

ANNUAL REPORT

and Financial Statement

2017/18



community
INDUSTRY GROUP

HIGHLIGHTS

17

Policy Submissions



462

Social Housing tenants
benefited from **33** events or
activities



Provided **17** skills
sessions

to **203 tenants** through
the Tenant Participation
Resource Service

50

training, information and
capacity building sessions for

1,427
people



We produced

25
newsletters

&

2 special
bulletins



24,477

page views on the Community
Industry Group website

WWW

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ACKNOWLEDGEMENTS

Community Industry Group gratefully acknowledges the valuable work of our colleagues in community services organisations, making it an industry of which we are proud to be a voice, an influence and a leader.

We thank our members for their support and acknowledge that we wouldn't be able to continue the important work we do without the valued contribution of our funding partners, NSW Department of Health, NSW Family and Community Services and Australian Government Department of Health.

Thank you to all of the individuals and organisations who have helped make this a dynamic and successful year for Community Industry Group.



ABOUT COMMUNITY INDUSTRY GROUP

Community Industry Group (formerly the Illawarra Forum) has been in operation for over 25 years and we're proud of the results we have achieved during this time.

We are the voice of community services in South East New South Wales. We help connect industry sectors in order to meet mutual goals and keep services up to date with the latest issues and best practice. We empower the community service industry by representing to policy makers the views of our members and the communities they serve.

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

Our staff are experts in their fields and are available to help our members with advice

and advocacy issues. We are honoured to provide a voice, influence and leadership for our members and the community services industry as a whole.

Our Vision

We have an equal 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

We are Community Industry Group



A MESSAGE FROM THE CHAIR

Eleonore Johansson

Community service organisations have once again faced a year of challenges and changes, and the Board of Community Industry Group is gratified that the organisation has continued to play a pivotal role in supporting community organisations and advocating for the sector, for the region, and for disadvantaged communities.



This has been a year of challenges and changes for the organisation as well. At the 2017 AGM, members voted to change the name from Illawarra Forum to Community Industry Group, and to adopt a new Constitution. The change of name was prompted by the growth in the organisation's scope and the fact that we have for many years delivered a range of services across a much larger geographical reach, including having an office at Batemans Bay.

The new name reflects the collective and action-based nature of the work of the organisation, and recognises the importance of community organisations, not only as providers of vital supports and services, but also as employers and contributors to local economies. Despite the change of name, we remain committed to tenets on which the organisation was founded; to promote social justice, to resource and support community organisations, and to represent the community services sector by speaking out and challenging those issues which impact on service providers, and on disadvantaged or vulnerable communities.

As peak bodies and advocacy organisations across the country face increasing pressures, it was a significant achievement to this year celebrate the 25th anniversary of our incorporation, and to recognise this significant milestone at a reception for members and supporters. It was gratifying to observe the large number of people who attended, and the many well-wishes we received from our members as well as from key stakeholders and political and departmental representatives.

It is a source of pride for the Board that although the Community Industry Group challenge decisions which impact on our sector and our clients, we focus on the policy rather than the personal and are able to maintain respectful and viable relationships with decision-makers at all levels of government.

These relationships are a testimony to the hard work and professionalism of the small but dedicated team of staff who work at Community Industry Group. The impact this organisation has, is entirely due to their incredible productivity, enthusiasm and commitment. On behalf of the Board, I would like to thank the whole team for their allegiance to the original principles that the organisation was founded upon, and for their dedication to the community services sector. Our appreciation is also extended to our CEO Nicky Sloan who has created a strong culture for the team and ensures high quality outcomes in all areas of our work.

I would also like to express my sincere appreciation to my colleagues on the Board of Community Industry Group. This year we welcomed Alice Lans to the Board, bringing a wealth of experience across children's and disability services. Thanks to all my fellow Board members for the expertise, the input and the wisdom they bring to the governance of the organisation. This skilled and dedicated group, who volunteer their time and expertise, are pivotal to ensuring this region retains a peak representative body dedicated to social justice, to stronger communities and to strong and resilient community service organisations.

CEO REPORT

Nicky Sloan

In contemplating the activities and impacts of the Community Industry Group over the past twelve months, I am struck by the incredible resilience, creativity and industriousness of the small but highly efficient team it is my privilege to work with.



In an era marked by significant reform and change, Community Industry Group has worked hard to support our members and communities and to speak out strongly about the impacts and implications of major social and financial reform. Our organisation has not remained unscathed by these reforms, which have resulted in more changes to staffing and organisational structure. Yet the team has never lost sight of our purpose and vision, and has steadfastly worked to ensure we fulfil our role as the *Voice, Influence and Leader*, representing community service organisations, and our communities.

This year has, once again, brought reviews and changes to policy across many sectors and we have consulted with our members and written numerous submissions to discussion papers and policy proposals. We have represented the sector at parliamentary Inquiries and roundtables, as well as on a number of advisory and representational boards.

We have responded to the strong demand for facilitation and planning to prepare organisations and the sector more broadly for reform and change, and offered governance and management support to ensure service providers have robust systems in place to bolster their organisations for the future. There is no doubt that this change and uncertainty is having an impact on the great people who work in local community organisations and on the wonderful individuals who volunteer their time, talent and wisdom to sit on Boards and Committees of Management. We are proud to be able to

offer our support, and to continue to advocate strongly about the changes being imposed, and their impact on organisations and individuals.

Of course, our concerns are also for the communities and individuals who rely on our member organisations. The impact of change and reform often leaves them bewildered and confused. The interests of these communities and individuals are always at the centre of the advocacy we undertake. We continue to raise our concerns about the impact on vulnerable people when the services they have connected with, and the relationships they depend on, are taken away due to loss of funding or changes to service specifications.

There is no doubt that our members are feeling the squeeze as government seeks to increase outputs or target new client groups or geographical areas within existing funding pools. The scarcity of funding opportunities has significantly increased competition within a sector which has always been eager to collaborate, partner and maximise outcomes by working together. The funding-go-round also creates an impost on management and staff time as they tender for new funding programs and retender for existing or revamped funding programs with decreasing chance of success.

