying government for more investment to strengthen the sectors, active promotion and utilisation of local resources, support for local initiatives and growing partnerships which enhance opportunities for workforce development.



Local Jobs Program Representation

Our CEO, Nicky Sloan, was appointed to the Local Jobs and Skills Taskforce for the Illawarra South Coast region in October 2020.

The Local Jobs Program supports tailored approaches to accelerate reskilling, upskilling and employment in 25 regions across Australia. The program provided 25 Employment Facilitators across 25 regions, a Local Jobs and Skills Taskforce and a Local Jobs Plan developed for each region.

Community Industry Group continues to support the efforts of two cross-agency collaborative groups which work to educate communities and people working in the aged care sector on the prevention and protection of both older people and adults with disability from abuse, neglect and exploitation.

Both groups are part of a NSW wide collaborative which is recognised and supported by the NSW Ageing and Disability Commission. Due to COVID-19 restrictions throughout the 2020/21 financial year the meetings were conducted with a mix of in-person and online.

Prevention of Older Person Abuse (POPA)

POPA is an Illawarra initiative which was established in 2019. POPA raises awareness of older person abuse by conducting hypotheticals, training sessions and dissemination of information from the NSW Ageing and Disability Commission.

The group meets monthly and includes representatives from local police command centres, aged care crime prevention officers, aged care providers, community organisations, government organisations and community representatives. POPA works collaboratively with the NSW Ageing and Disability Commission to plan, implement and evaluate processes to assist in prevention of older person's abuse in the community.

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Activities conducted by SOAP and POPA

- A roundtable event was held on 8 July 2020, where key first responders detailed response pathways to incidents of suspected or actual abuse.
- In August 2020, POPA hosted a workshop for the development of a protocol for responding to older person abuse. The purpose was to assist CHSP service providers to review or develop their own protocols on how to recognise and respond to actual or suspected abuse of older people. The process was supported by input from the NSW Ageing and Disability Commission.
- In June 2021, a series of Improving Detection and Response to Older Person Abuse sessions were held in Kiama, Shellharbour, Wollongong and Dapto to help CHSP providers, community service workers, community members and carers work through an online training program developed by the NSW Ageing and Disability Commission. The aim of this training is to equip support staff, volunteers and community members with the skills to confidently and competently



Shoalhaven Older Abuse Prevention (SOAP)

SOAP is based in the Shoalhaven and was established in 2016. The group aims to assist relevant local agencies in identifying, responding to and preventing abuse of older people through early intervention, strengthening referral pathways, increasing support of older people and upskilling staff working with older people.

The group meets bi-monthly and includes representatives from local police command centres, aged care crime prevention officer, aged care providers, community organisations, government organisations and community members. SOAP works collaboratively

PROJECTS

identify and respond to concerns of abuse, neglect and exploitation of an older person or adult with disability. It relates specifically to instances and incidents within the family, home and community and includes the conduct of a family member, partner or informal carers. Due to increased COVID-19 restrictions imposed in June 2021, the time limit for undertaking the online training was extended until the end of July 2021.



- Understanding and Responding to Hoarding and Squalor Situations training was conducted online by Glen Sorenson from Age Communications. This training educates community service and support workers to respond appropriately to hoarding and squalor situations, understand the underlying causes and provides ways to build trust and rapport in order to co-design effective strategies with their client.
- The Wellness and Reablement Z Cards developed several years ago by Community Industry Group were updated this year through a partnership with Hunter Valley Integrated Living. The update brought them up to date with changes implemented by the government. These handy pocket-sized cards provide support staff with information on all aspects of wellness and reablement.

Training & Personal Development Opportunities

Once again, Community Industry Group offered a wide range of community service-specific training options to our members.

These included:

- Aboriginal Cultural Awareness Training
- Aboriginal Cultural Immersion Training
- Aboriginal Employment, Recruitment and Retention Toolkit Training
- Accidental Counsellor (online)
- Afternoon Tea with Dennis: Dementia Awareness Series
- Applying a Problem-Solving Approach to Behaviours – Dementia Training
- Breakfast Series – Time Management
- Bringing Up Great Kids Facilitator Training
- Community Care Collective
- Privacy and Data Laws
- Protocol Development Workshop for Responding to Older Person Abuse
- Self-Care and Creativity Workshop
- Training to Improve Detection and Response to the Abuse of Older People
- Understand and Respond to Hoarding and Squalor Situations



Leadership Program for New and Emerging NFP Leaders

Recognising the need to build leadership skills for emerging leaders in the not for profit sector across Southern NSW, Community Industry Group partnered with executive coach, Nicki Bowman, to deliver a six-month intensive professional development program.



Following an expression of interest process, the program commenced in March 2021 and is designed to provide participants with the tools, skills and insights to build resilient, innovative and collaborative teams, and deliver outstanding results.

It teaches that exceptional leadership is the ability to deeply understand and effectively manage yourself, even in the most challenging times and create a psychologically safe environment where your teams can thrive and consistently deliver their best work.

Twelve emerging leaders were selected to commence the program which is due to conclude in September 2021.

Online Micro Courses

During the 2020/21 financial year, and in response to the changing learning environment, Community Industry Group released two free online Micro Courses, which are available through our website.

- **Resilience and Self Care Micro Course:**
This course was created with community service workers in mind, as constantly caring for others can lead to 'burn-out' if self care is not prioritised.
- **Introduction to Volunteering Micro Course:**
This course was designed to give people an overview of the responsibilities and expectations of volunteers including legal checks, reporting responsibilities and conduct standards. The course also highlights the many benefits to volunteering including workplace experience, building friendships, and gaining a sense of achievement or purpose.

Media representation

In the 2020/21 financial year Community Industry Group recorded 76 interviews or media mentions on issues of importance to the community services sector and to vulnerable individuals, families and communities in Southern NSW.

As a peak body organisation, Community Industry Group keeps abreast of issues and policy changes and is often approached by media outlets to give a community sector perspective on issues affecting community service organisations and workers. We also often refer media inquiries to our members who can give a front-line perspective. We take our role as the Voice of the sector seriously and are pleased to speak out on behalf of our members. That's why you'll see our CEO, being filmed on lawn of Mortlock House by WIN TV or interviewed over the phone for ABC Illawarra Radio.



