

Annual Report and Financial Statement 2019/20



HIGHLIGHTS

69

policy submissions or
advocacy campaign activities



We produced **24** & **1** special
newsletters bulletin



57

training, information and
capacity building sessions for **1,939**
people



Staff
attended **72**

personal development
activities or training
sessions

54

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



5 Conferences
2 via Zoom &
3 in person



Produced **5** videos
2 fact sheets & **1** webinar

2

online micro
courses

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ACKNOWLEDGEMENTS

Community Industry Group honours the valuable work of our members and colleagues in 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 our members for the many ways they support us. We acknowledge the valued contribution of our funding partners, NSW Department of Communities and Justice, NSW Department of Health and Australian Government Department of Health.

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



community
INDUSTRY GROUP



Voice, Influence, Leadership

ABOUT COMMUNITY INDUSTRY GROUP

Community Industry Group (formerly the Illawarra Forum) has been operating for over 27 years and we're extremely proud of the work we do.

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

Community Industry Group provides leadership by supporting community services to deliver high quality innovative services in an ever-changing market place 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. We are honoured to provide a voice, influence and leadership for our members and the community services industry.

Our Vision

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

Our Mission

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



We are Community Industry Group



OUR BOARD

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

A MESSAGE FROM THE CHAIR

Eleonore Johansson

The 2019/20 year has been as challenging for Community Industry Group as any in its 27-year history. It has been a period of change and upheaval for the community services industry, and for many local communities living with disadvantage. It is therefore with considerable pride that I reflect on the work of our organisation as it has risen to meet those challenges over the past year.



Throughout it all, Community Industry Group has worked tirelessly towards its strategic vision. Indeed there has never been a more important time to pursue our goal of having an equal place at the table when decisions are made which impact on community service organisations, and on communities. This bold vision is firmly rooted in the belief, which the Board, CEO and all of the team hold dear – that the community services sector must take its place as an equal partner with both business and government sectors in order for local communities to thrive and survive. It has been the drive to further this vision that impels us as we continue to provide strong, informed advocacy, representing the issues and impacts of the many crises and changes our communities and our sector have been facing to government, media, business and community.

Once again, the community services sector in Southern NSW faces the challenges of change. Community Industry Group has responded to these challenges by remaining true to our purpose – giving a Voice to both community service organisations and disadvantaged communities, lobbying to Influence policy at all levels, and providing Leadership on a wide range of issues. Of course we do not do this work alone, we are grateful to be able to leverage our networks and collaborations within the community sector and in the government and business sectors. Our partners and collaborators are recognised in this report.

Throughout the 2019/20 year, we have continued our engagement with our membership, albeit in different ways. Our membership have continued to inform all of our work, including shaping our policy agenda through discussion groups, forums and meetings. We are always grateful to retain our loyal members across the Illawarra and Shoalhaven, and are proud to see membership growing across the Southern Region. Community Industry Group have been very actively engaged with the Southern Region following the bushfires, and have worked intensively to lobby for the

resources and infrastructure needed to support the sector and communities across the region.

All of this could not be achieved without the effective leadership and governance of the voluntary Community Industry Group Board. The Board not only contribute their governance and guidance, but also represent the range of community services across the region. The last twelve months have once again seen some changes in the Board, as we farewelled Alice Lans and welcomed Cate McMath as a representative for both the disability sector, and the South Coast. I am grateful to all of my Board colleagues and express my thanks for the work of these experienced, active and committed community sector leaders.

A key strategic objective for Community Industry Group has been to create a strong, sustainable organisation, and this year we took a considerable step towards this goal as we moved into our new premises. At this point I would like to acknowledge the generosity of our partner, BlueScope Steel. The long term lease of Mortlock House has secured Community Industry Group a home for the future, and the opportunity to work with partners like The Flagstaff Group to build a Community Campus which will bring new community infrastructure to the communities of Warrawong, Cringila and Port Kembla. I extend my own thanks and that of all of the Board to BlueScope Steel and look forward to a time when we can formally recognise their contribution at an official launch.

Finally, while the Board sets the strategic direction for the organisation, we are fortunate to have talented and dedicated staff who work tirelessly to operationalise the organisation's goals. The Board would like to thank the team at Community Industry Group, especially our fearless leader Nicky Sloan, and recognise their efforts as they maintain the legacy of the past 27 years and continue to work for social justice with insight and energy.

CEO REPORT

Nicky Sloan

The past year has been a time of superlatives and catch phrases, many of them quite negative, and understandably so in these strange circumstances, but while this has been a difficult time for so many, it has also been a time of remarkable adaptation, innovation and perseverance. So I'd like to repurpose some of the catch phrases of 2019/20 for a more positive meaning.



