



# 2022 / 2023 ANNUAL REPORT



## ACKNOWLEDGMENTS

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, Illawarra Shoalhaven Local Health District and Australian Government Department of Health and Ageing.

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

## ACKNOWLEDGMENT OF COUNTRY

Community Industry Group acknowledges the traditional custodians of this land, and their Elders past, present and future.

We acknowledge and respect their continuing culture, the world's oldest living culture, and the contribution they make to the life of this region and our country.

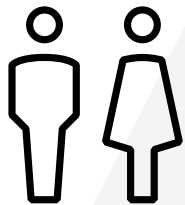
We acknowledge that we live and work on Aboriginal land and recognise the strength, resilience and capacity of Aboriginal people.



## CONTENTS

Highlights .....	4
About Us .....	5
A Message from the Chair .....	6
A Message from the CEO.....	7
Our Board.....	8
Voice Influence Leadership .....	9
Support for Targeted Early Intervention Providers .....	10
Support for Commonwealth Home Support Program Providers .....	11
Resources entwined with Support of Wellbeing (ReSoW).....	12
Media Representation .....	13
Prevention of Older Person Abuse (POPA).....	14
Prevention of Older Person Abuse Forum .....	15
Hoarder & Squalor Training .....	16
Training, Personal Development Opportunities & Temperature Check .....	17
Homelessness Mental Health Brokerage Program .....	18
Celebrating our Aboriginal Communities .....	20
Aboriginal Employment Recruitment & Retention Toolkit.....	21
Pre-Election Community Forum .....	22
Illawarra Disability Alliance .....	23
Grant Finder Portal.....	24
Newsletters.....	25
Thirty Years of Service to the Community Sector .....	26
Partnerships & Collaborations .....	28
Strategic Plan.....	29
Financial Report Summary.....	30
Membership Benefits .....	31

## COMMUNITY INDUSTRY GROUP HIGHLIGHTS

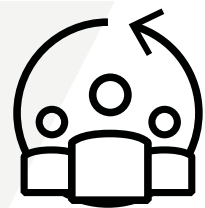


**59**

TRAINING, INFORMATION AND CAPACITY  
BUILDING SESSIONS DELIVERED FOR OVER  
**1230 PEOPLE.**

**201**

INTERAGENCY OR COMMUNITY  
OF PRACTICE MEETINGS.



**26**

CONFERENCES,  
EVENTS OR FORUMS.

**22**

NEWSLETTERS.



**48**

PROFESSIONAL DEVELOPMENT ACTIVITIES TO  
MAINTAIN PROFESSIONAL CURRENCY

**25**

INTERVIEWS OR MEDIA MENTIONS ON  
ITEMS OF IMPORTANCE TO THE  
COMMUNITY SERVICES SECTOR.



**150**

ADVOCACY &  
SUPPORT ACTIVITIES  
DELIVERED

**11**

RESOURCES



# COMMUNITY INDUSTRY GROUP

## ABOUT US

Community Industry Group (CI Group) is the peak body working for community services and organisations in Southern NSW. We have been in operation for over 30 years and we're proud to work with and for not-for-profit community services, and the people they work with.

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 members to ensure they feel heard, supported and informed in order to continue caring for individuals, families and communities experiencing vulnerability or disadvantage.

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

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

### Our Vision

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

### Our Mission

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



## A MESSAGE FROM THE CHAIR



Although this has in many ways been a year of change, Community Industry Group (CI Group) has responded by remaining true to our purpose:

- ▶ giving a Voice to not-for-profit community service organisations and to individuals, families and communities experiencing disadvantage or vulnerability,
- ▶ lobbying to Influence policy at all levels, and
- ▶ providing Leadership on a wide range of issues.

Our purpose is firmly rooted in our history, and this enabled our wonderful Interim CEO, Anna Bacik, to lead a new team in supporting and championing our members.

Throughout 2022/23 CI Group has worked tirelessly to fulfill its mission and pursue its strategic vision. Indeed, it may be argued that there has never been a more important time to pursue our goal of having an influential place at the table when decisions are made which impact on community service organisations, and on communities. There is no doubt that this is a bold vision, but it has underpinned our work for many years and is firmly rooted in the organisation's principle that the community services sector must take its place as an equal partner with both business and government sectors for local communities to thrive and survive.

We recognise that we cannot do this work alone. As noted in this report, we have significant partnerships and collaborations both within the community sector and in the government and business sectors. With a small but committed staff team, these partnerships are vital to strengthen our voice and streamline our work. Our most important partners are, of course, our members. Our members inform all of our work, including shaping our policy agenda and informing our advocacy. We are always grateful to our loyal members and are proud to see membership growing across the southern region.

I also extend my gratitude to my Board colleagues who have given their time and their talent to provide effective leadership and governance for CI Group. This has been especially important during the change of executive leadership. The

Board not only contribute their governance and guidance, but also represent the range of community services across the region, and I recognise the support and encouragement Board members gave to Anna during her time as Interim CEO.

Finally, while the Board sets the strategic direction for the organisation, we are fortunate to have a talented and dedicated staff which works tirelessly to operationalise the organisation's goals. In April this year, we thanked Anna for providing a guiding light and safe pair of hands and welcomed back Nicky Sloan from her sabbatical working on the establishment of the new national aged care peak. I would like to extend my gratitude to all team members, both old and new, who welcomed and assisted Anna, and who worked tirelessly to continue the work of the organisation and to support our members.





## A MESSAGE FROM THE CEO



I begin by extending my grateful thanks to Anna Bacik who stepped in as Interim CEO in February 2022, and led the organisation so capably and enthusiastically during my 12-month sabbatical. I also thank the Board of Directors for giving me the gift of time to experience a new and unique challenge. I have returned with new knowledge, connections and enthusiasm which I am keen to use for the benefit of our members and our region.

Working on a peak body at the national level gave me a much stronger understanding of the relevance and importance of a regional voice, as well as a deeper recognition of how truly special this region is. Community Industry Group (CI Group) is one of only a handful of regional peak bodies, but we go from strength to strength thanks to the support of our members. I think this speaks to the spirit of collegiality and collaboration that exists across the community services industry in this region. There is something special in southern NSW, and CI Group is fortunate to be at the heart of it thanks to our members.