Our Vision is to have an influential place at the table where decisions which impact on community service organisations and communities are made and having access to the media assists us to do that. We can not only get our message out to the wider community, but also be recognised as an informed and relevant subject matter expert on a range of issues which impact vulnerable communities and the community service sector.

We are also proactive on key sector issues and produced 15 media releases on a variety of issues or achievements that deserved further

discussion or recognition. These included items ranging from the impacts of the federal budget to the launch of a Charter which brought together the aged and disability sectors to achieve a common workforce goal.

Australian Local Government Women's Association 2021 NSW Branch Annual Conference

Our CEO, Nicky Sloan, was invited to deliver a presentation at the Australian Local Government Women's Association NSW Branch Annual Conference in March 2021.

This high profile conference took place over three days and featured many amazing presenters including Tracey Spicer, Kemi Nekvapil and Dr Neryl East.

Nicky presented on the topic of Big Ponds & Small Fish - Leadership & Opportunity in Human Services, which covered a range of issues faced by the community service sector including:

- Social justice.
- The role of peak body organisations like Community Industry Group.
- The status and associated pay rates of 'caring' roles within community service organisations.
- Representation of women in leadership roles and on the boards of high worth organisations.
- The many demanding roles of women outside of the workplace and the inequality of household and labour dynamics in Australia.
- The gender pay gap.

Nicky's presentation was extremely well received and resulted in an increased brand awareness for Community Industry Group and a greater understanding of the community service industry for these female leaders in local government.

Initiatives across the southern region

Despite COVID-19 restrictions, Amadis Lacheta, our Policy & Project Officer for Regional Issues, continued to offer support to the aged and disability sectors in the Eurobodalla and Bega Valley regions.



Information was regularly shared through networks, and interagency meetings were held via online delivery featuring many external presenters. One of the highlights was a recorded dialogue with ACSA CEO Pat Sparrow on *The Future of Aged Care*.

Dementia awareness training was delivered in 2020 via four online events, with dementia advocate Dennis Frost hosting *Afternoon Tea with Dennis*. Two face-to-face training sessions for aged care staff focussed on a problem-solving approach to challenging behaviours were facilitated by Bronwyn Baker from Dementia Australia.

Two Aboriginal Cultural Awareness Training sessions were offered in Narooma with Alison Simpson of Yalbangarra Cultural Consultancy in October 2020 and May 2021.

In March 2021, Community Industry Group staff members, Joni Braham and Amadis Lacheta, facilitated a workshop for community services staff on the Aboriginal Employment, Recruitment and Retention Toolkit. The Toolkit is made available to participants who complete the associated half day training session which is designed for Managers

and Human Resources personnel in the Community Services Industry and encourages organisations to develop meaningful engagement with Aboriginal Communities, improve recruitment and retention strategies for potential Aboriginal employees and create a culturally respectful, appropriate and safe working environment for Aboriginal people.

Four online workshops were offered to community services staff across the southern region, including two sessions of Hoarding and Squalor Training with Glen Sorensen in early 2021, and two Self-Care and Creativity Workshops with art therapy and mental health first aid facilitator Robyn Rottinger.

We were also fortunate to host a Southern Region Aged Care Forum in Batemans Bay in early June 2021, the first in 18 months due to the fires, floods and pandemic. Mal Larsen, the Executive Director of Government & Public Affairs from ACSA gave a presentation on the Government's response to the Aged Care Royal Commission, and local leaders presented on mental health, palliative care and elder abuse initiatives across the region.

Illawarra/Shoalhaven Aged Care Regional Forums

The Illawarra and Shoalhaven Aged Care Regional Forum was conducted online, via Zoom, on 21 October 2020 due to COVID-19 restrictions.

Participants heard updates from:

- Shelly Harpur, Project Officer for the Ageing and Disability Commission who provided information and resources to reduce and prevent abuse, neglect and exploitation toward older people and adults with disability.
- David Allsopp, Head of Business Development ANZ for Paincheck who provided an update on the Government funded trial of a pain assessment app being used in Residential and Home Care.
- Lee Vietch, Senior Manager, Workforce & Industry Development Unit gave participants an update on the Aged Care Services Workforce Hub.
- Terrie Leoleos, NSW State Multicultural Access Officer, Multicultural Exchange Hub, gave the group an in-depth overview of the *In My Words* and *Speak My Language* Projects.
- It is hoped that these popular Forums will be able to return to face to face presentations in the 2021/22 financial year as they provide a welcome respite from the workplace and facilitate networking amongst peers.

Community Care Collective

Four Community Care Collective meetings were held throughout the 20/21 Financial year, in August, November, February and May. This popular meeting serves as an information sharing space for Regional Assessment Services and Commonwealth Home Support Providers in the Illawarra and Shoalhaven.

These meetings feature guest speakers and highlights from the year include:

- Update on the Job Maker Proposal and the Bushfire Report and Recommendations by Community Industry Group CEO, Nicky Sloan.
- The Lookout App by Ben Hough, Partnerships Manager for Lookout.
- Amanda Hill, LGBTI Aged Care Navigator with the Seniors Rights Service.
- MCCI Projects Update by Patricia Laranjeira.
- Jeff Furolo Executive Producer of Baby Boomers Guide to Life in the 21st Century will present on “Get Connected and Stay Connected”.



Navigating More End of Life Issues Forum and Marketplace

The latest in our Navigating series of Forums focussed on *More End of Life Issues*, following on from the success of the *Navigating End of Life Issues Forum* held in November 2019.



The *Navigating More End of Life Issues Forum* and Marketplace event took place at the Shellharbour Civic Centre on 11 May 2021. Community Industry Group was proud to partner with Shellharbour City Council to present this free event.

It was aimed at community service organisations, carers and frontline staff to assist them to understand a range of end of life issues and ultimately support their clients more effectively.

The event featured presentations on:

- A progress update on the advanced care directives for culturally diverse communities, with Selen Akinci, Project Coordinator.
- Who will look after my pets? The Home Ever After Program with Maria Natera, RSPCA Program Coordinator.