The most overused and hackneyed word during the year that was undoubtedly must be **Unprecedented**. From drought, to flood, to fires, to pandemic, this one word has dominated news reports and headlines for most of the year. But here at Community Industry Group we've seen some unprecedented efforts from community service providers to ensure the safety of both their clients and their staff. We've been inspired by the truly heroic efforts providers have taken to continue service delivery to vulnerable individuals. We've observed an unprecedented level of collaboration and cooperation as providers sought to ensure their staff had access to the personal protective equipment needed to keep them and their clients safe. And we've been encouraged by the way that leaders, including Boards and Committees of Management, have rapidly assessed risk, made decisions, and adopted new ways of working to protect their workforce and ensure continuity of service.

Which brings me to the next word, **Pivot**. Community organisations have always been quick to adapt to changes in government policy or to adopt leading practice. But this year, we have also seen our funding partners having to pivot quickly in response to the changing service-delivery context. What we've seen has been a remarkable flexibility in the way funding can be used, and the way services can be delivered. From Ministers to senior bureaucrats to local officers, representatives from government departments have reached out collegiately to their funded services to ensure they are able to continue to operate and to ascertain

how they can support the sector to deliver contracted services. The degree of flexibility permitted within funded contracts has been instrumental in the continuance of many programs, and we hope this will continue long past the current crisis. When funding bodies demonstrate their trust in the sector and their willingness and ability to be flexible, community service organisations are able to innovate and to stretch, all within the framework of accountability which has always been an important part of their ethos.

We're all in this **Together**. Community organisations across the region have always worked collaboratively and cooperatively, and we've certainly seen this increase in recent times. From valiant efforts of staff from different organisations working together to ensure the safety of vulnerable people through the fires, to the sharing of scant resources between providers during the early days of the COVID-19 crisis, and to the coordinated lobbying and advocacy for key issues and initiatives, the sector has once again led the way in working together.

As the pandemic accelerated, we were constantly advised that we needed to **Flatten the Curve**. But while we all worked hard on this by observing self-quarantine, ramping up infection control measures, and maintaining social distance, the demand curve for most community services has rapidly escalated. And the sector rose to the challenge. We've observed our members going above and beyond to meet increasing levels of need. We've seen a rapid adoption of new technologies and new ways of working. And, as we've seen an escalation in the demand

CEO REPORT CONTINUED...

for basic essentials, we've seen extraordinary efforts from community organisations and from government to ensure that the most vulnerable people had a place to sleep and access to food and other necessities.

The team at Community Industry Group has also responded rapidly as we navigate the **New Normal**. Our advocacy and lobbying work has certainly ramped up, and we have been active in raising the issues impacting our industry with leaders and decision makers. Considerable lobbying has been undertaken for the recommendations from the *South East NSW Bushfire Crisis – Impact, Response & Recovery Report*. We were fortunate to be able to travel to bushfire-impacted areas and meet with sector representatives before the pandemic made such travel impossible. Their valuable input lead to the findings of this report.

Also before COVID-19, we launched our *Aboriginal Recruitment and Retention Toolkit* and began to roll out training. This Toolkit was the result of a project which was entirely led by and informed by Aboriginal people. It will assist generalist organisations to improve the way they employ and support Aboriginal workers.

As social isolation and work from home became the norm, Community Industry Group swiftly moved to online platforms to host our many meetings and forums, and to deliver training. We now have an online platform for self-paced learning as well as several free webinars. We also produced some excellent and moving videos to highlight important issues, including the value and importance of early intervention initiatives, and the impact and reality of homelessness, as well as a range of resources to support service delivery.

All of these innovations have been inspired by our urge to support our members. And I once again extend my thanks to all of you for your ongoing support. Our members give us our purpose and are always at the top of our organisational structure. You are the reason we exist and the inspiration for our work. The value of the services you provide to vulnerable individuals and communities in Southern NSW

is inestimable. All of us at Community Industry Group are grateful for your ongoing support.

In compiling this annual report, I have once again had pause to reflect on the incredible efforts of the small but impressive team here at Community Industry Group. The level of demand and need from our members has certainly escalated as they faced a year of extraordinary trials, and our team have risen to every challenge. My grateful thanks go to the dedicated individuals, many of whom faced their own significant challenges this year, for their incredible dedication and productivity under extremely difficult circumstances. I am inspired, energized and humbled by your unwavering support, your willingness and ability to innovate, and your sincere belief in the work of our members and the value of the community services industry.

Special thanks as always to the Board of Community Industry Group. Your leadership, support and guidance has never been more important or more appreciated. Particular thanks to our amazing Chair, Eleonore Johansson, who has truly been a tower of strength, wisdom and energy throughout the year. I look forward to when the whole Board can meet again in person, and we can avoid the most used catch phrase of the year **You're on Mute**.

“
We've been inspired by the truly heroic efforts providers have taken to continue service delivery to vulnerable individuals.”

PROJECTS

New Premises - Mortlock House

Community Industry Group together with The Flagstaff Group successfully negotiated a partnership with BlueScope Steel in 2018 to deliver community facilities on a large parcel of greenspace which included several disused buildings. One of these buildings, Mortlock House, has through the generosity of Bluescope Steel, become our new office space.

