

Community Industry Group Annual Report 2021-2022





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, Resilience NSW, NSW Ministry of Health and Australian Government Department of Health.

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

Acknowledgment of Country

Community Industry Group acknowledges Aboriginal and Torres Strait Islander People 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.

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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 29 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 to continue caring for the most vulnerable people in our society.

We empower the community service industry by representing the views of our members and the communities they serve to policymakers. 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 policymakers. 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

Partnerships and Collaborations

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

- ACOSS
- ACSA Regional Meetings
- ASU Community Sector Leaders Network
- Bega Aged Services Interagency (BASl)
- Bega Valley Housing and Homelessness Forum
- BlueScope Consultative Committee
- Boosting Local Care Workforce Roundtable Group
- CALD Aged Care Network meeting
- CALD Disability Network meeting
- Communities for Children Shellharbour Consultative Committee
- Community Aged Care Forum
- Community Care Collective
- Community Care Issues Forum
- Community of Practice – Marketing & Communication
- Coordinaire Community Advisory Committee
- COVID Impacts Working Group
- Cullunghutti Community Garden for Health meeting
- DCJ Service Provider Funded Contract Management Working Group
- Dementia Friendly Alliance
- Eurobodalla Aged Services Interagency (EASI)
- Eurobodalla Disability Interagency Network (EDIN)
- Eurobodalla Housing and Homelessness Forum
- EWON Consultative Committee
- Families NSW - Shoalhaven
- FAMS CEO Conversations
- Forum of non-government Organisations (FONGA)
- Homelessness Mental Health Brokerage program
- Housing and Homelessness Collaboration
- Human Services Managers Network – Southern NSW
- Illawarra Aboriginal Working Group
- Illawarra Disability Alliance (IDA)
- Illawarra Domestic and Family Violence Trauma Recovery Centre
- Illawarra Interagency
- Illawarra Refugee Issues Forum
- Illawarra Seniors Committee Meeting
- Illawarra Shoalhaven Aged Care Regional Forum
- Illawarra Shoalhaven Local Health District Strategic Plan Consultation
- Illawarra Shoalhaven Social Investment Trust Advisory Board
- Illawarra Shoalhaven Strategic Planning Forum
- Illawarra Social Housing Forum
- Illawarra South Coast Local Jobs and Skills Taskforce
- Illawarra Workforce Action Group (IWAG)
- Kiama Dementia Friendly Alliance
- Leadership Illawarra Program – Mentor Me
- Local Jobs Program – Community Services Working Group
- Local Community Services Association (LCSA)
- Marketing & Communication – Community of Practice
- Meals on Wheels Food Forum
- Mental Health Brokerage
- Mental Health Justice Partnership
- Mentor Walks
- Multicultural Access Project Network
- Multicultural Youth Network
- NAIDOC Shoalhaven Committee
- NCOSS Bushfire Recovery Committee
- NCOSS Regional Forum
- NSW Community Aged Care Forum (CACF)
- NSW Multicultural Access Program Network (MAPS)
- NSW Sector Support and Development Network (SSDN)
- Our Community
- Prevention of Older Person Abuse (POPA)
- Queanbeyan Interagency Network (QuANG)
- Queanbeyan Palerang Interagency
- Regional Assessment Team Meeting/CHSP
- Regional Assessment Team/ Commonwealth Home Support providers RAS/CHSP meeting
- Regional Development Australia Illawarra Board
- Regional Recovery Health and Wellbeing Subcommittee
- Shellharbour Youth Network
- Shoalhaven Aboriginal Community Alliance Interagency (SACAI)
- Shoalhaven Aboriginal Network of Disability Services (SANDS)
- Shoalhaven Aged Care Network
- Shoalhaven Anti-poverty committee
- Shoalhaven City Council Homelessness Taskforce
- Shoalhaven Dementia Service Network
- Shoalhaven Disability Forum
- Shoalhaven NAIDOC Committee
- Shoalhaven Older Abuse Prevention (SOAP)
- South Coast Child and Wellbeing Network
- Southern Fires Regional Recovery Health and Wellbeing Subcommittee
- Southern Shoalhaven Interagency
- State Multicultural Access Program (MAP) Network
- Sydney Water Community Advisory Council
- TAFE Regional Advisory Council
- Targeted Earlier Intervention (TEI) Consultative Committee
- TEI Sector Assistance Forum
- Their Futures Matter Briefing
- Ulladulla Interagency Meeting
- UOW Community Reference Committee
- UOW Social Work Advisory Group
- Wollongong Home and Community Support Network meeting
- Wollongong Post COVID Taskforce
- Wollongong Seniors Festival Committee
- Wollongong Youth Network
- Workforce Innovation Project Steering Committee
- Youth Shoalhaven Interagency

Our Board

Eleonore Johansson **Chair**

Eleonore has worked in the Community Services Industry for over 30 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.

Marlene Calleja **Vice Chair**

Marlene has worked in the community sector for more than 30 years. Marlene brings considerable experience in, and passion for, small community organisations. Marlene's skills and interests 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.