- Get the conversation started - How to host a Death Café and the role of a Death Doula with Carolyn Vaughan, Illawarra/Shoalhaven Compassionate Communities.
- Beyond Empathy showcased a new podcast project called Partings with Phillip Crawford and several young podcasters.

The popular two minute power pitches were once again conducted, giving participants an opportunity to hear about the service offerings in the Illawarra and Shoalhaven relating to end of life issues. Power pitches were presented by TAFE NSW Midwifing Death course, H Parsons Funerals/Mountainview Crematorium, Shellharbour City Library Services, Palliative Care NSW, Femme Shed, Tender Funerals, Prevention of Older Persons Abuse (POPA), Community Pharmacy & their role in Palliative Care, Client Care First and the NSW Trustee and Guardian.

NAIDOC Week

NAIDOC Week celebrations are usually held across Australia each July to celebrate the history, culture and achievements of Aboriginal and Torres Strait Islander peoples however due to COVID-19 restrictions many events were postponed until later in 2021. Others were cancelled and others were rolled over until 2022. The theme was Always Was, Always Will Be.



Community Industry Group recognises that First Nations people have occupied and cared for this continent for over 65,000 years and are proud of our commitment to support and promote NAIDOC Week events.

This year, our Policy and Project Officer – Aboriginal Initiatives, Joni Braham, participated in the Shoalhaven NAIDOC Committee and the Coomaditchie Art Committee.

Community Industry Group sponsored the Coomaditchie NAIDOC Art exhibition Curio Gallery and care packs for Elders.

Seniors Festival

Community Industry Group was proud to once again sponsor two events as part of the NSW Seniors Festival which ran from 14-24 April 2021.

- Participants were invited to join local Aboriginal Elders as part of the Elders Unite Through Art program. They were treated to a lesson on Aboriginal art and went on to create their own masterpieces to take home under the guidance of the Aboriginal Elders at Coomaditchie United Aboriginal Corporation.
- The annual afternoon tea with the Lady Mayoress was held on Thursday 15 April 2021 at the Salvation Army Café Essay in Wollongong. The event featured entertainment, afternoon tea and engagement with the Lady Mayoress. Due to COVID-19 restrictions the usual dancing was not allowed however a fun time was had by everyone in attendance.



Re-energise, Re-imagine, Resilience - AGM

On 24 November 2020 Community Industry Group held their first online Annual General Meeting (AGM) due to continuing COVID-19 restrictions. CEO Nicky Sloan, along with Chair of the CI Group Board Eleonore Johansson, hosted the meeting from our office in Port Kembla via Zoom conferencing capabilities.



The theme of the AGM was Re-energise, Re-imagine, Resilience and the aim was to lift the spirits of our members and recognise the incredible efforts the sector has made to continue to provide vital services in the face of the pandemic. Holding the AGM online had the benefit of including members from all areas, including the Far South Coast, without imposing extended travel times.

A pre-recorded Welcome to Country, performed by Uncle Gerald Brown, commenced the proceedings. A short video which highlighted the significant number of projects that Community Industry Group completed over the 2019-2020 financial year,

despite fire, floods and a pandemic was also shown.

After the conclusion of the official business of the AGM, we were incredibly lucky to hear from two interstate guest speakers:

- Dan Nahum, from the Centre for Future Work, spoke about our economy and moving forward in the COVID-19 era, workforce issues and a business-led recovery model.
- Dennis Moriarty, the Group General Manager of Our Community, spoke about the power of advocacy, social justice and values, the benefits of volunteering and staying connected to your community.

"The really clever solution Community Industry Group has over so many other groups is that it's a peak body for so many vital smaller organisations as well as the big. But the crucial issue is it harnesses the power of many rather than one. The power of one community group talking by itself is more difficult and when you're with a group it's lifted by its research, its funding and its advocacy work," Dennis Moriarty.

Illawarra Disability Alliance

Community Industry Group once again provided Secretariat duties for the Illawarra Disability Alliance (IDA) for the 20/21 financial year.



Community Industry Group once again provided Secretariat duties for the Illawarra Disability Alliance (IDA) for the 20/21 financial year. IDA members are not for profit disability service providers working together collegially and collaboratively to deliver better outcomes for people with disability in our local community. Meetings are attended by CEOs or senior regional executives to ensure timely decision making on emerging issues. Due to COVID-19 restrictions some meetings were held via Zoom with in-person meetings recommencing in December 2020.

This year, Community Industry Group researched and wrote four submissions on behalf of the IDA members. In addition, we coordinated several meetings with Ministers and local Members of Parliament, to discuss key matters which impact disability services including the proposal to introduce independent assessments, cost model implications and COVID-19 impacts for NDIS participants.

For more information about the IDA please visit <https://illawarradisabilityalliance.org/>

Mental Health Brokerage Program

Community Industry Group is proud to once again be involved in the Illawarra Shoalhaven Homelessness Mental Health Brokerage Program.

The Illawarra Shoalhaven Homelessness Mental Health Program supports clients aged 18 years and over, who are homeless or at risk of homelessness and have been diagnosed with a mental health condition. The program assists clients to establish secure accommodation and avoid homelessness, through co-case management and flexible brokerage supports which are administered by our office. Policy and Project Officer, Mel Breuker, is part of the committee and applications which receive approval status are processed through our office.

The program assisted 44 people who were homeless or at risk of homelessness over the 2020/2021 financial year.

Grant Finder Portal

The Grant Guru Community Grant Finder was established on our website thanks to funding received from the Department of Communities and Justice (DCJ). This free grant finder enables members to register for alerts or search for grant funding opportunities in their area. Each grant is summarised into a one-page template, and the portal includes tracking functionality.

A Magical Idea

By mid-2021, we recognised that our members had been battling valiantly with some overwhelming challenges. The pressures from disasters like drought, bushfires, floods, and a global pandemic had dramatically impacted the lives of the most vulnerable individuals, families and communities.

Demand for community support significantly increased in areas such as homelessness, food relief, mental health, and domestic and family violence often resulting in an overstretched and often drained workforce.