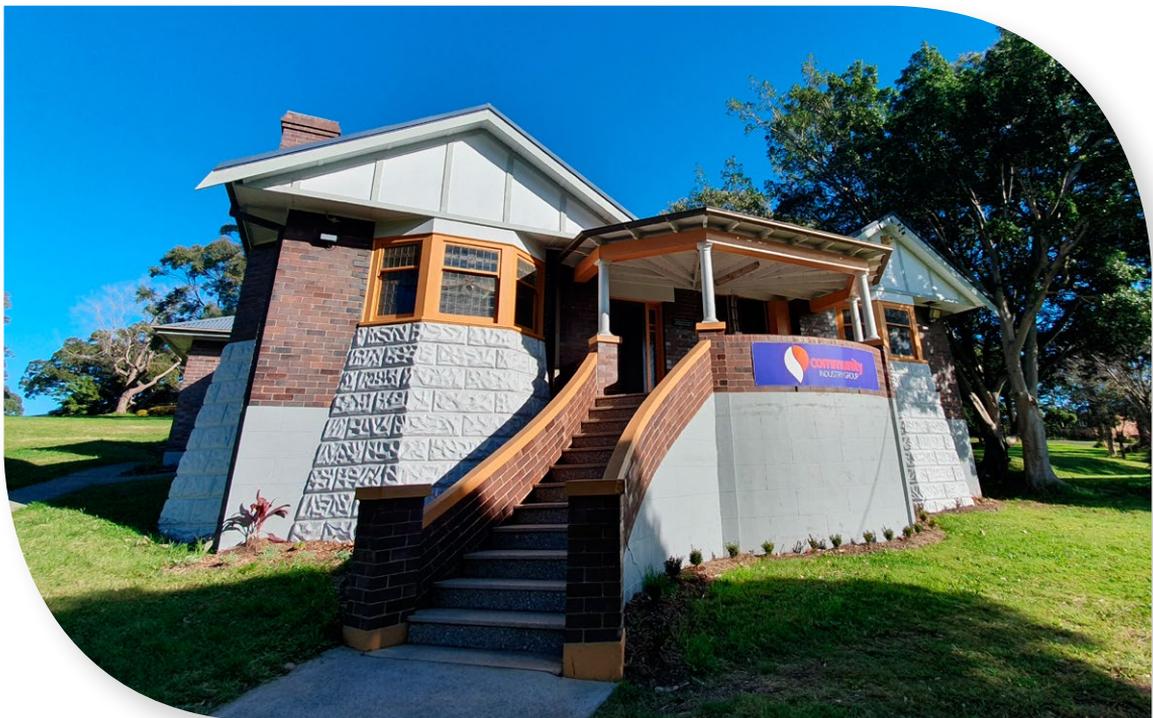
Mortlock House was a former manager's residence, but had slipped into a state of extreme disrepair. Community Industry Group invested in a major renovation with the help and support of many hours of volunteer labour from staff members, board members, friends and the wonderful volunteers from Habitat for Humanity. We also benefited from the generous donation of goods and services

from local businesses including Integrity New Homes, Top View Roofing and The Flagstaff Group.

In late January 2020, Community Industry Group relocated their office from Oak Flats to Mortlock House and now enjoy the beautiful renovated space, surrounded by green open spaces. We thank BlueScope for their generous community-minded spirit and look forward to a long and happy partnership.

Community Campus

Community Industry Group, in collaboration with The Flagstaff Group, undertook an extensive community engagement project in July and August 2019 to welcome ideas from local community members about the possible future usage of the Community Campus area surrounding Mortlock House. The engagement process included a survey which was widely distributed to community members, service



providers and decision makers, community street stalls, letterbox drops and letterbox conversations and a special children's consultation with local pre-schoolers. In addition, several community drop-in sessions were held to gain information and to provide feedback to the community.

Suggestions received from local community members and community service organisations included an all-ages, all abilities playground; business incubator for entrepreneurs with a disability, community gardens and bush tucker trail, training and meeting opportunities for community organisations and outdoor meeting areas for sporting or recreational activities, and a special request for a butterfly garden from one of our youngest contributors. Many of these ideas were incorporated into an extensive Master Plan which was presented to BlueScope Steel in March.

There will be many steps to be undertaken before funds can be raised to implement the design, including an application for change of use for the land under its current zoning. However, it is hoped that a beautiful, inclusive Community Campus area will be under staged construction in the near future.

A Challenging Year

The 2019/2020 financial year has been a challenging time for community service organisations and for local communities. The impacts of drought, bushfires and flooding has been felt by many of our member organisations and the people they work with, especially in the South East region of New South Wales.

These crises, of course, were closely followed by the impacts of the COVID-19 pandemic which has increased demand for services and led to even higher levels of unemployment,

housing stress, homelessness and mental health impacts.