Danna Nelse OAM **Treasurer**

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.

Grant Vukasinovic **Secretary**

Grant is Chief Operations Officer at Greenacres Disability Services. He has 34 years' experience in service coordination and senior management in the disability sector working in accommodation support, day programs, respite and recreation services. Grant holds a Bachelor of Arts (Honours) Degree in Psychology.

June Lowe **Board Member**

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 non-government organisations mainly in portfolios pertaining to Aboriginal affairs. June is currently employed as the Aboriginal Engagement Officer, South East NSW & ACT, Mission Australia.

Cate McMath
Board Member

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 sector.

Daphne Olsen
Board Member

Daphne recently retired 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. Daphne was awarded life membership in June 2021.

Verica Sajdovska
Board Member

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 Culturally and Linguistically Diverse (CALD) Communities.

Craig Smith
Board Member

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.



A message from the Chair

Eleonore Johansson

2021-22 was another year of change and challenge for communities and organisations in Southern NSW and for the Community Industry Group. It was also very much a year in two parts.

From 26 June 2021 to October 2021, the spread of the Delta COVID variant resulted in massive changes to our way of life and the delivery of services. The response of the sector and the community is a testament to our members and service providers' commitment, knowledge, experience and adaptability.

From a distance, it is possible to forget just how tough it was; rolling public health orders and lockdowns, 'pivoting' to almost complete digital delivery for some and continuing to deliver face-to-face services under the most challenging circumstances for others, making sense of policies around vaccines, the Tuesday updates, QR codes, COVID alerts via SMS and COVID outbreaks.

Many of our friends, families, colleagues, clients and communities endured months of separation and isolation. Many contracted COVID. We lost people.

The commitment of the entire sector, our members, workers, and volunteers was nothing short of extraordinary.

The Community Industry Group was no exception. Nicky and the team worked with funding bodies and partners to ensure that all service providers had access to accurate, timely information. We supported local campaigns such as #VaxTheIllawarra to promote vaccine uptake and worked with the Illawarra Shoalhaven Local Health District (ISLHD) Public Health Unit to promote outreach vaccination clinics and keep our communities safe.

During lockdown, the team at Community Industry Group reached out. This report provides only a snippet of the responsive work undertaken during this extremely challenging period.

Like many other organisations, we changed our mode of delivery for courses and events – transitioning to virtual events. This transition was assisted by the support provided to Community Industry Group through the Social Sector Transformation funding provided by the NSW Government.

The lifting of restrictions did not result in a return to business as usual for our sector. It is still very challenging for many of our members providing services to vulnerable people.

The changes for Community Industry Group continued throughout this year. In February 2022, our CEO Nicky Sloan left us for twelve months' leave of absence to become Executive Director Membership & Services/Executive Director NSW, ACT & Qld with Aged & Community Services Australia (ACSA). The agency is now known as Aged and Community Care Providers Association (ACCPA).

We were also lucky to welcome Anna Bacik as the interim CEO. She came with significant experience in the sector and NSW government agencies. The continuity, leadership and governance provided by my colleagues on the Board and their unwavering support for the organisation continues to be a source of pride. To work with such dedicated and skilled people is a joy.

There are sure to be more changes but what will not change is the commitment of the team, the Board, our members and our industry. If the last 12 months have shown us anything, it's that we represent an agile, responsive and resilient industry. We look forward to continuing to support our members through whatever 2022-2023 throws at us.



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A message from the CEO

Anna Bacik

It was a privilege to be entrusted with the leadership of the Community Industry Group in Nicky Sloan's absence.

Knowing the commitment of Nicky and the team, I arrived in late February prepared to roll my sleeves up and get stuck in. It started to rain in the first week of March 2022, and I realised that 'rolling my sleeves up' was more than a metaphor.

Like all of our members, the Community Industry Group has been subject to the uncertainty and stresses of our changing environment. In 2022 our 'new normal' extended beyond the changes associated with COVID to adapting to the ongoing significant rain events that caused devastation in many parts of NSW. We heard from our members that the combination of COVID and rain events added considerably to the burden already felt by many in our region trying to build back following the bushfires of 2019-20.

The team rallied under very challenging circumstances and continued to deliver services and projects for our sector and the communities in the region. They are a talented, creative and committed group of people. This report can't capture the full breadth of the work that has been accomplished, nor the collegial and helpful spirit that characterises how this team operates. I want to express my appreciation and gratitude to the team for the grit, humour and flexibility that they have displayed during my induction into the organisation.

The team successfully 'pivoted' to online delivery of key training and events - everyone agrees our skills in Zoom and Teams have continued to improve. Somehow, despite the disruptions, we also managed to commence new projects. One of these, CareForce, aimed at promoting employment in the ageing and disability sectors and another, ReSoW, provided support to organisations and communities in Southern NSW that had been impacted by the 2019-20 Bushfires. We also rolled out Aboriginal Cultural Immersion Training to over 300 workers from various organisations across the Illawarra Shoalhaven between January and June 2022. On behalf of the team, I'd like to sincerely thank Errolyn Strang and Waminda for their expertise, commitment, flexibility and patience as we rescheduled events postponed due to COVID.