Our CEO, Nicky Sloan, came up with the idea of a community services award night as a chance to publicly recognise the resilience and innovation of community services employees and organisations and provide a chance to re-energise an overwhelmed and fatigued workforce. The We Do Magic Community Service Awards were born and what followed was a whirlwind of activity.

A 'brains trust' of wise people from a range of backgrounds and sectors were invited to give us guidance on key aspects such as award categories, judging criteria and nomination guidelines. Nomination forms and information packs were created and mailed out to all of our members with an invitation to apply for the awards.

Nomination categories and the Awards were promoted through our newsletter and social

media channels, and CI Group staff assisted members with nomination enquiries.

Three independent judges were recruited. We thank Omar Khalifa (CEO of iAccelerate), Nicki Doyle (Partner at KPMG) and Carol Lymbery (former CEO of several not for profit organisations) for the unenviable task of choosing the winners from the many exceptional nominations.

Sponsorship opportunities were made available, with our good friends at BlueScope Steel eagerly opting to be the platinum sponsor for the event. Gold sponsors included Southern Youth and Family Services, Coordinare PHN, Hesta and Fulton Hogan. The silver sponsor was Beyond Bank Australia with Bronze and Finalist sponsors - Age Matters, Essential Care, MCT, Edmiston Jones, RMB Lawyers and Wollongong City Council.



Thank you to our generous sponsors.

Platinum sponsor



Gold sponsors



Silver sponsor



Bronze and Finalist sponsors



Community Service Awards

A great night was had by all at the glittering *We Do Magic* Community Service Awards held at the Novotel Wollongong on Friday 4 June 2021.

While category winners were announced, it was a night to celebrate all of our members and everyone who works in the sector.

Category	Winner
Brilliant Idea (Individual)	<ul style="list-style-type: none"> • Leonie Way, Greenacres Disability Services
Brilliant Idea (Team)	<ul style="list-style-type: none"> • CENTRAL Youth Services Team, Kiama Council • Staff Team, The Family Place
Above and Beyond (Individual)	<ul style="list-style-type: none"> • Maxyne Graham, Warrawong Residents Forum • Rachael McPhail, The Disability Trust
Above and Beyond (Team)	<ul style="list-style-type: none"> • Management and Volunteers, A Taste of Paradise Organic Farm • Homelessness Program, Age Matters
Transformation and Reinvention (Small)	<ul style="list-style-type: none"> • Terri Rowe and Louise Croker, Illawarra Interagency
Transformation and Reinvention (Big)	<ul style="list-style-type: none"> • Property Team, Warrigal
Transformation and Reinvention (Whole Organisation)	<ul style="list-style-type: none"> • South East Women & Children's Services Inc • Noah's Inclusion Services Therapy Team, Noah's Inclusions Services
Terrific Team Effort (Small)	<ul style="list-style-type: none"> • Admin Team, Wollongong Meals on Wheels
Terrific Team Effort (Big)	<ul style="list-style-type: none"> • Lifeline South Coast • Young Mentors Program, Living Connected
Friends in Need	<ul style="list-style-type: none"> • The Flagstaff Group and Wests Illawarra • Friends in Need Bellambi Neighbourhood Centre and Partners

Brilliant Idea – Individual

The Brilliant Idea – Individual category, was awarded to **Leonie Way at Greenacres** for her amazing work with the Greenacres Kickstart Skilled n Social Saturday Program. The Greenacres team transformed the Kickstart Centre into a different country each week, starting with A for Australia and finishing with Z for Zimbabwe. Each participant was given a passport to be stamped upon arrival at the centre, ready to experience the country they were visiting that week. This included learning songs, dances and customs, they played games and made traditional crafts before eating food cooked to traditional recipes. This multicultural adventure was invaluable for the participants who thoroughly enjoyed their 'travels'.

Brilliant Idea – Team

The Brilliant Idea – Team category was awarded to Kiama SENTRAL Youth Services and The Family Place.

Kiama SENTRAL Youth Services experienced a huge increase in the number of young people seeking support after a spike in youth suicide in the Kiama area in 2020. Staff at the centre saw the need for young people to come together and to support each other through their grief. A project was organised for young people to paint a mural in Gerringong with additional recreational activities and individual

support offered for those attending the service. Information was also provided to parents on how to support their young adults and children through this difficult time of grieving and funerals.

The Family Place at Moruya was, like many organisations, severely affected by the 2019/20 bushfires. The community at Malua Bay were stranded when they became surrounded by fire, fearing for their lives and many losing property to this devastating blaze. The after effects of such a traumatic event were evident amongst the community and The Family Place decided that action was needed. The Leaf by Leaf Workshop was held in March 2020 over three days with over 170 people attending to create their individual leaf, many reflecting personal stories of what was lost in the fire and hope for the future. The finished leaves were assembled into a tree of life art installation that was presented to the Batemans Bay Surf Club in gratitude for their efforts during the fires. On the final night of the project a celebration with music, dancing and pizza gave community members a chance to have some fun and reconnect with their friends and neighbours.



Above and Beyond - Individual

The Above and Beyond - Individual award was impossible to split with two winners being announced in this category.

Maxyne Graham – Warrawong Residents Forum

(WRF): The Warrawong Residents Forum provides support to families and individuals doing it tough in the Warrawong and Bundaleer public housing areas. During the COVID-19 lockdown Maxyne formed a new partnership with Oz Harvest to coordinate distribution of food to people who would normally access the community centre, including local church groups and international university students who were ineligible for government assistance measures. Food hampers were also purchased from Food Bank to pass on to people who had lost their jobs. Maxyne's willingness to go above and beyond and her unwavering work ethic was showcased brilliantly during this difficult time.

Rachael McPhail – The Disability Trust: Rachael, a young Gomeroi woman, led a campaign to include traditional place names in mailing addresses which was adopted and endorsed by Australia Post. Rachael's dedication to promoting awareness and activities for NAIDOC Week has been instrumental in ensuring that employees and participants of The Disability Trust are engaged and involved in these important events including the virtual Connect to Country Fun Run/Walk. Rachael has gone above and beyond to create a more supportive environment for First Nations staff and participants.