The team at Community Industry Group also continue to represent the sector on a truly wide and varied number of Boards, working groups and committees as we seek to influence outcomes for community organisations and for

CEO REPORT CONTINUED...

vulnerable communities. Although our funding levels are falling, and our team contracting, we continue to prioritise this role. You will also see members of our teams attending or facilitating a range of interagencies, forums, and networks as we seek to keep the sector informed and aware of what is happening in the broader context.

Some highlights for the year include:

Understanding the Royal Commission: Implications and Opportunities to Improve Child Safety for Human Services Organisations

Community Industry Group was proud to partner with Big Fat Smile to deliver a unique opportunity for service providers to learn more about the Royal Commission and about best practice in the protection of children and vulnerable individuals.

Over 150 providers across a range of children and community services had the privilege to hear directly from Commissioner Robert Fitzgerald AM, formerly a Commissioner on the Royal Commission into Institutional Responses to Child Sexual Abuse for five years; Megan Mitchell, National Children's Commissioner, Australian Human Rights Commission; and Steve Kinmond, Deputy Ombudsman & Community and Disability Services Commissioner to the Illawarra.

Navigating Mental Health Services

In April 2018, we partnered with Shellharbour City Council to host a Forum aimed at clarifying the complex Mental Health service system.

Over 150 people attended the forum to hear Deputy Commissioner Karen Burns from the NSW Mental Health Ombudsman's office and speakers from the Local Health District, Coordinare, Grand Pacific Health and the NDIS Stakeholder Engagement team.

A great feature of the event was the two minute 'power pitches' and the many local providers who held information stalls. This event sparked much debate, and we are planning to follow up with another mental health forum next year, this time focussed on crisis response.

Free Webinars

For the first time, Community Industry Group has ventured into the use of webinars to deliver capacity building to the sector. Our first free webinar Good Governance serves as a brief introduction to the roles and responsibilities of not for profit board members. This webinar, the first of a series of free online resources, will also be a useful induction tool or refresher for our members to use with their own boards. All webinars are available on our website.

Throughout the difficult year that was, we have always sought to support, resource, and advocate for our members. Our members are the mainstay of our organisation, and I thank all of our members for your continued support as we strive to fulfil our role as the region's peak body.

As always I extend my grateful thanks to the talented and wise individuals who make up our Board. Community Industry Group is fortunate to have such a committed and knowledgeable group of representatives to provide strong governance and guidance. I am eternally grateful for their vision and leadership. Particular thanks to our Chair, Eleonore Johansson, for all her leadership and support; and for generously sharing her time, her wisdom, and her boundless energy.

Finally, my most sincere admiration and thanks to the Community Industry Group team. Every annual report is an opportunity to reflect on the incredible productivity and professionalism of this small but dedicated group of tireless individuals. My gratitude to my colleagues is boundless. I am inspired by your passion, encouraged by your commitment, heartened by your positivity, and enthused by your creativity. Our members and other services providers are fortunate to have you all working on their behalf.

This annual report will demonstrate that it has once again been a busy and challenging year for all of us at the Community Industry Group as we work towards our vision of having an equal place at the tables where decisions which impact community services and communities are made. After 25 years, we proudly remain committed to supporting community organisations, promoting expertise and innovation, fostering industry development, and always pursuing social justice in the region.

OUR BOARD

Eleonore Johansson	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.
Chair	
Marlene Calleja	Marlene has worked in the community sector for more than 20 years, currently as manager of the Warilla Community Centre. 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.
Vice Chair	
Danna Nelse	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.
Treasurer	
Grant Vukasinovic	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.
Secretary	
Larissa Daniel	Larissa has 20 years' experience in the community services sector, working in the youth, employment and justice spaces. She has worked for local and state government as well as small and large not for profits. Larissa is the General Manager – Operations (NSW & QLD) of the Australian Community Support Organisation.
Board Member	
Alice Lans	Alice is the CEO of Noah's Inclusion Services, a not for profit organisation specialising in working with children and young people and their families. Alice has had 20 years of experience working across the health, private, education and disability sectors and is a passionate advocate for children and families. Alice holds a Bachelor of Applied Science (Speech Pathology) from the University of Sydney.
Board Member	
June Lowe	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.
Board Member	
Daphne Olsen	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.
Board Member	
Craig Smith	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.
Board Member	

A Good Day's Work Initiative

The *A Good Day's Work* initiative was designed to raise awareness about careers in the community services industry, particularly aged and disability services. These are Australia's largest and fastest growing areas of employment. A range of videos and brochures have been created to highlight the benefits of working in these sectors.

Community service organisations offer a great variety of roles and career opportunities, including:

- direct support services (care workers),
- building services and maintenance (electricians, builders, gardeners),
- customer service,
- human resources (recruiters, payroll officers, management),
- IT and Administration,
- Allied health (physiotherapists, occupational therapists, podiatry),
- Enrolled and Registered nurses,
- hospitality,
- case management,
- team leaders, managers and supervisors.

The *A Good Day's Work* resources are available for download and printing by community organisations, employers, job service providers, and training organisations. Printed brochures have also been distributed to employment agencies and service providers, and made available at interagency meetings and forums. They have been used extensively to promote careers in community services through the Eurobodalla Regional Jobs Project and through TAFE NSW in the Illawarra, Shoalhaven and Eurobodalla areas, and distributed in the Bega Valley and Queanbeyan-Palerang Council regions.

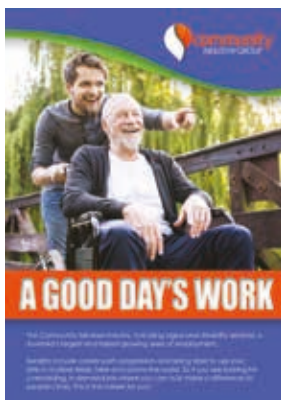
Recognising the growing opportunities to reach potential workers from

culturally and linguistically diverse (CALD) backgrounds, the brochures have also been translated into Farsi, Burmese and Arabic.