So, I have a renewed energy, passion and commitment to the regional voice, because it is important that not only are we representing the community services sector to government, but we are also making sure the unique regional issues and challenges are being represented to our state and national peak bodies. The team at CI Group have a long history of representing our members and our communities, and we will be seeking more ways to make sure that the regional voice is heard at state and national level where decisions are made which impact our sector and our communities.

As this report demonstrates, the team at CI Group have continued the tradition of punching well above our weight under Anna's careful guidance. All the individual community sectors, from homelessness to aged care, disability to neighbourhood centres, are undergoing reforms, reviews, or funding squeezes. And while policy and funding reforms challenge the viability of the sector, the level of need and disadvantage in the community continues to grow as people living on low incomes struggle for survival in this time of escalating housing, energy and living costs.

In particular, the increasing costs of housing and energy combined with the low rates of income support payments has resulted in increasing levels of need in the community. Across the board, members are reporting seeing new cohorts turning to the sector for basic supports. Terms such as 'food insecurity' and 'energy poverty' have entered the vernacular and members report seeing increased numbers of working families turn to not-for-profits for basic supports such as food and clothing. This, in turn, impacts our sector, as providers struggle to increase service provision within existing funding envelopes. CI Group has continued to provide a voice for disadvantaged communities in the region, informed by expertise and case studies from our members. One of our key messages to government is that it is unconscionable to keep pressing not-for-profit community organisations to deliver more with less.

Special thanks as always go to the Board of CI Group. Your leadership, support and guidance has been so important and so appreciated by both Anna and myself. Particular thanks to our amazing Chair, Eleonore Johansson, who continues to be a tower of strength, wisdom, energy and common sense throughout the year.

I reserve my most grateful thanks for the CI Group team. As I reviewed the activities of the organisation in preparation for the annual report, I have once again been inspired by the capacity, the tenacity and the productivity of this small but dedicated group of tireless individuals. While the year saw some changes in staffing, all the members of this small team worked diligently to deliver the very best for our members and supporters. It is a joy to step into Mortlock House every day and be buoyed by their positivity, inspired by their dedication, and amazed by their creativity. Thanks to each and every one of you. It is an absolute privilege to work with such an incredible group of achievers.

# COMMUNITY INDUSTRY GROUP

## 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.



# VOICE INFLUENCE LEADERSHIP

Central to our mission is to be the voice of the community services sector in Southern NSW. Voice means that we leverage our position as the peak not-for-profit body so that decision makers, including government representatives at all levels, are aware of the needs of our sector, our region and the communities we serve. We represent our members on a range of committees, advisory boards and reference groups and put forward the views and interests of our members to our political representatives.

Community Industry Group (CI Group) is a member of over 40 groups and organisations throughout the Illawarra, Shoalhaven and Southern NSW, as well as at state and national level. We work to connect industry sectors to achieve mutual goals and strengthen the industry. We met regularly with local MP's and Ministers throughout the year and continued representing the community services industry on regional and state advisory boards, consultative committees, and working groups.

CI 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 information and support to sector organisations, and elevate the issues for our members, the sector and the communities we serve. In the 2022/23 financial year our activities included advocacy on behalf of members on a wide range

of issues including changes to funding contracts, support for transition to the new Support at Home program, funding cuts, and increased demand for Energy Assistance Program vouchers. We also provided advocacy on behalf of the Illawarra Disability Alliance on a variety of issues including inadequacy of NDIS funding.

We continue to work with our partners and members on the two key issues impacting all of our members – the need to attract and retain more workers to all sectors of the community services industry and the need for increased investment in social and affordable housing.

CI 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 Illawarra Workforce Action Group (IWAG) and the Local Jobs Program, Community Services Working Group. We also offer support for sector leadership through our training for Boards and leaders, strategic planning facilitation, supervision and advice to NGO leaders.

We lead advocacy on issues of importance to community industry sectors and vulnerable communities.



## SUPPORT FOR TARGETED EARLY INTERVENTION (TEI) PROVIDERS

The TEI program supports individuals, families, and communities who are experiencing vulnerability or disadvantage. TEI programs prioritise prevention and early intervention, identifying and addressing issues in their initial stages to prevent them from escalating into more serious and potentially intractable problems. This early intervention approach is proven to minimise the long-term negative effects associated with social, emotional, and behavioural issues.

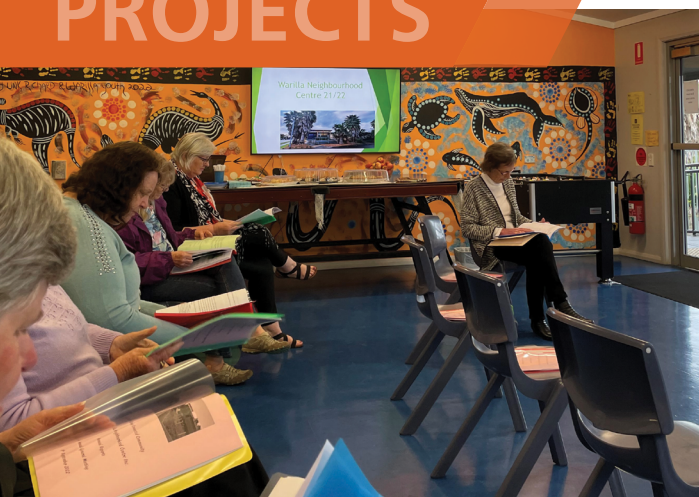
CI Group provides sector support and development for TEI providers in the Illawarra and Shoalhaven region which is crucial to ensuring the effective delivery of early intervention services.

This support is designed to be flexible and adaptive, recognising that each organisation has its own unique needs and challenges.

Through assistance with data reporting, strategic planning, governance, worker training, and adaptation to post pandemic-related challenges and new ways of working, this support reinforces the critical role of TEI services in the community, ensuring they can continue delivering their vital interventions effectively.