We all know that the impact of COVID has been disproportionately borne by people who are vulnerable. However, it is becoming increasingly clear that the full impact of the events of the last couple of years is still to come. The work done by our sector has never been more critical – we need to get it properly valued!

We are facing challenging times. A complete picture of the economic impact of the pandemic is yet to emerge. Still, we are all feeling the pressures of inflation, cost of living, the housing crisis and uncertainty. We are still living with COVID and working within constraints imposed by the pandemic. It has utterly changed how services are organised and delivered for the foreseeable future. It will take some time for us to integrate the changes and learnings of the past few years - as individuals, communities, organisations and a nation.

And so here we are. Not just hanging on but appreciating what we have – opportunities to reconnect, support one another, share a laugh, and celebrate our accomplishments – as organisations and communities. I hope this report allows us to reflect on what we all have achieved over the last twelve months – not just for Community Industry Group – but as a sector.

I want to thank the team at Community Industry Group, the Board, our members, our funders and partners and all of the committed people I have met so far. Where we go from here is a shared project, whether a leap into an uncertain future or just a little step forward. Whatever approach we adopt, I am glad to be in the thick of it with you all.



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Voice, Influence, Leadership

Central to our mission is to be the voice of the sector in Southern NSW. Voice means that we leverage our position as the peak non-for-profit body so that decision makers, including government representatives at all levels, are aware of the needs of our region. We serve on advisory boards and committees and make representations to government to highlight the views of our members and the communities they serve.

Community Industry Group is a member of over 40 groups and organisations throughout the Illawarra, Shoalhaven and Southern NSW. We work to connect industry sectors to achieve mutual goals and strengthen the industry. We met regularly with local MPs and Ministers throughout the year, via Zoom and in person, and continued representing the community services industry on regional and state advisory boards, consultative committees, and working groups.

Community Industry Group uses our influence to represent, empower and strengthen the community service industry in our region. We seek the views of our members to make submissions, provide advice and elevate the issues for our members, the sector and the communities we serve. In the 2021-22 financial year our activities included advocacy on behalf of members impacted by COVID restrictions, governance reforms for aged care, and advocacy with the IDA on Amendments to the NDIS Act and the NDIS Annual Pricing Review 2021-22. We continue to work with our partners and members on highlighting the current housing crisis and the need for increased investment in social and affordable housing.





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. We organise and convene a range of regional forums and industry groups and chair groups such as the IWAG and the Local Jobs Program, Community Services Working Group. We also offered support for sector leadership through our training for Boards and leaders, strategic planning facilitation, supervision and advice to NGO leaders. Through our relationships with local opinion and decision makers we lead advocacy on issues of importance to community industry sectors and vulnerable communities.

Recognition

On 7 October 2021, the University of Wollongong recognised Nicky Sloan (our CEO at the time) as an exceptional community leader and a passionate driver of social justice and advocacy for community service organisations.

Doctor David Williams, Chair of the Honorary Alumni Chapter at the University of Wollongong, presented a citation to the Chancellor. He said, 'Nicola Sloan embodies UOW's spirit in her determined pursuit of social justice in regional development and commitment to building a fair and inclusive community in which everyone can thrive. It is a privilege to present Nicola Sloan to be admitted as a Fellow of the University of Wollongong.'

The staff and Board of Community Industry Group wholeheartedly congratulated Nicky on this well-deserved recognition of her tireless work for the community services sector and disadvantaged communities.



Highlights



55

training, information
and capacity building
sessions for 1882
people



24

newsletters



21

events,
conferences
and forums



30

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



21

videos,
issue papers,
fact sheets,
resources/toolkits
and online micro
courses



32

staff personal
development
activities or
training sessions



4

policy
submissions



47

advocacy/support
activities

Support for Targeted Early Intervention Providers

Community Industry Group receives funding to support Targeted Early Intervention (TEI) funded services in the Illawarra and Shoalhaven. The support provided varies according to the needs of the organisations.

It includes support with DEX reporting and program logic, assistance with the development of strategic plans, training for boards and governance bodies, and training for front-line workers. In 2021-22, despite disruptions caused by COVID, the Policy and Project Officer continued to provide individualised support to services and to organise support and training for workers. Many organisations received support and training on DEX programs, particularly with SCORE (Standard Client/Community Outcomes Reporting) for groups or community activities. We also offered online training packages; Good Governance, Get on Board, Fabulous Finance and Psychological First Aid.

OCCASIONS OF SERVICE INCLUDED

29

Advocacy and support

20

Information/advice and referral

20

DEX

3

Strategic planning

4

Project planning training

It was a relief to return to face-to-face training at last – although initial numbers were patchy, and sessions had to be rescheduled due to ongoing COVID outbreaks. However, by June 2022, we had an excellent turnout for How to Ethically Engage with Young People event, presented by Megan & Sam from Change the Cycle.