To complement the brochure, a series of videos were also developed for use on social media channels and websites. The videos feature interviews with people working in the aged and disability sectors in various roles, sharing the enjoyment and satisfaction they get from helping others and highlighting their career development opportunities.

We also produced a video featuring managers of aged and disability services organisations to elicit their wisdom on how managers can best support their staff, provide training opportunities and encourage more people to work in the sector.

All of the *A Good Day's Work* resources, including the translated brochures, are available on our website.



Towards a Culture of Wellness and Reablement – *The Illawarra Way Project*

A large scale trial which aims to increase the knowledge, understanding and appreciation of time limited reablement responses in supporting Commonwealth Home Support Programme (CHSP) clients commenced in April 2018.

The project is funded through the Commonwealth Department of Health, led by the Community Industry Group, and overseen by a local working party.

The key stakeholders are the clients, their carers and families, CHSP funded support providers and Regional Assessment Services (RAS). The project is due for completion in February 2019 with training continuing until June 2020.

Aged Care Regional Forums

Several Aged Care Regional Forums were hosted by Community Industry Group throughout the year in various locations to connect with aged care providers and update them on the latest developments, particularly in Wellness and Reablement.

The events proved very popular, attracting a large number of participants. Guest speakers included Ricki Smith (Access Care Network Australia), Claire Bishop (Regional Assessment Service, Illawarra/Shoalhaven Health District), Megan Roach (Commonwealth Department of Health, NSW & ACT) and Charmaine Johnson (Southern NSW Local Health District).

Five training sessions on Wellness and Reablement were also conducted in the Southern Region with topics including empowering older Australians to better lifestyle choices, assessors and service providers facilitating wellness and reablement and embedding wellness and reablement across your organisation.

Pilot study to build capacity to assess clients of the Commonwealth Home Support Program

Community Industry Group, in partnership with researchers from the University of Wollongong (UOW), are working with a small number of Commonwealth Home Support Program (CHSP) providers in the Illawarra and Shoalhaven, on a project to build capacity to assess CHSP clients.

The project will provide training and support for organisations to develop skills in outcome assessment, data entry and analysis, and to use these skills to assess the way that their CHSP services contribute to the quality of life of older clients. The program is well underway and is due for completion in April 2019.

Aboriginal Employment Recruitment and Retention Pilot

Impacts from the ageing population, increased life expectancy, the National Disability Insurance Scheme, Consumer Directed Care, and other reform initiatives, have resulted in expansion in the employment needs of the human services sector particularly in ageing and disability services.

In the Illawarra Shoalhaven there are more entry level positions than there are applicants to fill them and sector growth requires ongoing recruitment. Community Industry Group became aware that Aboriginal applications for generalist positions are very low and that Aboriginal staff retention can be problematic.

Corresponding to this need is the Illawarra Shoalhaven 2016 Census data demonstrating Aboriginal unemployment as three times higher (15% in Illawarra and 17% in the Shoalhaven) than that of the rest of the area population (5%).



As a result an Aboriginal Employment Recruitment and Retention Pilot (AERRP) project was initiated in 2017. An Advisory Committee was set up to guide the process and to develop strategies for best practice in recruitment and retention of Aboriginal people in the generalist sector. A survey was undertaken with over 50 unemployed Aboriginal respondents.

Three main areas investigated for improvement in policy and practices to encourage Aboriginal employees were:

- Recruitment practices such as advertisement style and placement, job descriptions and interview processes,
- Retention strategies such as cultural policy and practices both at onboarding/ orientation and ongoing throughout employment, and
- Improved linkages between Aboriginal specific training organisations such as Illawarra Aboriginal Cooperative (Warrigal Skills Development) and the aged care and disability sector.

Findings have highlighted that lack of knowledge and engagement with Aboriginal culture in the generalist sector has a significant impact on whether or not an Aboriginal person seeking employment will apply for a generalist position, and if they will remain in the organisation after employment.

As a result of our findings, an Aboriginal Employment Tool Kit will be developed and piloted in the region.

In addition, Community Industry Group will continue to work with Aboriginal Elders and members of Aboriginal communities to increase cultural awareness and cultural competency across the aged and disability sectors through a variety of informed strategies.

Understanding the Royal Commission

Community Industry Group was proud to partner with Big Fat Smile to bring this important event to the Illawarra Region on 9 March 2018.

Over 150 participants heard from Commissioner Robert Fitzgerald AM, who spent five years as a Commissioner on the Royal Commission into Institutional Responses to Child Sexual Abuse; Megan Mitchell, National Children's Commissioner with the Australian Human Rights Commission; and Steve Kinmond, Deputy Ombudsman & Community and Disability Services Commissioner with Ombudsman NSW.

The full day event gave attendees the opportunity to hear about the findings and recommendations from the Royal Commission, to understand the roles of the National

Children's Commissioner and the Deputy Ombudsman, and explore how providers in the region could work together to develop and implement best practice in the protection of children and vulnerable individuals.

Attendees had the opportunity to ask questions and the day culminated in a facilitated workshop to explore how we can work together as a region to keep children and families safe.





A New Name and a New Era

At the 2017 Annual General Meeting, held on 7 December 2017 at Warrigal, Shell Cove, members voted unanimously to adopt a new constitution and change the organisation name.

After a rousing Welcome to Country address from Uncle Gerald Brown who acknowledged the long history and great work of the Illawarra Forum, members were asked to vote on a special resolution to change our organisation name.

While we are justifiably proud of our long history, the founding members of the organisation could not have foreseen how the Illawarra Forum would grow. For the past 16 years, we have been delivering a range of services across a much larger geographical reach including having an office at Batemans Bay. So the name Illawarra Forum no longer adequately reflected the organisation's scope or range.

Members, voting with paddles, unanimously supported the motion to change the name to Community Industry Group, and to changes to

geographical references in order to broaden the scope of work and membership of the organisation.