Above and Beyond - Team

The Above and Beyond - Team category was awarded to A Taste of Paradise Organic Farm and the Homelessness Program at Age Matters.

A Taste of Paradise Farm at Berry runs programs to mentor at-risk and disadvantaged young people. In 2019/20 they faced numerous challenges including years of drought, fallout from the devastating bushfires, flooding of access roads and paddocks, and then COVID-19 restrictions. These challenges were further exacerbated by loss of income and increasing costs, but the gardens needed maintenance, planting had to be completed and the animals needed to be fed, so the A Taste of Paradise management team and a group of dedicated volunteers rose to the challenge to keep the farm running until their clients could safely return to their programs.

The Age Matters Homelessness Program provides short term case management to older people in the community who are homeless or at risk of homelessness. As the COVID-19 pandemic escalated, team members Gail and Brooke found that services had abruptly ceased for many of their clients. This resulted in high levels of anxiety and isolation, especially for those who did not own a phone. As soon as it was considered safe, the team found creative ways to continue to meet with clients such as garden visits or communicating through a door or window. Regular packages including food and toilet paper were delivered and clients were matched with Friendly Assistance Volunteers for regular phone calls. The team went above and beyond to ensure that no older person became homeless or felt alone during this challenging time.



Transformation and Reinvention – Small Team

The award for Transformation and Reinvention – Small Team category was awarded to **Terri Rowe, Shellharbour City Council** and **Louise Croker, Kiama Municipal Council** for their work on the Illawarra Interagency meeting, a key meeting and resource for many community organisations. As there was no way to know how long the pandemic would continue Terri and Louise decided to take the in-person event to an online format. The online version enhanced capacity for more community organisations to attend the meeting and it was so successful that the Illawarra Interagency meetings will continue to be held this way in the future.

Transformation and Reinvention – Big Team

The impacts of COVID-19 on older people in care are well known. With the risk of infection from visitors heightening, **Warrigal's Property Team** moved quickly to build Safe Visiting Areas (SVAs) in order for families to safely visit their loved ones during the COVID-19 pandemic. The SVAs are made from timber, perspex and glass have been installed in every Warrigal home so families could visit without risk of infection across the see-through yet physical barrier in place. The SVAs are a key safety feature in innovative aged care building design and are now included in the New Communities Design Standard for any future Warrigal buildings.

Transformation and Reinvention – Whole Organisation

South Eastern Women and Children's Services covers two shires on the far south coast of NSW. While bushfires swept toward the Bega Valley and Eurobodalla the team worked tirelessly to keep in contact with service users and ensure they were safe, as towns were faced with evacuation. The SEWACS office was used to house two families who lost their homes in the fires including Caroline, the Regional Manager. The bushfires, floods and COVID-19 restrictions meant changing work practices so that employees could work from home while still providing quality services.

Noah's Inclusion Services provides a range of therapy and education services to over 500 children each year. When the COVID-19 pandemic started in February 2020 the team needed to alter the way they delivered their therapy services. Within two weeks over 30 Allied Health and Education staff were set up to use Telehealth with their clients. The teen social skills group was also moved online and was a great success as participants enjoyed showcasing their homes to each other. Where online options were not possible staff used their creativity to come up with solutions like walks around the bushland surrounding the Nowra office to provide ongoing essential therapy for children with a disability.



Terrific Team Effort – Small Team

In March 2020, the volunteer workforce at **Wollongong Meals on Wheels** was reduced from over 80 to just a handful of people due to COVID-19 related restrictions and warnings for older people. The remaining workforce stepped up, on top of their day jobs, to ensure that the not for profit organisation was able to continue to deliver meals to the local community.

Extra hours were worked to fill the gaps left by volunteers, new drivers were sourced and the organisation invested their limited funds in a freezer truck which allowed for more meals to be delivered on each trip. The team also set up a COVID-safe grocery service to assist vulnerable clients who were too afraid to go to a supermarket during lockdown.

Terrific Team Effort – Big Team

The Terrific Team Effort Award for Big Teams were awarded to two recipients.

Living Connected provides free help for seniors to master use of their tablet, computer or phone. In early 2020 the federal government eSafety Commissioner launched a Young Digital Mentors scheme for High

School students to not only assist seniors with technology but learn about life before the digital era. This successful program involved young people helping to guide older people via Zoom and was an exceptionally rewarding experience for both the students and older participants.

LifeLine South Coast saw their volume of calls dramatically increase as the Black Summer bushfires began to impact communities in late 2019. This was further compounded when the impacts of COVID-19 restrictions and the loss of employment became widespread.

From January to June 2020 calls to the service increased 44% to nearly 2,500 per month. The team rose to the challenge, despite the additional COVID-19 restrictions including maintaining social distancing, being questioned by police on their way to work, and the need for additional shifts. More crisis supporters were recruited and trained and team members were mindful of the need to support each other during this challenging time.



Friends in Need – Collaboration and Connection

Two organisations were named as winners of the Friends in Need – Collaboration and Connection category.

Bellambi Neighbourhood Centre never lost sight of their mission during the COVID-19 shutdown. They moved their service delivery to a 'through the window' model and successfully switched their social work services to phone and online sessions. To keep connected with their volunteers they created a private Facebook Group. From April to September the Goodwill Only organisation supplied the centre with 400 healthy meals a week for distribution to community members. Due to the efforts of Cath, Jan and the team, the community of Bellambi felt supported and connected, making a real difference to many.

Flagstaff Fine Foods provided an essential service supporting Meals on Wheels, seniors, vulnerable people and retirement villages during lockdown when orders increased by 40%. Flagstaff pulled in resources from other divisions to help with the increased workload but needing more staff they reached out to long time supporters, Wests Illawarra.

Realising that the kitchen staff shortage could lead to the re-employment of some of the Wests Illawarra staff who had been stood down due to the closure of the club, the solution was win-win. Working together the two organisations utilised their combined skills to safely produce a staggering 2,000-3,000 meals per shift.



LIFE MEMBERSHIP

This year we recognised the long-term commitment of two members by awarding them Community Industry Group life memberships.



Daphne Olsen

Daphne Olsen has been a long time supporter of Community Industry Group. She has been a hardworking and dedicated Board member who has volunteered her services to lead the organisation for over 20 years.