Social Sector Transformation Fund

The 2020-21 NSW State budget included an allocation of \$50 million for the Social Sector Transformation Fund (SSTF). Grants were provided by the NSW Department of Communities and Justice through this fund to assist organisations to transition to digital service delivery and to modernise and update their business systems and operations. We welcomed and promoted the grants to our members and TEI service providers and provided advice and information to potential applicants. Funds received from the SSTF allowed the Community Industry Group to upgrade software and technology and improve business systems.



Sector Support for Commonwealth Home Care Service Providers

This year much of our activity was directed towards planning to transition Commonwealth Home Care (CHSP) Service Providers to the new Support at Home Program. Our Sector Support and Development Officers connected with organisations across Southern NSW to support them to understand and adapt to the reforms.

Our team engaged in several local projects and collaborative networks creating resources for the community, including the Prevention of Older Person Abuse (POPA) network where we helped develop and distribute elder abuse prevention and awareness resources featuring the works of local Aboriginal artists.

Whilst we were in lockdown due to COVID restrictions, Community Industry Group moved the Community Care Collective meetings online via Zoom. As a result, the first face-to-face Community Care Collective meeting since 2019 was held in February 2022 at the Shellharbour Civic Centre. The meeting had a full agenda with a range of presentations on projects underway in the region, including the Older Men and Social Connection Project, the Care Careers Project, the HELP (Healthy End of Life Project), the Seniors Festival, Seniors Rights Service and the Engagement for the Disability Access & Inclusion Plan. It was an excellent meeting with a great turnout and a fantastic opportunity to catch up.

We had planned our first face-to-face Illawarra/Shoalhaven Regional Forum since COVID for March 2022, but it wasn't meant to be. The torrential rains resulted in the meeting being moved online for safety reasons. We received an update on the new aged care system and discussed workforce shortages, the Aged Care Royal Commission's final report and the Five Pillars Aged Care Reform directions.

Community Industry Group's Sector Support and Development team were delighted to host the Southern NSW Aged Care Regional Forum in Batemans Bay on 8 June 2022.

More than 40 representatives from aged care organisations attended to hear presentations from Leading Aged Services Australia, Services Australia, Department of Health, Every Age Counts and Seniors Rights Service. A training session was also held on peer-to-peer learning and making the most of the expertise in your workplace. The forum was followed by a networking lunch sponsored by the Resources entwined with Support for Wellbeing (ReSoW) project.

It was wonderful to reconnect face-to-face after such a long period of online-only meetings due to COVID restrictions .



Training:



Business
Continuity
Planning



Clinical
Governance



Payment in
Arrears for CHSP
(collaborative
of SSDs)



Serious Incident
Response
training



Getting
it right



Financial
Management
SSD
Collaborative



CareForce

The Regional Care Workforce Collaborative project, known as CareForce, commenced in September 2021. CareForce is funded under the Illawarra Local Jobs Program (LJP), Local Recovery Program, by the former Department of Education, Skills, and Employment.

This project addresses negative perceptions that prevent job seekers from considering or pursuing career opportunities in the aged care and disability sectors. The CareForce project works closely with local employers and employer networks such as the Illawarra Workforce Action Group (IWAG), the Local Jobs Program Community Services Working Group, and the Illawarra Regional Development Australia.

Using a range of creative strategies to engage with employers, partners and job seekers, by 30 June 2022, CareForce achieved significant results under very challenging circumstances.

As of 30 June 2022, the project achieved 447 employment outcomes, with 86% of these entry-level employees new to the sector.

Over 70 agencies and organisations have been involved in the project, including employers, Employment Service Providers, government agencies and registered training organisations (RTO) and built a coalition of employers and stakeholders.

Creative strategies

Care Sector Employer
Round Table Events &
Toolkits

CareForce hub

Targeted social
media and
marketing
resources



Employer job pledges

An Employer Jobs Pledge formed
the cornerstone of CareForce social
media and marketing campaigns.

IWAG



The Illawarra Workforce Action Group (IWAG) is a group with a strong interest in aged care and disability services workforce issues in our region. Members of IWAG recognise and act on the pressing need to address aged care and disability workforce attraction and retention. IWAG is comprised of stakeholders that have a role in the promotion, recruitment, and training of aged care and disability workers and that are actively engaged with aged care and disability workforce issues in the region.

The IWAG provided steering committee oversight and support to the CareForce project.

Resources entwined with Support of Wellbeing (ReSoW)

In 2021-22 we received funding from Resilience NSW to support organisations and community groups across LGAs in Southern NSW that had been impacted by the 2019-20 bushfires. The project, known as ReSoW, focuses on the people who support their communities and delivers a range of activities to NGOs and NFPs in the Shoalhaven, Eurobodalla, Bega Valley, Snowy Monaro and Queanbeyan-Palerang areas.

Community Industry Group is delivering activities designed to enhance the well-being of non-government sector workers and community organisations. A wide range of tailored and practical supports are being offered under the programme to the governance bodies, executive leadership, volunteers and workers of groups and organisations.