The name Community Industry Group was chosen to reflect the collective and action-based nature of our work in a professional industry.

At the conclusion of the official business of the AGM, attendees were privileged to hear inspiring words from Guest Speaker Karen Willis OAM, the Executive Officer of Rape & Domestic Violence Service Australia (R&DVSA), which is doing remarkable work for clients while showing incredible fortitude to stand up against the impacts of privatisation and commodification of services.

A highlight of the 2017 AGM was a tour of the new Warrigal, Shell Cove residential facilities.



Celebrating 25 years of Service

Community Industry Group were proud to host a special morning tea on Monday 12 February 2018, the date which marked the 25th anniversary of the incorporation of the organisation. The event was held to celebrate a quarter of a century of service to local community services, and to launch our new name and brand.

The celebration was held at Wollongong Town Hall and was well attended by our member organisations, local NSW and federal MP's, the mayors of Wollongong and Shellharbour as well as staff and current board members.

Gareth Ward MP, Parliamentary Secretary to The Premier for Illawarra and South Coast, congratulated CEO Nicky Sloan and the Community Industry Group on their outstanding service to the community and was on hand to cut the cake with board member Danna Nelse, who was part of the foundation committee, and who's service has been recognised by the awarding of life membership of the organisation.

The Illawarra Forum was incorporated in 1993 to be a central body that could speak out and challenge a range of issues on behalf of the community services sector in the Illawarra and Shoalhaven. We have proudly served in that capacity for 25 years, and have expanded our services delivery over a larger geographical reach covering South East NSW. Therefore, at the annual general meeting held on 7 December 2017, members unanimously voted for a special resolution to change the name of the Association to Community Industry Group.

Board and staff are proud of our long history of service to the community services sector and look forward to honouring our history and continuing this service into the future.





NAIDOC

The annual Illawarra NAIDOC Awards were held on Saturday 22 July 2017. This inspiring event celebrated the contribution of many people who have improved the lives of Indigenous people and promoted Indigenous issues in the wider community, including our own Joni Braham, Policy and Project Officer Aboriginal Initiatives, who was nominated for the Outstanding Contribution to Reconciliation Award.

NAIDOC Week Events

Community Industry Group proudly supported NAIDOC week through sponsorship and staff involvement in events and including:

- Sponsorship of Elders table for the 2017 & 2018 NAIDOC Illawarra awards
- Local Government Awards night in Kiama
- Curation of the *Because of her we can* exhibition by Coomaditchie artists
- Representation on the Shoalhaven NAIDOC Committee
- Sponsorship of the Nowra NAIDOC Family Fun Day
- Attendance at NAIDOC events across the Illawarra and Shoalhaven

NAIDOC Art Exhibition – *Because of her we can*

An art exhibition in Wollongong featuring striking artwork by Coomaditchie Aboriginal Artists Corporation artists (including Lorraine Brown, Narelle Thomas and Amy Day) was proudly sponsored and curated by Community Industry Group during NAIDOC week. The exhibition was located in the Curio Gallery, Church Street, Wollongong.



Navigating Mental Health Services

Over 150 people attended the Navigating Mental Health Services Forum held in April 2018 at the Shellharbour Civic Centre.

Community Industry Group completed a project funded through Illawarra Shoalhaven Partners in Recovery to create a mapping and communications tool which would help service providers and community members find and use information regarding the services and supports available to people with enduring mental health issues.

What we found is that there is considerable confusion among both service providers and service users about services available, how to access them, and how to refer to them.

We then decided to host a Forum to help bring awareness about the mental health service system, and services available. We started off with the idea of a breakfast but we soon realised a bigger event was needed. The response was overwhelming with in excess of 150 people attending, which reinforces the need for this information to be shared.

Forum participants heard from Deputy Commissioner Karen Burns from the NSW Mental Health Ombudsman's office as well as speakers from the Local Health District, Coordinare, Grand Pacific Health and the NDIS Stakeholder Engagement team.

The need for further clarification and advocacy around mental health services, particularly at the crisis end of the spectrum, became rapidly evident. A follow-up session was delayed by changes in Commissioner, however this will be pursued next year.

The day also included 15 two-minute power pitches from providers, networking lunch and a market place for local mental health service providers to showcase their services.

Our co-sponsor in this event was Shellharbour City Council. Evaluation surveys showed the event was highly regarded and there are plans for more mental health service events in 2019.





Sector Development and Capacity Building

Community Industry Group continued to keep the sector up to date with professional development opportunities and courses on a range of topics tailored especially for community services organisations.

Training included Marketing Savvy for not for profit organisations, Aboriginal Cultural Preparedness for organisations, Active Ageing, Mental Health Training, Aboriginal Cultural Awareness, Fabulous Finance, Good Governance for Board Members and My Aged Care Sessions amongst many others.

Aboriginal Cultural Awareness Training Session

Community Industry Group staff attended an Aboriginal Cultural Awareness training session, with local cultural educator Errollyn Strang. Staff learnt about local Aboriginal history and traditions, Acknowledgement of Country protocols and cultural awareness. Participants were encouraged to ask questions and seek out ways to utilise their new knowledge base to ensure improved business and personal practises.

Marketing Savvy

The Marketing Savvy course for Community Service providers was run by Brett De Hoedt of Hootville Communications. This informative and engaging workshop encouraged participants to share their own marketing

experiences and were provided with tools, tips and formulas for improving their marketing strategies. The course also included ten weeks of ongoing coaching by Brett and an extensive catalogue of reference materials.

Aboriginal My Aged Care Session

In November 2017 we hosted a Koori My Aged Care information session at the Illawarra Aboriginal Corporation in Wollongong. The morning provided local elders with practical information on how to best access My Aged Care, the role that various agencies play in referring, the assessment process, and what services are available. Elders were joined by service providers from across the region that provide culturally appropriate aged care services.