South East NSW Bushfire Crisis – Impact, Response & Recovery Report

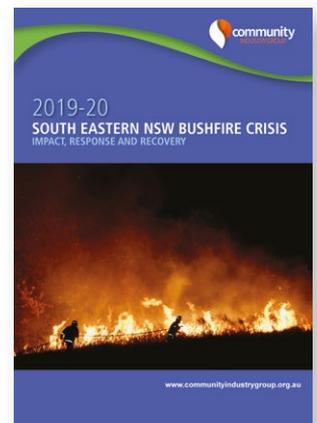
In April 2020 we researched and released a report outlining the impacts of the 2019/20 bushfires on community organisations, and on vulnerable individuals, families, and communities in South East NSW.

To accompany the report we created three video resources highlighting the issues of homelessness, responses for aged services providers, and the impact of trauma.

Throughout the bushfire crisis and beyond, community service organisations have been on the ground providing support to affected individuals, families and communities. From alert to evacuation to post-fire recovery, providers across a range of sectors including aged care, disability, child and family services, homelessness and more, have witnessed and experienced first-hand the successes and challenges of disaster recovery.

As the regional peak body for these services, Community Industry Group met with service providers to gain insight into what worked well, what didn't work and what learnings can be implemented to improve outcomes for future disasters.

The report describes the overall impact of the bushfire crisis, as well as the recovery and response processes that took place and/or are



PROJECTS

currently taking place. It also documents some of the personal reflections and stories of the people working to support individuals, families and communities impacted by bushfire – either directly or indirectly.

The report includes a number of recommendations for immediate and future actions which will assist local service providers and vulnerable individuals, families and communities to recover and to thrive in the post-bushfire and post COVID-19 context.

Homelessness in South Eastern NSW video

The bushfires which impacted Southern NSW placed increased pressure on an already-strained housing market. Community Industry Group became aware that many people at the lower end of the rental market were being squeezed out because of competition with insurance companies seeking to house people whose homes had been destroyed. The NSW Government has done a great deal to increase temporary accommodation options in South East NSW during the COVID-19 crisis, however, there are still many people without a safe roof over their heads.

To raise awareness of the issues, Community Industry Group commissioned a short but powerful film designed to demonstrate the impact for providers, and for people

experiencing homelessness. We sent out a call for expressions of interest to film makers located in the Southern Region to create a short audio-visual presentation suitable for social media platforms and to attach to reports. We wanted to illustrate the current experience of people located in the bushfire affected areas, with a particular focus on the lack of safe housing and the impacts of homelessness.

Filmmaker Andrew Robinson won the contract and worked with two of the main providers of homelessness services in the Bega area, Mission Australia and South East Women & Children's Services (SEWACS). COVID-19 restrictions added further complications to the project, but in the end Andrew was able to film face to face with two participants.

The video is available on our website and it is hoped it will help educate and influence Government, funding bodies and inform the wider community. To date, this video has the highest amount of views on our YouTube channel, clearly showing the level of concern that the community hold for homeless people and its success as an advocacy tool.

Mission Australian and SEWACS have confirmed they are in ongoing contact with several people who were still in unstable accommodation, including older women and families with young children.





Bushfire Recovery Taskforce

Our CEO, Nicky Sloan, has been representing the non-government sector on the Southern Regional Health and Wellbeing Committee of the Bushfire Recovery Taskforce. As part of the committee, Nicky is passionate about promoting the work and the value of place-based non-government organisations and the important role they play in supporting and sustaining local individuals and communities. In times of crisis, relationships are key, and many of these place-based organisations have faced pressure from increased community demand. Nicky is keen to see additional resources channelled to these key community stakeholders and organisations from outside the region to partner with local organisations to deliver funded services.

As a member of the Taskforce, Nicky has sought input from community service organisations about issues facing them as a result of the bushfires, and constantly advocates to ensure they are funded appropriately for any recovery, rebuilding or resilience work they do with communities now and into the future. The mechanism of recovery through the Taskforce is complex and it is important that the stories from the

people and organisations on the ground make their way to the decision makers and funding providers. Nicky's work on this committee is on-going and we welcome any feedback or information about the issues being faced by members during the recovery process.

Bushfire Recovery Advocacy Campaign

In June 2020, Community Industry Group embarked on a campaign to promote the recommendations arising from the South East NSW Bushfire Crisis – Impact, Response & Recovery Report to seek endorsement from decision makers and to secure funding for implementation. We encouraged our members to join us in lobbying for these resources which will make a significant difference for community service organisations and for the communities they work with, both in terms of recovery and of building resilience.



Grassroots Solutions Video Launch

Community service providers are part of their local communities and are trusted by community members to be there when they are in need. Intervening with programs and services either early in life or early in need makes a significant difference to people and families at times when they are struggling.

These place-based service providers are enabling all children, young people, families and communities to reach their potential, and to live their best lives.



the impact of early intervention projects on individuals, families and communities. Beyond Empathy worked with several providers to develop these video resources which can be used as promotional tools and educational tools to promote the work and value of community development and early intervention.