The lockdowns considerably restricted the delivery of this project in the early months of its establishment. Still, thanks to the tenacity of the Community Industry Group team, some terrific outcomes have already been achieved.



- Guided Aboriginal cultural walks
- Whale watching cruise for staff
- Gift hampers of local produce to thank volunteers
- Christmas in July to thank Staff & Volunteers
- Team building activity
- Team fitness challenge with prizes
- Lunch and a movie

We have been delighted to be able to provide this much needed support to the people who have worked so hard for their communities.





Rally

We were proud to participate in the *Defend our NDIS* Rally on 28 April 2022 at the Arts Precinct, Burelli Street, Wollongong. Led by the IDA the rally was held on the National Day of Action and called upon the community to protest cuts to NDIS participants' plans.

The rally was a success. People with disability, their families and supporters, came together to tell their stories and lobby for the NDIS. In attendance were many local MPs and federal election candidates. Several local media agencies covered the rally.



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Illawarra Disability Alliance

The Illawarra Disability Alliance (IDA) is a group of not-for-profit disability-specific providers working together collegially and collaboratively to deliver better outcomes for people with disability in our local community.

2021-2022 was a busy 12 months for the IDA. In addition to responding to the complexities of the rapidly changing COVID landscape and protecting the health of their customers, the IDA continued to advocate for better outcomes.

In July 2021, the IDA met with the NSW Minister for Families, Communities and Disability Services, the Hon. Alister Henskens, to discuss issues related to the NDIS, and in August with the (then) local MPs Sharon Bird and Stephen Jones to discuss COVID lockdown impacts on services and people with disability. In December 2021, IDA met with Bill Shorten, Shadow Minister for the National Disability Insurance Scheme. It then mobilised local people with disability, their families and workers from across the Illawarra and Shoalhaven for the Save Our NDIS Rally on 28 April 2022.

Community Industry Group provides secretariat duties for the Illawarra Disability Alliance group and administers the website. For more information about the IDA, 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.

This program supports people who have been diagnosed with a mental health condition and are homeless or at risk of homelessness. The program provides people with the essential items they require to set up a home, such as white goods and furniture. We facilitate the purchase and delivery of these essential items. In 2021-22 the program assisted 32 people who were homeless or at risk of homelessness in Wollongong.



Who we are:

The Homelessness Mental Health Program provides brokerage and/or co-case management to people who are:

- Over 18 years of age
- Homeless or at risk of homelessness (tenancy at risk)
- Have a diagnosed mental health condition
- Live in the Illawarra or Shoalhaven

What we else we provide:

- Advocacy** for clients to Government Departments and NGO's
- Education:** in-service training on the program, Hoarding & Squalor, Homelessness

Contact us:

To request a referral form, discuss client needs, consultation, arrange a training, see how the program can help your client.

Homelessness Mental Health Program Social Worker
Social Work Department
The Wollongong Hospital

4253 4500

ISLHD-HMHPprogram@health.nsw.gov.au

Logos: NSW Family & Community Services, Grand Pacific Health, One DOOR, neami national, SOUTHERN CROSS HOUSING, NSW Health, community, wellways

34 Beds & bedding

29 Furniture

7 Phone & small electrical

42 Whitegoods

12 Garden equipment/TV/vacuum cleaners

7 Clean up and storage assistance

Engagement Highlights

COVID

While the lockdown in NSW continued in 2021, we recognised that pandemic fatigue was being widely experienced and the ongoing restrictions were affecting our members and the community. Community Industry Group staff reached out to members to discuss issues, or simply be available to hear about how exhausted people were. We made sure our members knew we were available for support and connection.

The Community Industry Group Support Hub

Our team created a new support page on our website to assist our members. We promoted donation needs through our website and social media channels. We developed online COVID activity and resource pages, produced free micro courses and ran online courses including Psychological First Aid. We also worked with the Illawarra Shoalhaven Local Health District (ISLHD) and community partners to support local initiatives and campaigns to promote vaccine uptake such as #VaxTheIllawarra initiative and outreach vaccination clinics.



JULY 21



NAIDOC Week

NAIDOC Week celebrations were held from 4-11 July 2021 and the theme was Heal Country. Community Industry Group supports a number of events in NAIDOC including the Shoalhaven Family Fun Day where Community Industry Group has representation on the Committee. In 2022 there was great excitement at the prospect of being able to hold the event after the two previous years cancellation due to COVID. Meetings started on a fortnightly basis in the new year of 2022 and progressed right up until the week before the event was due to run when heavy rain caused postponement to a later date.

First Nations Art Display

Community Industry Group was proud to facilitate the NAIDOC art exhibition in the windows of Curio Gallery in Crown Street Mall in Wollongong. Wollongong City Council provides the gallery space for local art exhibitions, and we collaborate with Coomaditchie Aboriginal artists to collate the exhibition. This year the exhibition showcased both adult and children's artists and was enjoyed by many.