Mental Health First Aid Workshop

Several Mental Health First Aid Workshops were held throughout the year to better inform staff of what to do in a situation where a person's mental health is impacting themselves or others. Community Industry Group provides this training on an on-demand basis.





Supporting Disability Enterprises

Community Industry Group stood proudly with local supported employees, their families, and Australian Disability Enterprise providers (ADEs) at the 'My Job Counts' Rally held in Wollongong in September 2017.

Leadership for this initiative was provided by Greenacres Disability Services, The Flagstaff Group and The Disability Trust.

Over 600 supporters watched and listened as ADE workers and their families spoke of the overwhelmingly positive social and economic benefits gained by working at local supported employment enterprises. The rally demonstrated a strong commitment to maintaining the Wage Assessment Tool utilised by local ADEs, and stressed the importance of protecting current jobs when the Fair Work Commission ultimately decided on the style and use of Wage Assessment Tools.



After hearing from many disability service providers and client's, the Fair Work Commission overruled advocates of the productivity-only wage assessment system and announced they will work with the industry to develop a national system based on work value and skills.

Congratulations to the leaders of the My Job Counts Campaign, Chris Christodoulou and Roy Rogers, and special thanks to everyone who supported it.

Dining for social harmony

In June 2018, Community Industry Group staff and board representatives were guests of the Sisters Cancer Support Group for their Iftar Dinner at Dapto Ribbonwood Centre.

Everyone in attendance was made to feel very welcome and enjoyed the meal of soup, chicken, rice, salad and sweets prepared by the group and their supporters.



Iftar dinners are meant to be enjoyed in the company of others and mark the end of a fasting period at sunset during Ramadan. Muslims break their fast in the company of not only their family and friends, but also with people whom they have never met before. Joining together with other Muslims and non-Muslims at the Iftar table increases feelings of inclusiveness and belonging and we were fortunate to be included.





Social Housing Tenant Engagement

Over 500 social housing tenants participated in tenant forums and activities held throughout the year in the Illawarra, Shoalhaven, Batemans Bay, Queanbeyan, Goulburn, Ulladulla and Cooma.

The forums featured guest speakers and pop up maintenance stalls which allowed tenants to report maintenance issues and have remedial work completed by a plumber, electrician and handyman in attendance.

The forums provide a unique opportunity for collaboration between housing providers and tenants and encourage tenants to make social connections with their neighbours.

Other activities throughout the year for social housing tenants included gardening workshops, mental health first aid, social barbeques and lunches, good neighbour day awards and food budgeting workshops.

Tenant lunch with Paul Scully

The Tenant Participation Resource Service in partnership with the Housing Community Program invited tenants to lunch and the chance to meet Paul Scully MP, Member for Wollongong, in November 2017 at the Todd and Bent Street Community Garden in Warrawong.

Those in attendance enjoyed pizzas made in the wood-fired pizza oven situated within the garden as well as the chance to socialise with their neighbours and meet the Member for Wollongong in a casual setting.

The garden produces a supply of fresh fruit and vegetables for Social Housing tenants thanks to Community Partner workers and the dedicated band of tenant workers.

Training

The Tenant Participation Resource Service facilitated training for community service workers to better equip them to work with social housing tenants. Topics included hoarding and squalor, mental health first aid, Start Safely and other FACS Housing Services products.



Garden Partners Update

Seven happy Eurobodalla residents are enjoying their new raised garden beds and vegetable seedlings as participants in the Garden Partners project, a collaboration between the Community Industry Group and Sustainable Agriculture and Gardening Eurobodalla (SAGE). The project was developed to support Commonwealth Home Support Program (CHSP) recipients to engage in healthy activities that support them to remain well and independent in their homes.





NDS provides NDIS Special Briefing in Kiama

National Disability Services (NDS) delivered an engaging and insightful seminar on the current NDIS climate in October 2017 at the Sebel Harbourside in Kiama.

The NDS provided local disability service providers and their board members with evidence based information regarding NDIS quality and safeguarding framework, pricing and workforce development.

The speakers provided useful and practical presentations surrounding the complexities and opportunities facing disability service providers as NDIS implementation continues across the Illawarra and Shoalhaven regions.



TEIP Local Planning

Many Targeted Earlier Intervention Program local planning sessions were conducted during the year throughout the Illawarra and Shoalhaven on behalf of Family and Community Services (FaCS).



The sessions provided a chance for local organisations to develop a ten year strategic plan and were all well attended.

Services identified strategies to keep child development on track, to improve the psychological and emotional health of community members and to increase the rate of community engagement and responsiveness in the area.

Industry Breakfast Energy and Water Affordability

An Industry Breakfast on Energy and Water Affordability was held for our members and guests at The Woolshed in September 2017.

Energy affordability has become an area of national concern. One in 15 deaths in Australia can be attributed to long term exposure to cold in poorly insulated homes, and people on low incomes are particularly at risk. Energy pricing is also becoming a major issue for service providers and not for profits.

With this in mind, Community Industry Group hosted Helen Ford, General Manager of Governance and Policy at the Energy and Water Ombudsman to address this issue at an industry breakfast.



Helen spoke on a wide variety of topics including financial stress, digital meters, how community service providers can escalate complaints on behalf of someone else, and the role of the Ombudsman's office. Helen provided information on how we can support clients to reduce their bills, and how to support them if they find themselves unable to pay a bill in order to prevent escalation and risk of disconnection.

Aged Services CEO and Board Member Networking Event

Community Industry Group, in partnership with Illawarra Workforce Action Group (IWAG), invited CEOs and Members of the Boards of Aged Services to an information and networking event in June 2018.

Adam Zarth, Executive Director for Illawarra First and the Illawarra Business Chamber, joined us as Guest Speaker for an overview of the trends in the business of aged care including new challenges and opportunities.

Approximately 50 Board members and CEOs took the opportunity to attend this free briefing, and enjoyed networking and exploring new ways of working together. The event was co-sponsored by Shellharbour City Council, and held at the Shellharbour Civic Centre.