As she retires this year, and her term on the Board is up, this will be her final year with the organisation. We thank Daphne for her enormous contribution to the success of Community Industry Group.



Narelle Clay

Narelle has been an avid supporter and advocate for Community Industry Group since its very inception. She was among the first group of advocates who lobbied for a Regional Peak Body. She provided input into the design of the organisation and the campaign for funding.

Narelle has contributed to Community Industry Group in innumerable ways, particularly in the beginning when she wrote papers and delivered presentations at some of the very early conferences and events. She continues to be a strong supporter and advocate for us as a Regional Peak. She contributes to our policy positions and submissions, supports our training and events, and shares her knowledge and experience. We thank Narelle for her enthusiastic support of our organisation.

Resources:

During the 2019/20 financial year Community Industry Group produced the following resources:

Issues Papers

- Issues Paper - Access to Transport
- Issues Paper - Homelessness SE NSW
- Issues Paper - Care for Older People in their homes
- Issues Paper - Workforce development
- Issues paper - Adequate income support

Fact Sheets

- Fact Sheet - Background checks
- Homelessness Spectrum sheet (update)

Micro Courses

- Introduction to Volunteering
- Resilience and Self Care

Webinars & Videos

We produced several videos on topics of interest for the community services sector.

- Bushfire Recovery Recommendations
- Save Equal Pay
- What We Do
- It's been a big year
- *We Do Magic Awards*
- Frequently Asked Questions – *We do Magic Awards*
- How to access additional funding using Grant Guru



VOICE

INFLUENCE

LEADERSHIP

Community Industry Group is the voice of community services in Southern New South Wales. We are proud of the work we do to keep services up to date with the latest issues and best practice guidelines. Through our events and collaborations we help connect industry sectors to achieve mutual goals and strengthen the industry as a whole.

We have leveraged our position as the peak body for community services to ensure decision makers, including government representatives at all levels, are aware of the needs of our region. We regularly meet with decision makers including Ministers and Members of Parliament and serve on advisory boards and committees in order to highlight the views of our members, the communities they serve and to highlight impacts on service delivery.

Highlights

We have been proud to provide a range of opportunities to support and inform the individuals and organisations working in the community service industry.

- 53 training, information and capacity building sessions for 1026 people
- We produced 25 newsletters and 1 special bulletin
- 4 conferences and 1 We Do Magic Community Service Awards
- 76 interviews or media mentions on items of importance to the community services sector
- Produced 7 videos, 5 issues papers, 2 fact sheets and 2 online micro courses
- Staff attended 68 personal development activities or training sessions
- 80 Policy submissions or advocacy activities

The 'go-to' organisation for influencers and decision makers:

Community Industry Group is regularly called upon by the media to comment on local and national community issues. In 2020/21 we produced 15 media releases and registered 76 interviews or media mentions. We are proud to raise the profile of the community services industry and promote its importance to the region.

Interview topics throughout the year included:

- JobSeeker and JobKeeper Programs
- Homelessness in Southern NSW
- Bushfire Response and Recovery Report
- Impacts of COVID-19 in our region
- Unemployment and underemployment on the Far South Coast
- Workforce recruitment and retainment issues
- Childcare Subsidy changes
- Regional Development Strategic Planning
- Federal Budget analysis
- Minimum wage
- Vaccination issues in the disability sector
- NSW Budget analysis
- Housing affordability
- We Do Magic Community Service Awards

We are grateful to the following media outlets for seeking our input or reporting on issues of importance to the community service sector.

- Illawarra Mercury
- WIN TV
- ABC Illawarra
- ABC South Coast
- ABC Far South Coast
- ABC 7:30 Report
- 2EC
- Channel Nine
- Canberra Times
- Ballarat Courier
- Mirage News
- Power FM East Coast
- Wave FM



Memberships

Community Industry Group is a member of the following groups and organisations:

ACOSS
BlueScope Consultative Committee
Bushfire and Community Resilience Projects Steering Committee
Business Illawarra (formerly Illawarra Business Chamber)
Communities for Children Consultative Committee
Community 21 Board
Community Aged Care Forum
Community Care Collective
Coordinare Community Advisory Committee
Culturally And Linguistically Diverse (CALD) Network Group
Dementia Friendly Alliance
Forum of non-government Organisations (FONGA)
Homelessness Mental Health Brokerage program
Human Services Managers Group
Illawarra Disability Alliance (IDA)
Illawarra Shoalhaven Social Investment Trust Advisory Board
Illawarra Shoalhaven Strategic Planning Forum
Illawarra South Coast Local Jobs and Skills Taskforce
Illawarra South Coast Local Jobs & Skills Taskforce Community Services Working Group (Chair)

Illawarra Workforce Action Group (IWAG)
Jobs Australia
Local Community Services Association (LCSA)
Marketing & Communication – Community of Practice
Meals on Wheels (MOWs)
NCOSS Regional Forum
Our Community
Prevention of Older Person Abuse (POPA)
Regional Development Australia Illawarra (Board)
Regional Recovery Health and Wellbeing Subcommittee
Sector Support and Development Network
Shoalhaven Aged Care Network
Shoalhaven Older Abuse Prevention (SOAP)
Social Procurement Working Group
State Multicultural Access Program (MAP) Network
Sydney Water Customer Council
TAFE Regional Advisory Council
Targeted Earlier Intervention Consultative Committee
UOW Social Work Advisory Group
WCC Seniors Festival Committee
Wollongong Post COVID Taskforce

VOICE INFLUENCE LEADERSHIP

Community Industry Group represents, empowers and builds the community service industry in Southern New South Wales. We do this by representing to policy makers the views of our members and the communities they service. We provide professional development opportunities to build the capacity of services and networks which enhances delivery in the region.

Representing

We continue to represent the community services industry by developing submissions with input from our members and taking part in advocacy activities throughout the year.

Major submissions and advocacy activities included:

A Housing Strategy for NSW

In July 2020, the NSW Government released a discussion paper to develop the first whole-of-government, whole-of-state housing strategy for NSW. CI Group included the expertise and recommendations from community representatives and responded on behalf of our membership to help effect social change for the most vulnerable individuals, families and communities.