SEPTEMBER 21

International Federation of Settlements (IFS) Conference 2021

The IFS Conference was a virtual event hosted by the Local Community Services Association (LCSA) in partnership with Australian Neighbourhood Association (ANHCA) in September 2021.

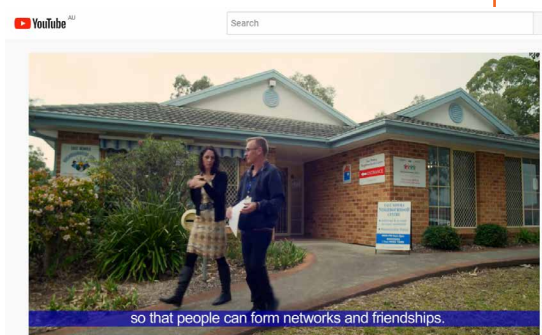
The conference provided a unique opportunity for the International Federation of Settlements and Neighbourhood Centres (IFS) to come together, to learn and participate in a global movement to promote social justice. It was held over three and a half days with sessions running morning, noon, and night to accommodate the worldwide audience.

Community Industry Group proudly presented an example of our commitment to being the voice of our community service providers. We shared three of the videos we produced in partnership with Beyond Empathy in a presentation called Priceless! The Long-term Impact of Neighbourhood Centres. The videos were made with Shoalhaven Neighbourhood Services, Care South Aunties and Uncles/Champions program and Barnardos Bundaleer Community Centre. They showcase the work of small, place based community organisations and how local individuals, families and communities benefit from grassroots services in the long term. Demonstrating that, often the initial intervention may not seem great, but the waves go on and on.

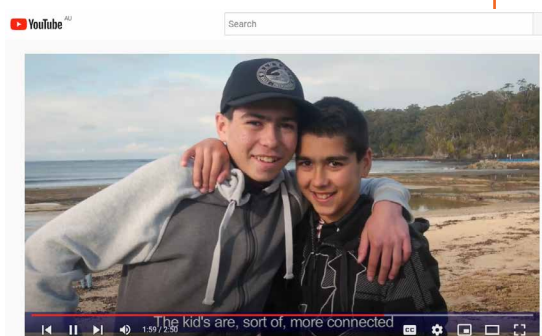
Our second contribution was a video report presented by Nicky Sloan with Craig Nealon from BlueScope Steel and CEO of The Flagstaff Group, Roy Rogers. In the video entitled Big Business, Small Business, Community Business, they spoke about their unique partnership between one of Australia's largest manufacturing companies, a large social enterprise disability service provider and a small regional peak body, who have come together to develop a 'Community Campus' in one of the most disadvantaged areas of the Illawarra. This project is ongoing and will continue to be an example of multi-agency cooperation for enhanced community benefit. These videos are available on our website.



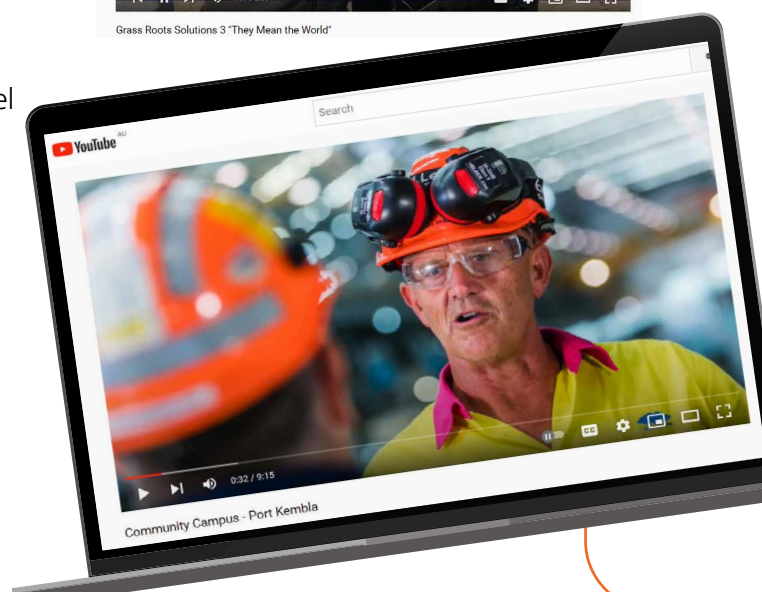
Community Campus - Port Kembla



Grass Roots Solutions 2. 'There is a Place'



Grass Roots Solutions 3 'They Mean the World'



OCTOBER 21



Annual General Meeting

The Annual General Meeting was held on Thursday 28 October 2021. Due to ongoing COVID restrictions and uncertainty during this period, the meeting was held via Zoom and was attended online by over sixty people.

Following the official proceedings we heard from our special guest speaker, Jonathon Welch, AM.

Jonathon is a multi-award winning singer, conductor, teacher, composer, director and recording artist. His work creating choirs for the homeless and disadvantaged in Australia was the subject of the internationally acclaimed ARIA, Logie and Helpmann award winning TV documentary 'Choir of Hard Knocks'. He also created the 'Jailbirds' documentary about women prisoners in Victoria. In 2009 Jonathon created and launched 'Social Inclusion Week' making Australia the only country in the world to celebrate Social Inclusion nationally.