On Friday 24 January 2020, we hosted a red carpet film premiere at The Sebel Harbourside in Kiama.

The 'stars' of the videos walked the red carpet and The Hon Gareth Ward MP, Minister for Families, Communities and Disability Services formally launched the series of short videos which clearly demonstrate how individuals, families, and whole communities benefit from grassroots services.

But sometimes these services are like the pebble in the pond, the initial intervention may be small and the impact may seem minor, but the waves that it creates go on and on.

True community development work takes time and outcomes may only be seen years down the track but these services can make tangible, life-changing impacts.

With this in mind, Community Industry Group commissioned not for profit creative organisation, Beyond Empathy, to develop a series of short films which demonstrate



Aged Care Support and Prevention of Older Person Abuse

Community Industry Group supports the efforts of two cross-agency collaborative groups which have been established to help educate communities and people working in the aged care sector on the prevention and protection of both older people and adults with disability from abuse, neglect and exploitation. Both groups are now part of a NSW wide collaborative which is recognised and supported by the NSW Ageing and Disability Commission.



Prevention of Older Person Abuse (POPA)

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

The group meets monthly and includes representatives from local police command centres, aged care providers, community organisations, government organisations and interested community representatives who are connected to older people. 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.

Shoalhaven Older Abuse Prevention (SOAP)

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

The group meets bi-monthly and includes representatives from local police command centres, aged care providers, community organisations, government organisations and community members.

Hypothetical and Expo to Tackle Elder Abuse Issues

In October 2019, Community Industry Group sponsored two hypothetical sessions which were held in Shoalhaven and Shellharbour. The hypothetical approach was used as a novel and engaging format to discuss ways to tackle abuse of older people. The format included a panel consisting of service providers and specialists including Shelly Harpur, Consultant for the NSW Ageing & Disability Commission, the NSW Police Domestic Violence Officer from Wollongong and the NSW Police Age Crime Prevention Officer from Queanbeyan.

The sessions were well received and deemed very successful with high attendances at both events. The SOAP and POPA groups reviewed the feedback provided by the audience and used it to formulate an Action Plan for 2020 and into the future.

Soap Promotional Products

To help promote the Older Person Abuse Helpline, Community Industry Group produced promotional soap holders featuring the helpline number (1800 628 221).

The Older Person Abuse Helpline was established to enable people to raise concerns about the wellbeing of an older person or their own wellbeing.

Soap and the soap holders are being distributed to older people within the local community, along with a NSW Ageing and Disability Commission brochure, which details signs of older person abuse as part of an awareness campaign.

Everyone has the right to feel safe and be treated with dignity and respect in their own home and in the community.



Community Care Collective

Four Community Care Collective meetings were held throughout the 2019/20 financial year. Some meetings were in person and others were online, due to COVID-19 social distancing restrictions. The meetings are always well attended and facilitated by our Policy and Project Officer, Christine Racar.



Highlights throughout the year include:

- Professor Helen Hasan from the Australian Health Services Research Institute (AHSRI) on the Living Connected Program which supports seniors to use technology to keep in touch with friends and family.
- Illawarra Shoalhaven Local Health District (ISLHD) Homelessness Mental Health Program which assists vulnerable people at risk of homelessness to purchase household essentials or pay bills.
- Maria Natera, from the RSPCA's Home Ever After Program, a tailor-made rehoming plan for pets. This service is especially important to older people who live alone. If they became permanently incapacitated or pass away, and there are no friends or family available to look after their pets, the RSPCA can be instrumental in rehoming their pets according to the pre-determined plan.

Initiatives Across the Southern Region

Community Industry Group has worked extensively with community organisations across the region. Many events and forums were held in the Southern Region including:

- Vicarious Trauma Training in conjunction with The Blue Knot Foundation and facilitator Dragan Zan Wright in Queanbeyan, Batemans Bay and Merimbula.
- The Illawarra Way Workshops with Glen Sorensen in Queanbeyan and Batemans Bay to share learnings from our Wellness & Reablement pilot project.
- Southern Region Aged Care Forum in Batemans Bay, a day of learning which included:
 - IRT's Booraja Program update with local elder and project manager Bunja Smith.
 - Dee Dee the Die Right Diva talking about humour, death and how to support people and carers at end of life.
 - Silver Rainbow LGBTI aged care training and diversity awareness.
 - Specialist palliative care options in the Eurobodalla.
 - Aged Care Workforce Development initiatives in the Eurobodalla.

We worked with Seniors Rights Service on the Aged Care in a Bushfire video to capture the responses and highlight learnings of aged care providers across the Eurobodalla and Bega Valley. We are now lobbying for much-needed resources and supports to enable preparation for future natural disasters.

As a member of the Eurobodalla Housing and Homelessness Solutions Forum, Community Industry Group coordinated an advocacy campaign for an Affordable Housing Strategy for the Eurobodalla Shire, which has now been adopted in the Eurobodalla Local Strategic Planning Statement 2020-2040.