Throughout 2022/2023 CI Group realigned and adapted the approach to supporting the TEI sector. This transition marked the beginning of a new chapter, one that called for a renewed effort to reinvigorate and enhance the frequency of service visits and overall engagement. This was not merely a routine adjustment, but a comprehensive initiative aimed at improving the quality and impact of the support provided to the TEI sector. CI Group recognised the importance of these service visits and overall engagement in maintaining relationships with TEI partners, addressing their needs, and ensuring their satisfaction. The fresh initiative involved not only revising the approach to service visits/engagement but also implementing a more proactive and strategic plan. It encompassed a more deliberate scheduling process, refined communication strategies, and a commitment to better understand the specific requirements of TEI sector partners. The transition and the subsequent push for service visits were driven by a collective dedication to strengthening the partnership and fostering a positive and mutually beneficial relationship with the TEI sector.

## PROJECTS







## SUPPORT FOR COMMONWEALTH HOME SUPPORT PROGRAM PROVIDERS

With a primary focus of supporting providers to ready their organisations and workforce for the new Support at Home Program, we delivered training sessions and webinars promoting strategies for ensuring that organisations remain sustainable, financially viable, compliant and prepared to face the ongoing changes in the aged care sector.

We were excited to join the newly launched online Sector Support and Development Community of Practice, an online platform that connects sector support programs nationwide, increasing our capacity to source and deliver high quality professional development opportunities and resources from across Australia, and to showcase some of the best practice and innovative solutions taking place right here in Southern NSW.

Collaborating with our colleagues at Social Futures we have developed a comprehensive checklist to guide CHSP providers through the reform process and conducted consultation sessions to work through the checklist and help them prepare for the upcoming changes. The Community Industry Group (CI Group) Sector Support and Development team remains hard at work developing and providing resources, training opportunities and support to Commonwealth Home Support Program providers across the Illawarra, Shoalhaven and Southern NSW.

### MAINTENANCE VIDEO

A short and easily understandable video has been developed to assist service providers and older people understand the home modifications and home maintenance services that can be accessed under the Commonwealth Home Support Program.

Many older people find the aged care system confusing and difficult to access. Low levels of IT literacy can make it difficult for older people to understand what services and supports they are eligible for, and how to access them. Likewise, many community service providers are unaware of the supports that are available to help older people remain safely in their own home.

The Home Modifications Service and Home Maintenance Service is authorised to provide CHSP services to customers who are 65 years or older and are eligible for government subsidised services through My Aged Care. The aim of the services is to assist older people to stay living independently at home.

This Maintenance Video is available free of charge for older people, family and friend carers, and paid careworkers through the [Community Industry Group - Illawarra Forum YouTube channel](#).

# PROJECTS



## RESOURCES ENTWINED WITH SUPPORT OF WELLBEING (RESOW)

In February 2020, Community Industry Group (CI Group) conducted research to identify the role of non-government community/human service organisations during and after the bushfire crisis. We found the non-government community sector played a vital role during the bushfire crisis, and through recovery. NGOs not only delivered services to vulnerable individuals, families and communities, but they also collaborated with government and other agencies to ensure a coordinated service approach. Community service staff worked extended hours throughout and post-crisis and volunteered on weekends and days off. This left many in a state of exhaustion and fatigue.

Community organisations across the southern region also faced an increase in demand as a result of the bushfires, floods, and COVID-19, and providers reported that employees were experiencing burn-out, that absenteeism was increasing and that some community workers were displaying signs of vicarious trauma. This was an emerging WH&S issue of particular concern for the Boards of management.

Through funding received from Resilience NSW, CI Group delivered a range of supports for the sector to address issues at all three levels – governance bodies, executive leadership and management, and staff 'on the ground'. The aim of this project was to support these organisations and individuals and to acknowledge and celebrate their contributions. In total 83 organisations across the southern region accessed a Resow funded activity with a focus on individual and organisational wellness and healing.

Training sessions, external supervision, and access to a mentoring program were made available free of charge, offering opportunities for personal recovery and growth. Despite ongoing extreme weather and restrictions created by the COVID 19 pandemic, CI Group were able to deliver valuable training and supports, even after having to pivot to online delivery.

Key features of the final weeks of the project were the Learning Lunches that proved a popular way for service providers to re-engage face to face. These Learning Lunches offered opportunity to get together and enjoy a meal along with relevant presentations including from The Flagstaff Group's Ember Project, Dress for Success, and a supervision Masterclass.

CI Group also delivered strategic and operational planning workshops to regional community services organisations to assist in their rebuilding and recovery.

## MEDIA REPRESENTATION

In the 2022/23 financial year Community Industry Group (CI Group) recorded around 30 interviews or media mentions on items of importance to the community services sector and to individuals, families and communities in Southern NSW experiencing disadvantage or vulnerability.

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

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

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

## MEDIA





## PREVENTION OF OLDER PERSON ABUSE (POPA)

Community Industry Group (CI Group) continues to support the efforts of cross-agency collaborative groups which work to educate communities and people working in the aged care sector on the prevention and protection of both older people and adults with disability from abuse, neglect and exploitation. POPA is part of a NSW wide collaborative which is recognised and supported by the NSW Ageing and Disability Commission. Due to COVID-19 restrictions throughout the 2020/21 financial year the meetings were conducted with a mix of in-person and online.

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

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

## PROJECTS







## PREVENTION OF OLDER PERSON ABUSE FORUM

In recognition of World Elder Abuse Day, POPA held a free forum at Shellharbour Civic Centre. Keynote speakers were Robert Fitzgerald AM, Commissioner of the NSW Ageing and Disability Commission and Ann Wunsch Executive Director Approvals, Compliance and Investigations at the Aged Care Quality & Safety Commission (ACQSC).

Attendees heard that elder abuse is the mistreatment of an older person that is committed by someone with whom the older person has a relationship of trust such as a partner, family member, friend or carer. Elder abuse may be physical, social, financial, psychological or sexual and can include mistreatment and neglect. Abuse of older people is a problem that exists across all geographic areas, genders, cultural backgrounds and socio-economic statuses, yet is typically underreported globally.

Aged care providers must notify the ACQSC when reportable incidents occur to people in their care. Some older people are not receiving aged care, therefore, it is important that members of the community speak out if they suspect abuse to be taking place.