NOVEMBER 21

Four Legs Leadership Program

To support the not-for-profit sector across Southern NSW, Community Industry Group offered a leadership professional development opportunity called the Four Legs Leadership Program.

The Program provided participants with the tools, skills, and insights to build resilient, innovative, and collaborative teams, and deliver outstanding results. Participants undertook 12 learning modules over a six month period. The program was delivered online as group sessions plus one-on-one mentoring with course facilitator, Nicki Bowman. The successful participants received a completion certificate at a graduation ceremony in November 2021.





FEBRUARY - JUNE 22

Cultural Immersion Training

Despite delays and the inevitable rescheduling that was required during lockdown we successfully rolled out cultural immersion training to over 300 workers in the Illawarra Shoalhaven region.

MARCH - APRIL 22

Seniors Festival

Community Industry Group was proud to sponsor two events as part of the NSW Seniors Festival which ran from 25 March to 2 April 2022.

Community Industry Group have representatives on the Wollongong City Council Seniors Festival Committee. The Committee meets twice a week on average from October until March. Committee members have a key role in events including the Lady Mayoress's afternoon tea.

We also sponsor the Aboriginal Art for Elders event held at Coomaditchie and workshopped by Aunty Lorraine Brown and Aunty Narelle Thomas. On Tuesday 29 March 2022 the event location was affected by extensive rain, however several people braved the weather for a great day learning about First Nations culture and art. At the end of the day everyone completed an artwork to take home.



Members 'Temperature Check' Survey

For a three-week period commencing in May 2022, Community Industry Group conducted a 'Temperature Check' survey of our members to understand more about their situation, challenges, community and work.

41% of respondents identified Housing as the greatest issue currently facing their community, followed by Cost of Living (15%), Access to Services (15%), Mental Health (5%), Discrimination (2.5%), and Climate Change (2.5%).

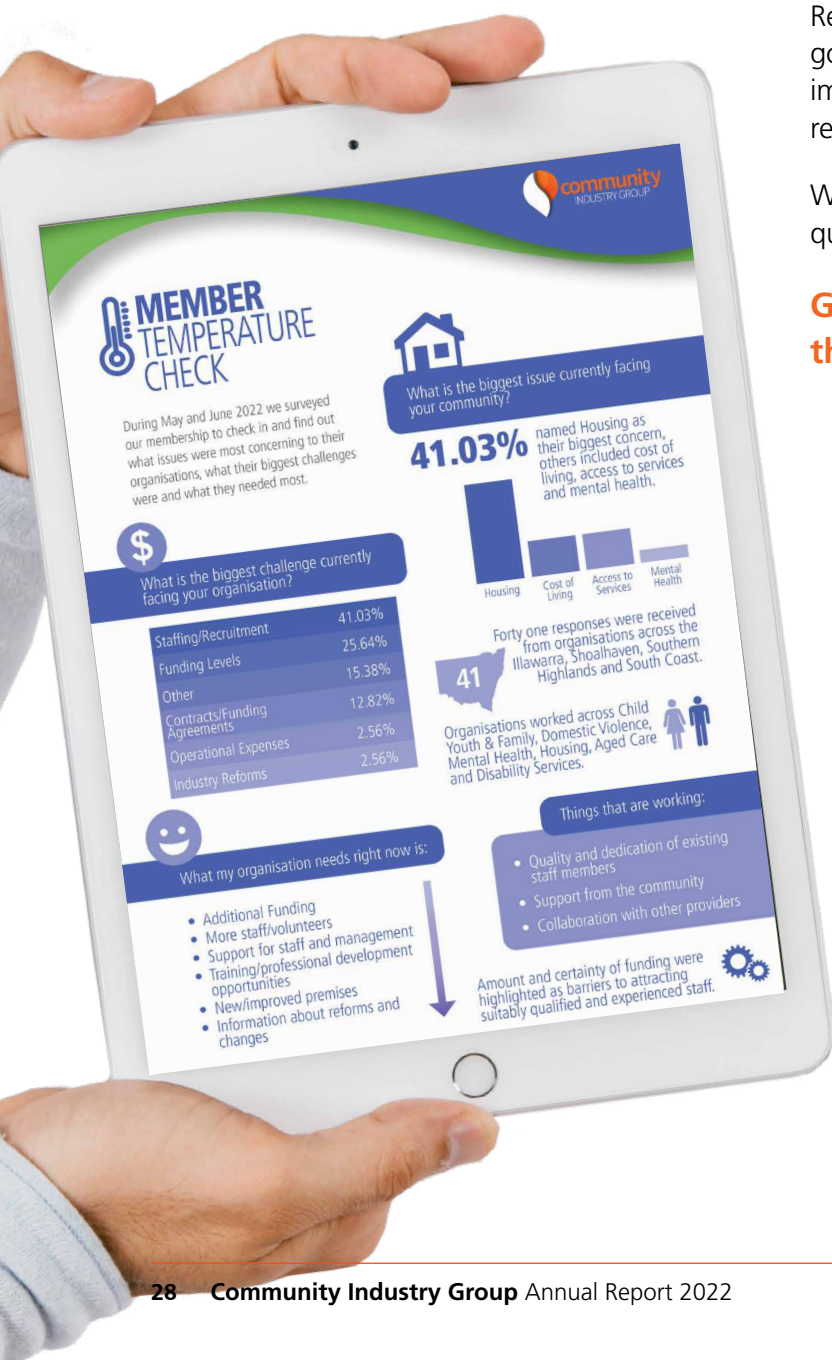
The survey revealed that the biggest issues identified for their organisations were recruiting suitably qualified staff, funding levels and contracting arrangements. Member organisations noted that the quality and dedication of their current staff was one of the things that 'are working' in the sector.