After social distancing measures were introduced the Southern Region pivoted to online interagency meetings, presentations, webinars, micro courses and workshops.

Illawarra/Shoalhaven Aged Care Regional Forums

Two Illawarra/Shoalhaven Aged Care Regional Forums were held throughout the 2019/20 financial year. One was in person and one was conducted as a recorded webinar due to COVID-19 social distancing restrictions.

Some of the highlights included:

- Outcomes of the project Building Capacity to assess the Social Care Related Quality of Life (SCRQOL) in CHSP clients of the Illawarra/Shoalhaven. This project was funded by Community Industry Group with participation from the UOW and CHSP Service Providers.
- Terrie Leoleos from the Ethnic Communities' Council of NSW (National Project Manager) informed us about the Speak My Language project.
- Dennis Frost, from the Dementia Alliance Group, presented on Dementia Awareness.
- David Allsopp, Head of Business Development for Paincheck, who informed us about an app for Artificial Intelligence technology to analyse facial expressions indicative of pain in real time.



Training & Personal Development Opportunities

Once again, Community Industry Group offered a wide range of community service-specific training options to our members. These included Mental Health First Aid, Dementia Awareness, Aboriginal Cultural Awareness, Aboriginal Recruitment and Retention Toolkit training, Mentorship Program training, Governance for Boards and Managing Vicarious Trauma.

In late March 2020, when the COVID-19 pandemic was declared, we were forced to postpone some of our scheduled training sessions. However, as always, the Community Industry Group team showed their versatility and initiative and pivoted to online learning, including the presentation of two major conferences, Navigating the First 2000 Days and the Aged Care Regional Forum, via online webinar. These conferences were a huge success and involved the coordination of guest speakers and multiple presenters. The conferences were recorded and placed on our website as a resource for those unable to attend the session.

The accredited course Mental Health First Aid also became an online offering with our Project and Policy Officer, Christine Racar, being trained to deliver the course via video conferencing in conjunction with pre-learning packages which are posted to the participants to be completed before the commencement of the course.

We also purchased a Learning Management Software system to enable us to re-purpose our in-person training packages into short online courses. These popular courses include Acknowledgement of Country, Prevention of Older Person Abuse and a social media quiz which are available for free on our website. Further courses will be published in this format in the coming year.

A new and exciting Mentorship program was also launched in February 2020, as an exclusive member only opportunity. A launch event was held at the Port Kembla Golf Club and two training sessions for potential mentors and mentees were conducted. The program offers mentoring best practice including tools and support to ensure the mentor and mentee both get the most out of the experience. As the mentorship program relies heavily on face to face meetings, and included networking events and an official graduation ceremony, we made the decision to postpone the start date until late 2020 or early 2021.



Connecting Communities Conference

Community Industry Group proudly sponsored and participated in, the Local Community Services Association (LCSA) Connecting Communities Conference held at the Novotel Wollongong in August 2019.

Highlights of the Conference included the address from The Hon Gareth Ward MP, Minister for Families, Communities and Disability Services who recognised the value of frontline community work and outlined some of his key policy directions.

Development Goals. Marketing and Communications Officer, Sally Hall, conducted a popular workshop on Social Media for Community Organisations.

Day Two saw a keynote address from Tony Armstrong, Chief Executive Officer of Locality in London and from Gary Groves, Executive Director Their Futures Matter, followed by a lively panel discussion on the topic Getting the Outcomes Right for all Communities in NSW.

Community Industry Group CEO, Nicky Sloan, participated in the Local Solutions for Global Issues Panel Discussion to speak about how the work of local community service organisations contributes to the Sustainable



Aboriginal Initiatives

Aboriginal Recruitment and Retention Toolkit

An Advisory Committee was formed to investigate the disconnect between the need for workers in the community services sector and the unemployment rate for Aboriginal people in the Wollongong and Shoalhaven Local Government Areas. The Aboriginal Employment Recruitment and Retention pilot was conducted to assess employment recruitment, induction and retention within the community services sector (primarily aged and disability) and the changes needed to increase Aboriginal applicants for generalist positions and to develop a workplace that had culturally responsive policies and processes.

Community Industry Group is proud to have coordinated this project and produced the Toolkit for use within the Community Services sector.

The Toolkit aims to:

- Support recruitment and induction practices to encourage an increase of Aboriginal applicants to apply for employment in the aged and disability sector.
- Encourage the development of more culturally respectful policies and processes to improve the retention rates of Aboriginal employees.

The Toolkit was launched at an invitation only event on 2 September 2019 by Stephen Jones MP.

Following the launch, the Toolkit was made available to participants who completed the associated half day training session, designed for Managers and Human Resources personnel in the community services industry. As a result of this training and the Toolkit resources, we

saw an increase in organisations develop meaningful engagement with Aboriginal Communities, improved recruitment and retention strategies for potential Aboriginal employees and creation of more culturally respectful, appropriate and safe working environments for Aboriginal people.