Our submission included thirty recommendations including:

- The development of a holistic, person-centred strategy with systems and approaches that meet the needs of the individual, providing services that support mental, emotional, social, physical and cultural needs.
- Economic investment in social and affordable housing that supports the most vulnerable Australians, including those experiencing or facing homelessness or domestic violence.

- Awarding social housing development grants to small-medium community providers with social housing provider registration to fund projects formed in partnership between the construction industry and the community housing sector. This would create local job opportunities and build homes that are guaranteed to be affordable and stay affordable for local people to rent.

Bushfire recovery campaign

We continued to work with service providers in disaster-affected areas to hear about what has been and is currently being done to support the recovering and rebuilding efforts for the community following the unprecedented bushfire season of 2019/20.

Illawarra Shoalhaven Regional Plan 2041

The draft Illawarra Shoalhaven Regional Plan delivered a comprehensive review of the original priority actions set in 2015. The vision and strategies in the 2041 regional plan reflected the evolving landscape of the Illawarra and Shoalhaven.

Our recommendations included:

- Setting at least 15% affordable housing targets in new developments as a mechanism to deliver an additional supply of affordable housing for very low to low-income households and to create a pathway to support people moving out of social housing.

- Coordinating economic policy in conjunction with housing policy to support access to secure, suitable housing which will, in turn, drive economic participation rates for those who can work.
- Developing an integrated, planned and goal-driven approach to addressing the affordable housing needs of the community to enable more efficient, cost-effective and coordinated strategy across a range of policy areas.

Independent assessments and access

The Illawarra Disability Alliance (IDA) provided a submission to voice concerns surrounding the implementation of independent assessments which would fundamentally alter the way in which people with disability access the NDIS, their plans and funding.

The IDA subsequently welcomed the announcement from Minister for the NDIS, Senator the Hon Linda Reynolds CSC that independent assessments would not proceed.

National Disability Employment Strategy

CI Group, as secretariat for the IDA, provided a submission in response to the National Disability Employment Strategy Consultation Paper to advocate for more to be done to remove systemic barriers and increase the participation of people with disability in meaningful work. A number of recommendations were made including:

- The Australian Government to explore innovative employment models based on Australian Disability Enterprises which offer realistic, inclusive, sustainable and long-term employment options.
- People with disability should be actively encouraged to participate in decision making around their employment goals.
- The current rules for people with disabilities which may make them ineligible in future for the disability support pension must be reviewed.

Save Equal Pay

The Save Equal Pay campaign was initiated when the Federal Government failed to commit to continue to fund Equal Pay wages for community sector jobs beyond December 2020. This meant that the community services

sector was facing a massive funding shortfall of over \$500 million which would impact over 100,000 jobs and countless essential services.

Thankfully, this campaign resulted in a successful turn around by the Federal Government, recognising the importance of retaining the current community services workforce.

Save Social Work

The Save Social Work campaign was launched to protest against the recommendation that fees be significantly increased for those wishing to study Social Work. This suggested increase would have exacerbated already critical shortages of qualified Social Workers.

The campaign successfully raised the issue with Government and ultimately Social Work was excluded from the list of increased student fees.

Social Services Legislation Amendment (Strengthening Income Support) Bill 2021

Our recommendations included:

- Permanent increase to JobSeeker of at least \$25 per day.
- Scrapping of the proposed 'dob in a dole-bludger' hotline.
- Development of a national plan which focuses on reducing inequality to break cycles of intergenerational poverty.
- Greater investment in local support services to deliver community development programs.

These recommendations were tabled as part of the Inquiry. Unfortunately, only a small increase to JobSeeker was announced, with very little change to the original Amendment.

Support for Homelessness organisations

In mid-2021 housing and homelessness services were at great risk of having to cut service provision because the Equal Remuneration Order (ERO) supplementation funding was expiring in June 2021.

Fortunately, a wide campaign on this issue resulted in the Government securing funding so that vulnerable members of our society and the jobs of hundreds of critical frontline homelessness workers were saved.

VOICE INFLUENCE LEADERSHIP

Community Industry Group provides leadership to the community services industry by supporting the sector to deliver high quality, innovative solutions to meet the ever-changing demands of both consumers and policy makers.

A solid, significant and committed membership

- 66 compliments were logged in the Testimonials and Compliments register during the 2020/21 financial year.
- Enthusiastic response to the We Do Magic Community Service Awards with 64 nominations received from members.
- High uptake from members for all of our events, conferences, consultations and training sessions.
- Continually increasing subscriptions to our fortnightly e-newsletter.
- We provided one on one DEX (Data Exchange) training for community organisations who are implementing the new system as part of the Targeted Earlier Intervention program from Department of Communities and Justice.
- Our members enjoy significant discounts (up to 50%) on training and professional development opportunities.

The ‘go-to’ organisation for influencers and decision makers

- 76 interviews or media mentions on items of importance to the community services sector.
- Regular meetings with local MPs and Ministers throughout the year, via Zoom and in person.
- Representing community service organisations in the Southern Fires Regional Recovery Health and Wellbeing Subcommittee.
- Representing the community services industry on numerous regional and state advisory boards, consultative committees, and working groups.
- Regularly consulted on community service issues by business leaders and organisations.
- Invitations to speak at meetings and conferences.
- Coordinating responses to key policy changes and government inquiries.
- Leading advocacy on issues of importance to community industry sectors and vulnerable communities.

Strategic Plan 2021-2026

VISION

We have an influential place at the table where decisions which impact on community service organisations and communities are made.

The 'go-to'
organisation
for influencers
and decision-
makers

Strategies

- Develop a comprehensive understanding of the community services industry and the region.
- Raise the profile of the community services industry and promote its importance to the region.
- Be a voice for the industry through active membership of key committees, reference groups and networks.
- Build relationships with influencers and decision makers, utilising skills and contacts of Board and staff.
- Be key media liaison for issues impacting community services industries, and vulnerable communities.

A solid,
significant &
committed
membership

Strategies

- Build relationships with community service providers across the region.
- Develop and maintain networks and partnerships across industries and throughout community services industry sectors.
- Implement marketing and communications strategy to communicate our work and our value.