Both speakers highlighted the importance of speaking out if abuse is suspected and highlighted the close collaboration between their two organisations. This means there is 'no wrong door' to making a report.

If you are concerned about an older person, call the NSW Ageing and Disability Abuse Helpline on 1800 628 221. With a few simple questions they can help you with whether a report needs to be made or not. Calls can be anonymous, and all information is confidential.



# PROJECTS

## UNDERSTANDING & RESPONDING TO HOARDING AND SQUALOR SITUATIONS: AN INTRODUCTION

ONLINE SESSIONS FOR SUPPORT PROVIDERS



## HOARDER & SQUALOR TRAINING

In response to service provider requests and increasing incidence of hoarding and squalor, Community Industry Group (CI Group) contracted Inside Out Recovery to upskill frontline workers within our region on the importance of unpacking the complexities of hoarder disorder and severe domestic squalor.

Throughout March, April and May 2023, 2-day training was offered in the Illawarra, Nowra and Ulladulla to ensure the region we support was covered in terms of locality/reach.

'Unpacking the Complexities of Hoarder Disorder and Severe Domestic Squalor' training is designed to inform community workers how to address the intricate and often deeply entrenched challenges associated with hoarding and squalor issues. Participants delved into the underlying psychological, social, and environmental factors that contribute to hoarding behaviours and unsanitary living conditions. The training equipped frontline staff with in-depth knowledge, effective strategies, and best practices for supporting individuals and families grappling with hoarding and the consequences of living in squalor.

Professionals who completed the training report an increased ability to approach hoarding and squalor challenges with empathy and expertise. The program has not only empowered individual professionals but has also contributed to more coordinated responses to these multifaceted issues through enhanced regional collaboration.



# TRAINING, PERSONAL DEVELOPMENT OPPORTUNITIES

In 2022/23 Community Industry Group offered a wide range of community service-specific training options to our members. These included:

- ▶ Accessing Assistive Technology
- ▶ Board Chair Training
- ▶ Business and Workforce Development
- ▶ Consumer Voice - Guiding Your Practice
- ▶ Diversity & Inclusion
- ▶ Family Group Facilitator Training
- ▶ Fabulous Finance
- ▶ Good Governance
- ▶ Group Supervision
- ▶ Recognising Harmful Sexual Behaviour
- ▶ Operational & Strategic Directions for CHSP Providers
- ▶ Strategic and Operational Planning – bespoke workshops
- ▶ Supervision 101
- ▶ Trauma Informed Recovery Practice & Tool Kit
- ▶ Unpacking the Complexity of Hoarding Disorder and Severe Domestic Squalor

## TEMPERATURE CHECK

In October and March, Community Industry Group conducted 'Temperature Check' surveys where we ask organisations in the not-for-profit sector what their main issues, challenges and needs are. Temperature Check infographics were created to provide an overview of the areas that need support and where changes need to be made.

Thank you to everyone who filled out the survey, your responses have created a picture of what the key concerns of our community service organisations are. The sectors represented include children, youth and family, housing and homelessness, domestic and family violence, aged care, disability, mental health, culturally and linguistically diverse and Aboriginal Community Controlled Organisations. The Temperature Check provides an overview of the areas that need support and where changes need to be made.





## **ISLHD** **Homelessness** **Mental Health** **Program**

### **ILLAWARRA SHOALHAVEN HOMELESSNESS MENTAL HEALTH BROKERAGE PROGRAM**

Community Industry (CI) Group has played an active role in the delivery of the Homelessness Mental Health Program (HMHP) for many years. This program stands as a crucial element in addressing the challenges confronted by individuals contending with mental health conditions and those experiencing, or at risk of, homelessness. CI Group is committed to active involvement in this committee as we believe it is pivotal in addressing the intricate challenges faced by this vulnerable population.

The committee's significance stems from its capacity to be an engaged and positive force, profoundly impacting the lives of some of the most vulnerable members of society by extending inclusive support, advocating for their necessities, and providing practical aid. The interconnection between homelessness and mental health challenges is mutually reinforcing, giving rise to a cycle of vulnerability. People dealing with mental health concerns often struggle to maintain stable housing and are more prone to homelessness. The HMHP is firm in its commitment to breaking this cycle by offering precise assistance to either avert or mitigate homelessness within this group.

The HMHP covers two critical dimensions: support for mental health and prevention of homelessness. This holistic approach considers the complex interplay between mental well-being and secure housing. By addressing both aspects, the HMHP heightens its potential to effect meaningful and enduring improvements in individual lives.

A significant facet of the HMHP's approach is its emphasis on education and advocacy. Often, individuals experiencing homelessness and dealing with mental health conditions are unaware of their rights, available resources, or how to navigate complicated support systems. The committee's educational initiatives empower these individuals with knowledge and the skills to stand up for themselves, ultimately leading to enhanced outcomes.

The collaborative model of case management involves a collective effort among mental health experts, housing specialists, and support personnel. This multidisciplinary approach acknowledges the multifaceted nature of the challenges confronted by homeless individuals with mental health issues. Through coordinated actions, the committee has successfully tailored solutions that cater to a wide array of needs.

A tangible way of extending immediate support is through the committee's dedicated brokerage funds. These financial resources are targeted to support secure stable housing, cover essential expenses, and access critical services. This practical aid not only addresses immediate crises but also lays the foundation for individuals to strive for sustained stability. The HMHP's emphasis on individuals at risk



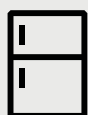
of homelessness holds a pivotal role in preventing the escalation of their circumstances. By identifying early indicators and intervening with appropriate support, the committee may prevent individuals from becoming trapped in the cycle of homelessness.

Stable housing and mental well-being are integral components of community health. When individuals receive the necessary backing to maintain their mental health and housing, the entire community benefits. Reduced homelessness and improved mental health contribute to the overall well-being of society. Tackling homelessness and mental health issues through synchronised efforts can alleviate the strain on emergency services, healthcare systems, and social services. By averting crises and providing proactive support, the committee contributes to a more efficient allocation of resources. The positive outcomes of the HMHP extend beyond immediate results. Secure housing and enhanced mental health can pave the way for long-term employment, better educational achievements, stronger social bonds, and an elevated quality of life. Collectively, these factors contribute to breaking the cycle of homelessness and enhancing the long-term prospects of individuals.