NAIDOC Week

Community Industry Group was proud to support the 2019 NAIDOC week in a variety of ways including partnering with local artists at the Curio Gallery, Central Chambers in Wollongong Mall, sponsoring an Elders table at the Shoalhaven NAIDOC awards and staff participation in committees and events across the Illawarra, Shoalhaven and South Coast.



Seniors Festival

Community Industry Group sponsored two events at the Seniors Festival which ran from 12 to 23 February 2020.

- Having a Yarn with Aboriginal Elders where participants met with local Aboriginal Elders to hear their stories.
- Elders Unite Through Art where participants were treated to a lesson on Aboriginal art and created their own masterpieces to take home.

Navigating End of Life Issues Forum

More than 90 people attended the Navigating End of Life Issues Forum on 28 November 2019. The forum featured five guest speakers, our popular two-minute power pitches and a marketplace from service providers. Presentations included:

- Priyanka Bhattarai from Flinders University gave an update on the progress of the development of the End of Life Directions in Aged Care Resources website.
- Nilda Miranda, Clinical Nurse Consultant from the Palliative Care Service told us about the wonderful services they are able to offer and how palliative care has evolved in recent years.
- Gail Jugow & Monica Sharma from Multicultural Communities Council of the Illawarra talked about their current project in which they are engaging with as many different cultural groups as they can to talk about Advanced Care Directives.
- Eloise Young from Access Law advised about the importance of having not just a Will but making proper arrangements for Power of Attorney and Enduring Guardianship.
- Lee-Ann Wein from Tender Funerals spoke about some of the unique services that the community-run not for profit organisation offers, from family and friends being able to participate in preparing the body, to their resident choir and artists who make beautiful shrouds from soft cotton naturally coloured by flower petals.

Navigating the First 2000 Days Conference via Zoom

In June 2020 we hosted our first major Webinar, Navigating the First 2000 Days. Over 80 people tuned in live to listen, learn and ask questions with many more accessing the recording after the event. Feedback from the audience was overwhelmingly positive.

We were delighted to have two very knowledgeable keynote speakers: Associate Professor Cathrine Neilsen-Hewett, the Academic Director of The Early Years and Director of Pedagogical Leadership for Early Start at University of Wollongong and Franca Facci from the Ambulatory and Primary Health Care Division within the Illawarra Shoalhaven Local Health District.

The webinar also featured four 2-minute Power Pitches from local service providers.



Annual General Meeting

The Community Industry Group AGM was held on 7 November 2019 at Shellharbour Civic Centre. The event was well attended by members and stakeholders with over 70 people in attendance.

We welcomed new Board member, Cate McMath from Muddy Puddles, a disability service for children based in the Eurobodalla and said a fond farewell and thank you to outgoing Board member, Alice Lans.

At the conclusion of the official business, we heard from guest speaker Mark Isaacs, author of *The Undesirables: Inside Nauru and Nauru Burning*. Mark spoke about his experiences working with peace activists in war-torn Afghanistan and introduced his latest release, *The Kabul Peace House*. Mark highlighted the importance of grassroots community development work in building peace, unity and resilience.



IWAG Roundtable

The need to attract and retain a skilled workforce is one of the most pressing challenges for aged and disability providers in the Illawarra and Shoalhaven.

There are a number of different workforce programs currently operating in our region including Boosting the Local Care Workforce, Regional Employment Trials, Employment Facilitator Program, and the Regional Industry Education Partnerships program. With so many programs operating in this space, IWAG (Illawarra Workforce Action Group) identified an opportunity to bring these programs together with leaders from aged and disability services to consolidate our efforts.

Christine McQueen, Boosting Local Care Workforce Regional Manager, met with the Illawarra Disability Alliance (IDA) in July 2019 and offered to facilitate a Roundtable discussion to address this issue.

Community Industry Group staff coordinated and promoted the event. CEOs and HR Leaders of Aged and Disability Service providers in the Illawarra and South East NSW, representatives or project officers of the various workforce initiatives and IWAG members were invited to participate in the facilitated roundtable discussion.

The half day event, which took place on 5 September 2019, began with breakfast and networking time for the participants. Discussion groups were randomly created and participants worked through the various challenges facing aged and disability service providers, resulting in lively discussions about innovative ways to collaborate and communicate their messages effectively.

The groups worked on ideas for:

- A shared vision for workforce recruitment, retention and development.
- Targeted Actions to make the most of the current opportunities.
- Ways to identify champions to lead the action plan.

A full report of the day was produced and circulated for further action to be followed up by the established working group. This work continues to be ongoing, guided by IWAG and supported by Community Industry Group.



Illawarra Disability Alliance

Community Industry Group once again provided Secretariat duties for the Illawarra Disability Alliance (IDA) for the 2019/20 financial year.