The temperature check painted a picture of a sector that is passionate about its work and committed to its communities but one that was feeling the pressures of working with limited resources.

Respondents identified insecurity around government contracts as a critical factor impacting their ability to recruit new staff and retain existing skill sets within their organisations.

We plan to conduct 'Temperature Check' surveys quarterly in the 2022/23 financial year.

Greatest issue currently facing their community





JUNE 22



Prevention of Older Person Abuse Project

A spectacular Aboriginal artwork that was used for the Prevention of Older Person Abuse checklist, posters and video was launched at the Community Care Collective meeting on 8 June 2022.

The artwork was created by sisters Lorraine Brown and Narelle Thomas, women of the East Coast Saltwater People, Elders at Coomaditchie United Aboriginal Corporation.

In attendance at the launch was the NSW Ageing and Disability Commissioner, Robert Fitzgerald, AM, and Mayor of Shellharbour City, Chris Homer.

NSW Ageing and Disability Commission sourced funding to enable the project to proceed.

The posters, checklist and video were distributed to local community organisations, Aboriginal service providers, doctor surgeries, Lake Illawarra and Wollongong police commands and Commonwealth Home Support (CHS) service providers. The resources are being shared with other collaboratives and stakeholders on the NSW Ageing and Disability Commission website. The original artwork was part of a display for NAIDOC week at the Curio Gallery in Wollongong and aims to raise awareness of actual and suspected abuse of older people in our community.

Financial Report Summary 2022

STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2022

| CURRENT ASSETS | 2022 | 2021 |
|---|-----------------------|-----------------------|
| Bank Cheque Accounts and Term Deposits | \$1,640,572.00 | \$1,752,176.00 |
| Receivables | \$1,700.00 | \$21,330.00 |
| Cash on Hand | \$297.00 | \$129.00 |
| TOTAL CURRENT ASSETS | \$1,642,569.00 | \$1,773,635.00 |
| NON-CURRENT ASSETS | 2022 | 2021 |
| Deposits Paid | \$87.00 | \$87.00 |
| Property, Plant and Equipment | \$73,438.00 | \$86,760.00 |
| TOTAL NON-CURRENT ASSETS | \$73,525.00 | \$86,847.00 |
| TOTAL ASSETS | \$1,716,094.00 | \$1,860,482.00 |
| CURRENT LIABILITIES | 2022 | 2021 |
| Creditors | \$21,738.00 | \$32,415.00 |
| Unexpended Grants and Grants in Advance | \$392,451.00 | \$574,109.00 |
| GST Net | (\$9,664.00) | \$19,786.00 |
| Payroll Provisions, Income in Advance | \$136,020.00 | \$90,734.00 |
| TOTAL LIABILITIES | \$540,545.00 | \$717,044.00 |
| NET ASSETS | \$1,175,549.00 | \$1,143,438.00 |

STATEMENT OF INCOME & EXPENDITURE FOR THE YEAR ENDED 30 JUNE 2022

| INCOME | 2022 | 2021 |
|--|-----------------------|-----------------------|
| Grants Received | \$1,047,317.00 | \$830,694.00 |
| Grants Unexpended Carried Forward | \$366,559.00 | \$344,156.00 |
| Membership Fees, Training income | \$50,984.00 | \$144,279.00 |
| Interest & Miscellaneous | \$14,623.00 | \$68,452.00 |
| TOTAL INCOME | \$1,479,483.00 | \$1,387,581.00 |
| EXPENDITURE | 2022 | 2021 |
| Employee Costs | \$794,767.00 | \$585,831.00 |
| Program Costs | \$162,224.00 | \$205,186.00 |
| Administration & Sundries | \$108,156.00 | \$113,011.00 |
| Amounts Transferred to Unexpended Grants | \$382,226.00 | \$366,559.00 |
| TOTAL EXPENDITURE | \$1,447,373.00 | \$1,270,587.00 |
| NET SURPLUS / (DEFICIENCY) OF INCOME FOR THE YEAR | \$32,110.00 | \$116,994.00 |

Membership Of Community Industry Group

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 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 1300 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.

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



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