Collaborations and Partnerships

ACOSS **ACSO** Access Care Network Australia
ACSA Aged Care Assessment Team **Albion Park Rail Neighbourhood Centre** Anglicare
Anglicare Moruya Argyle Housing **Australian Services Union** Australian Unity **Banksia Villages** Barnardos South Coast **Bega Shire Council** Bega Valley Meals on Wheels
Bellambi Neighbourhood Centre Berkeley Community Centre **BlueScope Consultative Committee** Careways **Community Care Collective** Communities for Children Consultative Committee **Coordinare** Community Advisory Committee **Dementia Australia** Ethnic Communities Council
Ethnic Community Services Cooperative Eurobodalla Meals on Wheels **Eurobodalla Shire Council** EWON **FACS Housing Online Services** FACS Housing Services **Fair Trading NSW** Family Services Australia **Financial Rights Legal Centre** FONGA **Grand Pacific Health** Greenacres **HammondCare** Healthy Cities **Health Justice Forum** Housing Trust
iAccelerate Illawarra and South Coast Tenants Service **Illawarra Disability Alliance** Illawarra Interagency **Illawarra Regional Development Consortium** Illawarra Shoalhaven Local Health District **Illawarra Shoalhaven Social Investment Trust** Illawarra Workforce Action Group **Integrated Living** Just Better Care
Katungul Kiama Municipal Council **Kiama Dementia Friendly Alliance** Koorimunication **Land and Housing Corporation** Legal Aid **Macarthur Disability Services** Mercy Foundation **Multicultural Access Program Network** Multicultural Communities Council Illawarra **NCOSS** NDS **NSW Dept of Family and Community Services** NSW Dept of Health **NSW Dept of Premier and Cabinet** Opal Denhams Beach **People With Disability** PICAC NSW **Property Council of Australia-Illawarra Branch** Queanbeyan-Palareng Council **Red Cross Regional Assessment Services** Regional Development Australia Illawarra **RoundSquared** Sector Support and Development Network **Scope Home Access** Seniors Rights Service **Shellharbour City Council** Shelter NSW **Shoalhaven City Council** Shoalhaven Neighbourhood Services **Snowy Monaro Regional Council** Southern Cross Housing **Southern Highlands Community Transport** Southern Youth and Family Services **State Training Services** Sydney Water Customer Council **TAFE NSW** Targeted Earlier Intervention Consultative Committee **Tenants Union** The Flagstaff Group **Uniting** University of Wollongong **Warrigal** Warilla Neighbourhood Centre **Wayahead** Wollongong City Council

Tools and Resources

Community Industry Group develop a range of resources and publications to assist our members with building capacity and improving outcomes.

Fact Sheets

Fact Sheets are produced on topical issues or new and emerging themes in the community services industry. Community Industry Group produced or updated several fact sheets this year including Welcome to and Acknowledgement of Country, and Working with Interpreters.



Training Courses

Throughout the year we ran many training courses designed to assist our members.

These included;

- Fabulous Finances: Finances for Board Members
- Marketing Savvy
- Aboriginal Cultural Awareness
- Good Governance for Board Members
- Mental Health First Aid
- Workforce Planning

Courses are advertised on our website and through our newsletter.

Newsletters

Our free, subscription based newsletter provides updates on the latest work by Community Industry Group including appearances at Inquiries, submissions written in consultation with our members, news relating to our industry, positions vacant and other relevant information. We also include member's news and events as well as highlight funding opportunities.

This year 25 newsletters and 2 Special Bulletins were distributed to our mailing list of over 980 subscribers.

VOICE

Community Industry Group continues to be the voice of the community services industry in the Illawarra and Shoalhaven. We help to connect industry sectors in order to meet mutual goals and keep services up to date with the issues that could affect them. We ensure the voice of the community services industry is heard at all levels of Government, and that the decision makers are aware of the needs of our region.

Connecting

- Understanding the Royal Commission event bringing the findings of the Royal Commission, including implications and opportunities to improve child safety for human service organisations, to over 180 participants in partnership with Big Fat Smile.
- Navigating Mental Health conference informing over 150 participants about mental health options in the Illawarra and provided an opportunity for local providers to showcase their services.
- Industry Breakfast event featuring guest speaker Helen Ford, General Manager of the Energy and Water Ombudsman NSW.
- Coordination of the Community Care Collective meetings, the CALD Disability Network meeting and the Aged Care Regional Forums.
- CEO and Board Member networking event featuring guest speaker Adam Zarth from the Illawarra Business Chamber.
- Provide support for a project with researchers from University of Wollongong (UOW) to work with a small number of CHSP providers in the Illawarra/Shoalhaven to build capacity to assess their client outcomes.
- Coordination of the Wellness and Reablement working group to develop the CHSP project parameters.
- NDIS information night and networking event for CEO's and Board Members.

Member of:

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

- BlueScope Consultative Committee
- Communities for Children Consultative Committee
- Community Care Collective
- Coordinare Community Advisory Committee
- Forum of non-government Organisations (FONGA)
- Illawarra Business Chamber
- Illawarra Disability Alliance
- Illawarra Shoalhaven Social Investment Trust Advisory Board and Working Group
- Illawarra Workforce Action Group (IWAG)
- Local Community Services Association (LCSA)
- NCOSS Regional Forum
- Our Community
- Regional Development Australia Illawarra (Board)
- Sector Support and Development Network
- Social Procurement Working Group
- Sydney Water Customer Council
- TAFE Regional Advisory Council
- Targeted Earlier Intervention Consultative Committee
- Tenants Union Board
- UOW Community Reference Group

Informing

- 4 My Aged Care sessions at Indochinese Community Centre, Senior Festival, Shellharbour TAFE and the Senior Filipino Group.
- 3 Aged Care Regional Forums working with the Regional Assessment Teams and the CHSP providers to increase knowledge and understanding of the value of wellness and reablement approaches in the Illawarra and Shoalhaven.
- 5 Aged Care Wellness and Reablement training sessions for Southern Highlands and Far South Coast participants.
- 7 tenant conferences, which built capacity and informed social and community housing tenants about pertinent issues and encouraged social connections between neighbours.