- ▶ **86 Total referrals for the financial year**
- ▶ In the 2022-2023 Financial Year **\$89,163.16** was allocated in brokerage.
- ▶ **26** referrals were for people where Hoarding & Squalor is a concern.
- ▶ **28** referrals were for people who have experienced Domestic and Family Violence.
- ▶ **49** people (**62.5%** of referrals) received brokerage at an average of **\$1819.65**.

## MOST COMMON BROKERAGE ITEMS:

### WHITEGOODS



- ▶ Fridge
- ▶ Washing machine

### FURNITURE



- ▶ Beds
- ▶ Lounge
- ▶ Dining Suite

### YARD MAINTENANCE



- ▶ Lawnmowers
- ▶ Whipper Snippers

### HOUSEHOLD ITEMS



- ▶ Linen
- ▶ Kitchenware

### CLEANING



- ▶ Cleaning
- ▶ Professional De-clutterer

## IMPACT

**Social Housing:** the use of the brokerage to help maintain tenancies provides a more stable environment for the tenant and for the housing provider. Stability in tenancy, fewer evictions, tenants have a better chance of maintaining their tenancy and therefore their health status.

**Support Organisations:** organisations providing mental health or housing support to people can work more effectively when the person has a secure tenancy and is living comfortably in their homes and managing their health.

**Health:** improvements in mental health and physical health would alleviate pressures on the acute hospital system.

## CELEBRATING OUR ABORIGINAL COMMUNITIES

The Uluru Statement from the Heart is an invitation made by the Aboriginal people of Australia to all Australians to walk with them in a movement for a better future. Community Industry Group recognises the generosity of this offer, the reconciliation potential that it holds, and we share its vision for our collective future.

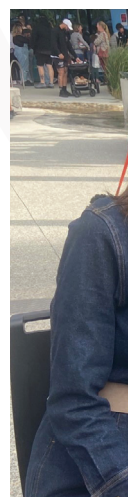
We support all three recommendations of the Uluru Statement from the Heart - Voice, Treaty, Truth.

From June 2022 to August 2023 Community Industry Group sponsored an Aboriginal Art exhibition at the Wollongong Council community gallery Curio. Artworks represented Aboriginal artists from the Illawarra including Catherine Moyle. Included in the exhibition were the posters and artworks from the Prevention of Elder Abuse project by Aunty Lorraine Brown and Aunty Narelle Brown the Coomaditchie Artists. The Aunties also recorded a video message to accompany the artwork, you can find it on our [Community Industry Group - Illawarra Forum YouTube channel](#).

Many of the NAIDOC 2022 events we usually support were cancelled or postponed due to the unprecedented rain events in July. However, we continue to attend interagency meetings for both local area and State, Shoalhaven Aboriginal Alliance Interagency, Shoalhaven NAIDOC Committee and staff represented CI Group at Sorry Day activities from Bellambi all the way down to Nowra, NAIDOC 2023 family day, Reconciliation events and the opening of Yirran Muru – Aboriginal Interpretive Play Space at Shellharbour City Council.

In July we were very lucky to have a presentation and workshop with Amanda Jane Reynolds from Stella Stories, she presented Cultural Awareness through Possum Skin Cloak; Ngawiya-maan (we take to give) through listening to the heartbeat of Country and remembering human relationships to all species and nurunyal (armband) making for each other from fur offcuts using special stitching, natural dyes, and other natural elements. The experience was enlightening and very thought provoking for all.

## PROJECTS







## ABORIGINAL EMPLOYMENT RECRUITMENT & RETENTION TOOLKIT

The Attract Recognise Value toolkit was developed in conjunction with an Aboriginal Advisory Committee and Aboriginal people. The training toolkit uses a train-the-trainer method, enabling participants to implement and train others in their organisation.

The toolkit training helps organisations:

- Identify what they are doing well in cultural competency, opportunities for improvement and strategies to get there.
- Develop employment practices, policies and processes based on cultural principles that will encourage Aboriginal applicants to apply for jobs in the organisation.
- Devise strategies for the development of respectful policies and processes that ensure cultural safety for Aboriginal workers, and the organisation's Aboriginal service users.
- Improve links between Aboriginal people and the generalist service sector.

In 2022, this toolkit went national when it was licensed to the Aged & Community Care Providers Association to be rolled out as part of the Home Care Workforce Support Program.





## PRE-ELECTION COMMUNITY FORUM

In the lead-up to the NSW Election in March 2023, Illawarra Women's Health Centre, Women Illawarra, Housing Trust and Community Industry Group hosted a community forum "Representing Women – Our State Candidates on Women's Issues". Prospective candidates Chris Homer (Ind) Cath Blakey & Kit Docker (Greens) and Anna Watson & Paul Scully (ALP) were in attendance.

Candidates were given an opportunity to answer questions on the night that community members had submitted, as well as questions from the audience. The Community Industry Group staff gave technical support including a live stream of audience reactions to the candidates' responses and our interim CEO Anna Bacik was the MC and Moderator for the evening.

## PROJECTS





## ILLAWARRA DISABILITY ALLIANCE

Community Industry Group (CI Group) continued to provide Secretariat services to coordinate the Illawarra Disability Alliance (IDA) for the 2022/23 financial year. IDA members are not-for-profit disability service providers working together collegially and collaboratively to deliver better outcomes for people with disability in our local community. CEOs or senior regional executives attend meetings to ensure timely decision making on emerging issues.

This year, CI Group prepared correspondence to relevant Ministers and local Members of Parliament on a range of issues which impact disability services including the NDIS Review and the challenges of the new funding model. The group also had a number of meetings with representatives of the Australian Services Union to ensure preparedness for upcoming changes to human resources legislation.

The IDA also recieved a presentation from senior representatives at Stewart Brown into the new research and reporting on Disability Services Financial Benchmarking.