A strong &
informed
industry

Strategies

- Communicate policy issues across the industry and develop regional responses and recommendations.
- Provide opportunities for industry networking and collaborative practice.
- Provide industry-relevant training opportunities.
- Source and develop professional development resources.

A sound,
sustainable
organisation

Strategies

- Develop and implement a Sustainability Strategy.
- Develop and promote fee-for-service products.
- Explore corporate partnership opportunities.
- Source and apply for new funding opportunities.
- Investigate opportunities for collaborations, amalgamations and mergers.

Financial Report Summary 2021

Statement of Financial Position as at June 30 2021

CURRENT ASSETS	2021	2020
Bank Cheque Accounts & Term Deposits	\$1,752,176.00	\$1,391,721.00
Receivables	\$21,330.00	\$3,340.00
Cash on Hand	\$129.00	\$86.00
TOTAL CURRENT ASSETS	\$1,773,635.00	\$1,395,147.00

NON CURRENT ASSETS	2021	2020
Deposit	\$87.00	\$87.00
Plant & Equipment	\$86,760.00	\$103,474.00
TOTAL NON CURRENT ASSETS	\$86,847.00	\$103,561.00
TOTAL ASSETS:	\$1,860,482.00	\$1,498,708.00

CURRENT LIABILITIES	2021	2020
Creditors	\$32,415.00	\$29,339.00
Unexpended Grants & Grants in Advance	\$574,109.00	\$344,156.00
GST Net	\$19,786.00	\$8,962.00
Payroll Provisions, Income in Advance	\$90,734.00	\$89,807.00
TOTAL LIABILITIES	\$717,044.00	\$472,264.00
NET ASSETS:	\$1,143,438.00	\$1,026,444.00

Statement of Income & Expenditure for Year ended 30 June 2021

INCOME	2021	2020
Grants Received	\$830,694.00	\$837,319.00
Grants Unexpended Carried Forward	\$344,156.00	\$262,468.00
Membership Fees, Training income	\$144,279.00	\$48,996.00
Interest & Miscellaneous	\$68,452.00	\$49,194.00
TOTAL INCOME	\$1,387,581.00	\$1,197,977.00

EXPENDITURE	2021	2020
Employee Costs	\$585,831.00	\$556,500.00
Program Costs	\$205,186.00	\$171,107.00
Administration & Sundries	\$113,011.00	\$95,208.00
TOTAL EXPENDITURE	\$904,028.00	\$822,815.00

Excess of Income over Expenditure	\$483,553.00	\$375,162.00
Amounts transferred to Unexpended Grants	\$366,559.00	\$344,156.00
Net Surplus/(Deficiency) of Income For Year:	\$116,994.00	\$31,006.00

Membership

Community Industry Group is the regional peak and resourcing body for the non-government community sector in Southern NSW. Membership is open to non-profit community based social or welfare organisations that are based, or work in, Southern NSW and to individuals. Associate membership (non-voting) is open to for profit non-government organisations and government bodies (excluding political parties). Under the constitution all new memberships must be approved by the Board.

Membership Benefits

- Invitations to contribute to regional responses to key government inquiries, discussion papers and policy dialogue to help us form submission responses.
- Significant discounts on all training and professional development opportunities offered by Community Industry Group including conferences, industry breakfasts and symposiums.
- Access to Community Industry Group's extensive sector knowledge, advice and consultation from our highly experienced staff members.
- Discounted fees for facilitation including strategic and action planning, organisational reviews and program evaluations.
- Access to free generic Policy and Procedure templates for use within your own organisation.
- Use of Community Industry Group training or meeting rooms at member rates.
- Free advertising for positions vacant and your events within our e-newsletter which is delivered to a subscription base of over 1200 people.
- Voting rights at general meetings, including the Annual General Meeting at which the Board and Executive positions are decided (full members only).
- Free access to our publications including issues papers, fact sheets, policy responses, annual reports and training calendar for use within your own organisation.
- Support and be part of the organisation that is advocating for social change to help our community's most vulnerable individuals, supports all workers within the community services sector to build a strong and informed industry and is the go-to organisation for influencers and decision makers.

The screenshot shows the 'Membership Form 2021/2022' for the Community Industry Group. The form includes the group's logo, contact details (ABN 95 589 148 519, PO Box 6, Lake Heights NSW 2502, Phone: (02) 4256 4333), and a description of the group as the regional peak and resourcing body for the non-government community sector in South East NSW. It states that membership is open to non-profit community based social or welfare organisations based in or working in South East NSW, and to individuals. Associate membership (non-voting) is open to for-profit non-government organisations and government bodies (excluding political parties). All new memberships must be approved by the board.

Membership is available online.

For online membership renewals and new membership applications visit our website www.communityindustrygroup.org.au or return this form with your payment receipt. Direct Deposit details are BSB: 012-827 Account Number: 4546 38156. Email: info@cigroup.org.au.

Need more information?
Don't hesitate to call us on 02 4256 4333 or visit our website www.communityindustrygroup.org.au

Membership Category
Please tick one (includes GST)

<input type="checkbox"/> Individual/ Sole Worker Organisation	\$75
<input type="checkbox"/> Student/ Concession	\$30
<input type="checkbox"/> < 5 Staff	\$110
<input type="checkbox"/> < 10 Staff	\$220
<input type="checkbox"/> < 20 Staff	\$350
<input type="checkbox"/> < 50 Staff	\$500
<input type="checkbox"/> < 100 Staff	\$650
<input type="checkbox"/> 100 + Staff	\$1,400
<input type="checkbox"/> Associate Membership	\$400

Fields for contact information include: Organisation, Contact name, Address, Postcode, Email, Landline Phone, and Mobile Phone. A signature line and date field are also present. A disclaimer states: 'Upon applying for membership to Community Industry Group, I/We agree to abide by the philosophy and support the aims of the Community Industry Group.' The website www.communityindustrygroup.org.au is listed at the bottom.

To apply for membership visit our website **communityindustrygroup.org.au** or contact us on **info@cigroup.org.au**



Community Industry Group

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