Marketing

- 25 e-newsletters reaching over 980 subscribers.
- 2 special bulletins.
- 24,477 page views on the Community Industry Group website.
- Regular posts to our social media channels to help keep our members informed.

Media

INTERVIEWER	TOPIC
ABC Illawarra	Homelessness in Bomaderry
Illawarra Mercury	Illawarra Mentors Leadership Program
ABC Illawarra	Jobs and growth in the Illawarra
WIN TV	Homelessness
ABC Illawarra	Youth Aboriginal Advisory Council
ABC Illawarra (2 interviews)	Royal Commission event (co-sponsored by Big Fat Smile and Community Industry Group)
ABC South Coast Radio	Homelessness on the South Coast of NSW and Snowy Mountains region
ABC Illawarra	Concerns about the budget and how it affects people on low incomes
ABC Illawarra (2 interviews)	2018/19 Federal Budget
WIN TV	2018/19 Federal Budget
ABC Illawarra	NDIS Implementation
ABC Illawarra	Closure of Centrelink Warrawong
VoxFM	<i>A Good Day's Work</i> initiative



INFLUENCE

Community Industry Group represents, empowers and builds the community service industry in the South East of New South Wales. We do this by representing to policy makers the views of our members and the communities they serve; providing professional development opportunities and building the capacity of services and networks to enhance delivery.

Representing

We continue to represent the community services industry by developing submissions and making appearances at parliamentary inquiries.

Submissions

- Australian Productivity Commission – response to draft Report on Introducing Competition and Informed User Choice into Human Services: Reforms to Human Services - Draft report
- Australian Treasury - Tax Deductible Gift Recipient Reform Opportunities
- Australian Productivity Commission - Transitioning Regional Economies Initial Report Overview & Initial Findings
- NSW Legislative Assembly Committee on Investment, Industry and Regional Development - Support for Start-ups in Regional New South Wales
- Australian Government Department of Health - Future reform – an integrated care at home program to support older Australians
- Shoalhaven City Council – Draft Shoalhaven Affordable Housing Strategy
- Fair Work Commission – Supported Employment
- Wollongong City Council - Community Strategic Plan
- NSW Department of Family and Community Services - Shaping a Better Child Protection System
- Transport for NSW - Transport Disability Incentives and Subsidies review
- Australian Government Department of Health - Redesign of Dementia Consumer Supports
- NSW Department of Family and Community Services - Protections for Residents of Long Term Supported Group Accommodation in NSW
- Australian Government Department of Social Services - Ensuring a strong future for supported employment
- Australian Government - Electoral Legislation Amendment (Electoral Funding and Disclosure Reform) Bill 2017
- NSW Department Family & Community Services - Targeted Earlier Intervention Reform - Draft Performance Monitoring and Evaluation Framework
- Australian Government Finance and Public Administration References Committee Inquiry into the Delivery of National Outcome 4 of the National Plan to Reduce Violence against Women and their Children
- Australian Government Department of Health - Aged Care Financing Authority (ACFA) Respite Care Consultation

Appearances/Advocacy

- Provided evidence at the NSW Legislative Council Standing Committee On State Development Inquiry into Regional Development and a Global Sydney
- Briefing for Wollongong City Council mayor and councillors about affordable housing issues
- Briefing for Shoalhaven Council mayor and councillors about affordable housing issues

- Advocacy on the issue of proposed changes to the Australian Disability Employers (Supported Employment Providers) wage assessment tool

Representation at:

- ACS Illawarra and Shoalhaven Regional meeting
- ACSA Regional Meetings
- ASU Community Sector Leaders Network
- Braidwood Interagency Network (BANG)
- Barrack Heights Roundtable
- Bega Aged Services Interagency (BASI)
- Bega Valley Housing and Homelessness Forum
- CALD Aged Care Network meeting
- CALD Disability Network meeting
- Community Care Collective
- Community Care Issues Forum
- Community Transport Forum, Queanbeyan
- Cooma Monaro Housing and Homelessness Forum
- Eurobodalla Aged Services Interagency (EASI)
- Eurobodalla Disability Interagency Network (EDIN)
- Eurobodalla Dementia Network (EDN)
- Eurobodalla Housing and Homelessness Forum
- EWON Consultative Committee
- Goulburn & Southern Slopes Housing and Homelessness Forum
- Illawarra Aged Care Regional Forum
- Illawarra Disability Alliance
- Illawarra Interagency
- Illawarra Refugee Issues Forum
- Illawarra Social Housing Forum
- Illawarra Workforce Action Group (IWAG)
- Kiama Dementia Friendly Alliance
- Meals on Wheels Food Forum
- Monaro Regional Interagency, Cooma (MRI)
- Multicultural Access Project Network
- Queanbeyan Interagency Network (QuANG)
- Queanbeyan & Palerang Housing and Homelessness Forum
- Shoalhaven Aboriginal Community Alliance Interagency (SACAI)
- Shoalhaven Aboriginal Network of Disability Services (SANDS)
- Shoalhaven Anti-poverty committee
- Shoalhaven Disability Forum

- Shoalhaven Homelessness Interagency
- Shoalhaven NAIDOC Committee
- Sector Support & Development Network (SSDN)
- Wollongong Home and Community Support Network meeting
- Wollongong Seniors Festival Committee

Empowering

Community Industry Group provides capacity building for community organisations and the provision of professional staff development opportunities for individuals and organisations.

- Delivered 50 professional development sessions to 1,427 community service workers.
- Creation of an advisory committee to undertake an Aboriginal Employment Recruitment and Retention Pilot project.
- Delivered 17 skills sessions for over 203 social and community housing tenants.
- Collaborated to deliver 3 pop-up housing maintenance sessions at social housing estates.
- Supported local events including NAIDOC Awards.
- Collaborated with University of Wollongong researchers on a project for CHSP clients.
- Commenced a large-scale trial to increase the knowledge and understanding of the place of time limited reablement responses in supporting CHSP clients.
- Development of Working with Interpreters and Housing Spectrum factsheets as well as 4 issues papers.