A highlight for the IDA was a meeting with Laurie Leigh, the CEO of the national peak body, National Disability Services (NDS). Laurie gave a comprehensive briefing on the recent NDS State of the Disability Sector Report, latest news from the Disability Royal Commission, the NDIS Review and the implications of all of these on disability services models including Supported Independent Living and Supported Employment.

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



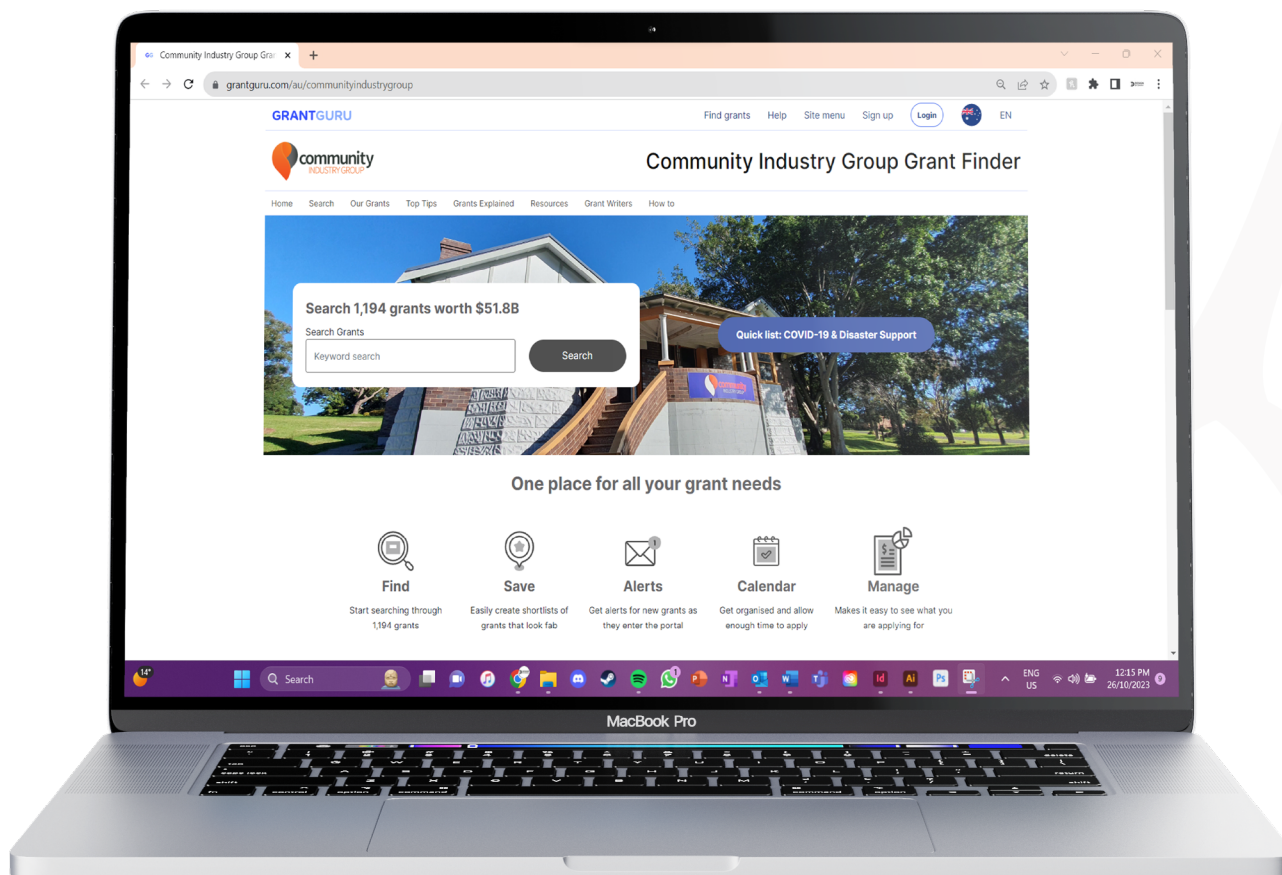


# THE GRANT GURU COMMUNITY GRANT FINDER PORTAL

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

There are literally thousands of grants available through this website. NGOs can visit the portal at any time to find grant opportunities which are available in our region. Each grant is summarised in a one-page template, and the portal includes search, planning and automated notification functionality.

Members can create a profile on the portal to store their grant info and preferences, and notifications are sent when appropriate grants are available.





# COMMUNITY INDUSTRY GROUP NEWSLETTERS

Community Industry Group released a total of 22 Newsletters over 2022-23.

As the peak representative body for community services and organisations in Southern NSW, Community Industry Group serves as an advocate, an influencer, and a leader within this sector. Our fortnightly newsletters are full of information to keep our members updated with the latest advocacy work we do in the sector, job vacancies, latest grants and our range of training sessions available.

To keep up to date with the latest Southern NSW community grants, jobs, events and training sign up to our newsletter at our website: <https://communityindustrygroup.org.au/news/newsletters/subscribe/>

If you are a member and want to contribute to our Newsletter please send an email to [info@cigroup.org.au](mailto:info@cigroup.org.au). Please keep articles to 50 to 100 words and feel free to include images and links.

## Community Industry Group Newsletter

Thursday, 22 June 2023



Emma Floreani  
June 22, 2023



### Latest News

#### Altered Abilities - Rebecca Schmidt-Lachlan

We were honoured to welcome Bec from Altered Abilities as a guest at our staff meeting. With her remarkable expertise and inspiring personality, she captivated the entire Community Industry Group team. Her insights emphasised the importance of inclusivity and empowerment within the sector. Her remarkable resilience and determination left us motivated to create a more inclusive environment and ensure equal opportunities for everyone. We are immensely grateful for her contribution and the invaluable insights she shared with us.

Find out more information about Bec's journey, book and resources.



# THIRTY YEARS OF SERVICE TO THE COMMUNITY SECTOR

In the late 1980s, as a response to the funding cuts imposed by the NSW government, local leaders from the community services sector came together to explore the establishment of a central body who could speak out on behalf of the Illawarra community services sector and challenge a range of issues without fear of recrimination.

The momentum increased in 1990 when the Department of Family and Community Services (FACS) released a review of the Community Service Grants Program and a forum was held made up of Local Government members and representatives from a range of community service providers. From this Forum, a working party was established with the remit to develop a proposal for the establishment of an Illawarra Regional Council of Social Services. The working group defined the regional coverage, structure and membership, and objectives of the organisation:

**OBJECTIVE 1** - To collect, dissect, and then distribute information throughout the Illawarra's community services sector regarding Government policies, funding, and any other relevant issues.

**OBJECTIVE 2** – To respond to Government reports and policies affecting the Illawarra community services sector, and to make submissions to the appropriate departmental bodies.

**OBJECTIVE 3** - To facilitate the development of a regional community sector identity by encouraging open communication and co-operation between all community and welfare services in the Illawarra.

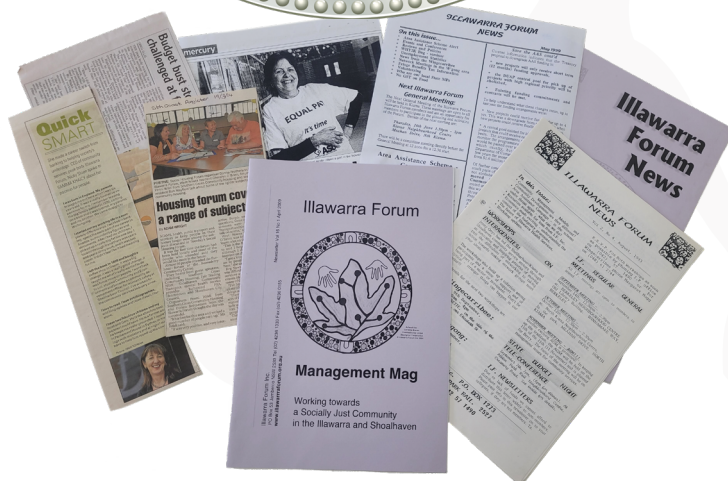
**OBJECTIVE 4** – To act as a voice for the community services sector in the Illawarra to ensure that the level of services available to the Illawarra community could be maintained and ultimately improved.

**OBJECTIVE 5** – To participate in the development of regional strategies for dealing with significant social issues, particularly those issues that impact upon the provision of community and welfare services in the Illawarra.

The Illawarra Forum was incorporated as a not-for-profit peak body on 12th February 1993.

Over the years, the name has changed, and the regional representation has extended, but the original objectives established over 30 years ago still form the basis of our work. Most pleasingly, many of the foundation members have remained connected to, and key stakeholders of, Community Industry Group.

The current Board, executive and staff pay tribute to the original founders of the organisation. We honour your legacy and are proud to continue your work.









# PARTNERSHIPS & COLLABORATIONS

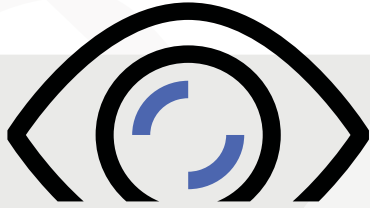
## 2022 / 2023

As the peak body for community service providers from the Illawarra and Southern New South Wales we attend and support a wide range of interagency and consultative committee meetings to ensure the voice of our members is heard and that we are fully informed about their issues.

- ▶ ACOSS
- ▶ ACSA Regional Meetings
- ▶ ASU Community Sector Leaders Network
- ▶ Bega Valley Housing and Homelessness Forum
- ▶ Better Regulation Division (BRD) - Aboriginal Community Voice Network
- ▶ Better Regulation Division (BRD) - Disability Community Voice Network
- ▶ Better Regulation Division (BRD) - Multicultural Community Voice Network
- ▶ Better Regulation Division (BRD) - Youth Community Voice Network
- ▶ BlueScope Consultative Committee
- ▶ CALD Aged Care Network meeting
- ▶ CALD Disability Network meeting
- ▶ Communities for Children Shellharbour Consultative Committee
- ▶ Community Aged Care Forum
- ▶ Community Care Issues Forum
- ▶ Community of Practice – Marketing & Communication
- ▶ Coordinare Community Advisory Committee
- ▶ DCJ Service Provider Funded Contract Management working group
- ▶ Dementia Friendly Alliance Education Support network
- ▶ Eurobodalla Aged Services Interagency (EASI)
- ▶ EWON Consultative Committee
- ▶ Families NSW - Shoalhaven
- ▶ FAMS CEO Conversations
- ▶ Forum of Non-Government Organisations (FONGA)
- ▶ Homelessness Mental Health Brokerage program
- ▶ Human Services Managers Network Southern NSW
- ▶ Illawarra Aboriginal Working Group
- ▶ Illawarra Child & Family Network
- ▶ Illawarra Disability Alliance (IDA)
- ▶ Illawarra Interagency
- ▶ Illawarra Neighbourhood Centres Forum
- ▶ Illawarra/Shoalhaven Targeted Early Intervention (TEI) Interagency
- ▶ Illawarra Social Housing Forum
- ▶ Illawarra South Coast Local Jobs and Skills Taskforce (chair)
- ▶ Illawarra Workforce Action Group (IWAG)
- ▶ Jobs Australia
- ▶ Leadership Illawarra Program Mentor Me
- ▶ Local Jobs Program – Community Services Working Group
- ▶ Local Community Services Association (LCSA)
- ▶ Meals on Wheels Food Forum
- ▶ Mental Health Justice Partnership
- ▶ Mentor Walks
- ▶ 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)
- ▶ Regional Assessment Team Meeting/CHSP
- ▶ Regional Development Australia - Illawarra Board
- ▶ Regional Recovery Health and Wellbeing Subcommittee
- ▶ Shellharbour Child & Family Interagency
- ▶ Shellharbour Youth Network
- ▶ Shoalhaven Aboriginal Community Alliance Interagency (SACAI)
- ▶ Shoalhaven Aboriginal Network of Disability Services (SANDS)
- ▶ Shoalhaven Child & Family Services
- ▶ Shoalhaven City Council Homelessness Taskforce
- ▶ Shoalhaven NAIDOC Committee
- ▶ Shoalhaven Youth Interagency
- ▶ South Coast Child and Wellbeing Network
- ▶ Southern Shoalhaven Interagency
- ▶ Sydney Water Community Advisory Council
- ▶ TAFE Regional Advisory Council
- ▶ UOW Community Reference Committee
- ▶ UOW Social Work Advisory Group
- ▶ Wollongong Seniors Festival Committee
- ▶ Wollongong Youth Network