Building

The Community Industry Group builds the community services sector in South East NSW through strategic planning, support and training for Boards as well as assistance in the development of policies and procedures.

- Facilitated strategic planning session for organisations and networks.
- Provision of management support and mentoring to current and future leaders.
- Provision of governance support to boards and management committees.
- Provision of secretariat for Community Care Collective.

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.

Inspiring

- Creation of *A Good Day's Work* promotional videos and brochures to inspire greater participation in employment for the aged and disability sectors.
- Presentations to TAFE community service students.
- Participation in NCOSS Women's Housing Working Group. Developing policy and strategy for advocating for more affordable housing for women in NSW.
- Co-partnership with Big Fat Smile to deliver a unique opportunity for service providers to learn more about the findings of the Royal Commission into Institutional Responses to Child Sexual Abuse and best practice in the protection of children and vulnerable individuals.
- Navigating Mental Health Forum featuring guest speakers, power pitches and a services marketplace.
- Organising 462 social housing tenants to participate in 33 activities and skill building sessions.
- Industry Breakfast event featuring guest speaker Helen Ford, General Manager of the Energy and Water Ombudsman NSW.
- 50 training, information and capacity building sessions for 1,427 people.

- Creation of Issues Papers including recommendations and statistics on the following topics:
 - Care for Older People in their homes
 - Domestic Violence
 - The Right to a Home
 - Workforce Development

Sustaining

- Provision of secretariat support to the Illawarra Disability Alliance.
- Provision of secretariat support for the Community Care Collective.
- Support for development of partnerships and collaborations between organisations.
- Keeping our members up to date on important issues with our fortnightly newsletter, invitations to discussion groups to form our submission responses and industry specific training courses.

Changing

- Targeted Earlier Intervention (TEI) facilitation workshops to assist services in relation to the TEI outcomes framework.
- Aboriginal Cultural Preparedness training for organisations.

Strategic Plan 2017-2020

VISION

We have an equal 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 & staff
- Be key media liaison for issues impacting community services industries, and vulnerable communities.

A solid,
significant &
committed
membership

Strategies

- Explore expansion into South East NSW with accompanying change of name
- Build relationships with community services in South East NSW
- Develop and maintain networks and partnerships across industries & throughout community services industry sectors
- Implement marketing & 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
- Increase training provision, including in-house & e-training services
- Source & develop professional development resources.

A strong,
sustainable
organisation

Strategies

- Develop and implement a Sustainability Strategy
- Develop & promote fee-for-service products
- Explore corporate sponsorship opportunities e.g. 'friends' program
- Source and apply for new funding opportunities
- Investigate opportunities for collaborations, amalgamations and mergers.

Financial Report Summary 2018

Statement of Financial Position as at June 30 2018

CURRENT ASSETS	2018	2017
Bank Cheque Accounts & Term Deposits	\$1,142,103.00	1,094,385.00
Receivables	\$69,265.00	33,470.00
Cash on Hand	\$128.00	140.00
TOTAL CURRENT ASSETS	\$1,211,496.00	1,127,995.00

NON CURRENT ASSETS	2018	2017
Deposit	\$1,737.00	1,237.00
Plant & Equipment	\$45,719.00	51,372.00
TOTAL NON CURRENT ASSETS	\$47,456.00	52,609.00
TOTAL ASSETS:	\$1,258,952.00	1,180,604.00

CURRENT LIABILITIES	2018	2017
Creditors	\$28,597.00	60,777.00
Unexpended Grants & Grants in Advance	\$219,047.00	158,672.00
GST Net	\$15,085.00	21,276.00
Payroll Provisions, Income in Advance	\$111,092.00	125,115.00
TOTAL LIABILITIES	\$373,821.00	365,840
NET ASSETS:	\$885,131.00	814,764.00

Statement of Income & Expenditure for Year ended 30 June 2018

INCOME	2018	2017
Grants Received	\$1,122,101.00	1,088,236.00
Grants Unexpended Carried Forward	\$158,671.00	137,139.00
Membership Fees, Training income	\$91,622.00	102,570.00
Interest & Miscellaneous	\$40,897.00	46,371.00
TOTAL INCOME	\$1,413,291.00	1,374,316.00

EXPENDITURE	2018	2017
Employee Costs	756,771.00	828,227.00
Program Costs	203,453.00	178,075.00
Administration & Sundries	163,653.00	136,611.00
TOTAL EXPENDITURE	\$1,123,877.00	1,142,913.00

Excess of Income over Expenditure	\$289,414.00	231,403.00
Amounts transferred to Unexpended Grants	219,047.00	158,671.00
Net Surplus/(Deficiency) of Income For Year:	\$70,367.00	72,732.00

Membership

Community Industry Group is the regional peak and resourcing body for the non-government community sector in South East NSW. Membership is open to non-profit community based social or welfare organisations that are based in, or work 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).

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 run by Community Industry Group.
- Access to Community Industry Group's extensive sector knowledge, advice and consultation from our highly experienced staff members.
- Free resources ordered through the Community Industry Group website.
- Discounted fees for facilitation including strategic and action planning, organisational reviews and program evaluations.
- Discounted registration fees for Community Industry Group Conferences, Member Breakfasts and Symposiums.
- Access to free generic Policy and Procedure templates for use within your own organisation.
- Use of Community Industry Group training/ meeting room at member rates.
- Automatic subscription to our fortnightly e-newsletter with latest sector issues, news, and events.
- Free advertising for Positions Vacant and your events within our e-newsletter which is delivered to a subscription base of over 980 subscribers.
- 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, 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.



To apply for membership visit our website **communityindustrygroup.org.au** or contact us on **info@cigroup.org.au** or **(02) 4256 4333**.



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