# COMMUNITY INDUSTRY GROUP

## STRATEGIC PLAN / 2021 - 2026



### Our Vision

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

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

#### STRATEGIES:

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

A solid, significant  
and committed  
membership

#### STRATEGIES:

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

A strong and  
informed industry

#### STRATEGIES:

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

A sound and  
sustainable  
organisation

#### STRATEGIES:

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

# FINANCIAL REPORT SUMMARY

## 2022 / 2023

### STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2023

CURRENT ASSETS	2023	2022
Bank Cheque Accounts and Term Deposits	\$1,667,897	\$1,640,869
Receivables	\$20,035	\$1,700
<b>TOTAL CURRENT ASSETS</b>	<b>\$1,687,932</b>	<b>\$1,642,569</b>
NON-CURRENT ASSETS	2023	2022
Deposits Paid	\$0	\$87
Property, Plant and Equipment	\$86,708	\$73,438
<b>TOTAL NON-CURRENT ASSETS</b>	<b>\$86,708</b>	<b>\$73,525</b>
<b>TOTAL ASSETS</b>	<b>\$1,774,640</b>	<b>\$1,716,094</b>
CURRENT LIABILITIES	2023	2022
Trade and other payables	\$50,552	\$12,074
Income in Advance	\$51,785	\$10,225
Employee benefits	\$161,268	\$136,020
Unexpended Grants	\$304,405	\$382,226
<b>TOTAL LIABILITIES</b>	<b>\$568,010</b>	<b>\$540,545</b>
<b>NET ASSETS</b>	<b>\$1,206,630</b>	<b>\$1,175,549</b>

### STATEMENT OF PROFIT OR LOSS AS AT 30 JUNE 2023

INCOME	2023	2022
Grants Received	\$1,194,455	\$1,413,876
Membership & Training income	\$64,908	\$50,984
Interest & Misc	\$72,866	\$14,623
<b>TOTAL INCOME</b>	<b>\$1,332,229</b>	<b>\$1,479,483</b>
EXPENDITURE	2023	2022
Employee Costs	(\$709,133)	(\$810,615)
Program Costs	(\$204,306)	(\$162,224)
Administration & sundries	(\$107,469)	(\$92,308)
Grants Unexpended	(\$280,244)	(\$382,226)
<b>TOTAL EXPENDITURE</b>	<b>(\$1,301,152)</b>	<b>(\$1,447,373)</b>
<b>NET SURPLUS / (DEFICENCY) OF INCOME FOR THE YEAR</b>	<b>\$31,077</b>	<b>\$32,110</b>

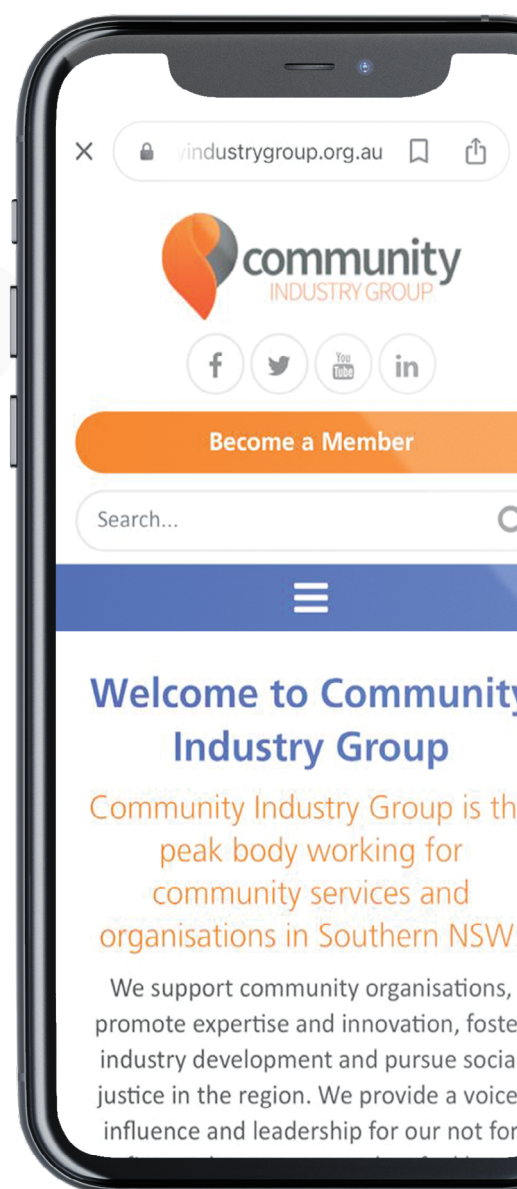


# MEMBERSHIP BENEFITS OF COMMUNITY INDUSTRY GROUP

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

## MEMBERSHIP BENEFITS

- ▶ Invitations to contribute to regional responses to key government inquiries, discussion papers and policy dialogue to help us form submission responses.
- ▶ Significant discounts on all training and professional development opportunities offered by CI Group including conferences, industry breakfasts and symposiums.
- ▶ Access to CI 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 CI Group training or meeting rooms at member rates.
- ▶ Free advertising for Positions Vacant and your events within our e-newsletter which is delivered to a subscription base of over 1200 people.
- ▶ Voting rights at general meetings, including the Annual General Meeting at which the Board and Executive positions are decided (full members only).
- ▶ Free access to our publications including issues papers, fact sheets, policy responses, annual reports and training calendar for use within your own organisation.
- ▶ Support and be part of the organisation that is advocating for social change to help our community's most vulnerable individuals, supports all workers within the community services sector to build a strong and informed industry and is the go-to organisation for influencers and decision makers.



To apply for membership see our website [www.communityindustrygroup.org.au](http://www.communityindustrygroup.org.au) or contact us on [info@cigroup.org.au](mailto:info@cigroup.org.au).

## COMMUNITY INDUSTRY GROUP

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