IDA members are not for profit disability service providers working together collegially and collaboratively to deliver better outcomes for people with disability in our local community. Meetings are attended by CEOs or senior regional executives to ensure timely decision making on emerging issues.

This year, Community Industry Group researched and wrote submissions for the Industry Consultation on the Pricing of Supported Employment and The Annual Price Review 2020-21.

In addition, we prepared letters to Ministers, government representatives and the CEO of the National Disability Insurance Agency on a range of important topics including NDIS 'Underspends', treatment of transport in NDIS plans, impact and implications of the COVID-19 pandemic, claim period for cancelled services, the importance of supported employment and the urgent need to upgrade Unanderra Train Station.

In addition, we coordinated several meetings with local MP's on key matters and produced

a new collaborative website to promote the Illawarra Disability Alliance (IDA) as a recognised advocacy group to government departments and stakeholders.

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

A Visit From the Minister

The Hon Gareth Ward MP, Minister for Families, Communities and Disability Services met with members of the Illawarra Disability Alliance at the Community Industry Group offices on Friday 30 August 2019. The Minister spoke at length about his vision for disability services in NSW and about his role on the Disability Reform Council, a Council of Australian Governments (COAG) forum for member Governments to progress key national reform in disability policy including the National Disability Insurance Scheme (NDIS) and to oversee reforms that are implemented through the National Disability Agreement and the National Disability Strategy to support people with disability, their families and carers.

Members of the IDA had the opportunity to raise issues which are impacting on their clients and communities, and on their organisations. The Minister showed a willingness to continue to advocate strongly for people with disability in NSW.

Pleasingly, he announced his intention to ensure that accessibility at Unanderra Train Station would be achieved during this term of government.



Mental Health Brokerage Program

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

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

The program assisted 38 people who were homeless or at risk of homelessness over the 2019/2020 financial year.

Challenge of COVID-19

Community Industry Group is proud to have continued to support our members throughout the lockdown of New South Wales due to COVID-19. As essential services, we know most of our members have had to keep the doors open. Although some of our staff members worked from home for a while, we likewise remained committed to keeping our office doors open.

The staff and CEO adopted new and innovative ways to support our members through this challenging time.

- Branded hand sanitizer bottles and wipes were made available to members and staff, via our reception area or delivered during site visits.
- We telephoned or emailed member organisations for a check-in to ensure they were coping with the restrictions and increased pressure.

- Several face to face training sessions and a conference were postponed but alternate online versions were offered including the Navigating First 2000 Days and the Aged Care Regional Forum via Zoom.
- We continued to advocate for the most vulnerable people in our community by pushing for a continuation of the JobKeeper and JobSeeker subsidies to support people through this difficult period.
- Our CEO spoke regularly to the media to ensure the public were kept informed about community service related issues and challenges.
- We provided up to date information, including articles on stimulus packages, COVID-19 safety plans and funding opportunities via our e-newsletter.
- We produced several free micro courses, available on our website, including Prevention of Older Person Abuse and Acknowledgement of Country.
- We created a new COVID-19 section of our website which includes up to date information, links for statistics, references for Aged Care providers and safety protocols. We added activity inspiration pages to keep adults and children busy during lockdown, including a recipe inspiration page featuring favourite recipes from our staff members.
- All staff have remained available to provide industry-specific advice or even just a debrief when required.

Community Industry Group are registered as a COVID-19 Safe business. Safety protocols are followed in our office, when attending meetings or hosting training sessions.

Collaborations and Partnerships

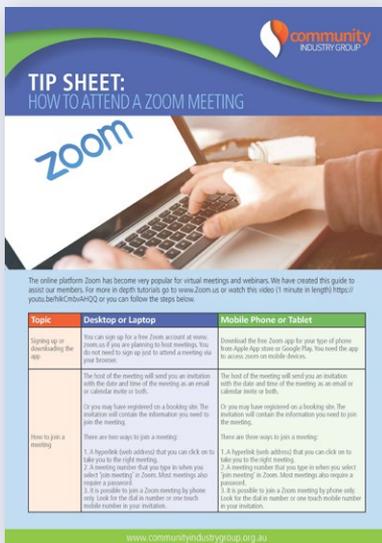
Access Care Network Australia ACOSS **ACSA** ACSO **Age Communications** Aged Care Assessment Team **Albion Park Rail Neighbourhood Centre** Anglicare **Anglicare Moruya** Argyle Housing **Australian Government Department of Health** Australian Services Union **Australian Unity** Banksia Villages **Barnardos South Coast** Bega Shire Council **Bega Valley Meals on Wheels** Bellambi Neighbourhood Centre **Berkeley Community Centre** Beyond Empathy **Blueknot Foundation** BlueScope Consultative Committee **CALD Disability Network** CareSouth **Careways** Communities for Children Consultative Committee **Community Advisory Committee** Community Care Collective **Coomaditchie United Aboriginal Corporation** Coordinare **Cullunghutti** Dementia Australia **Domestic Family Violence Trauma Centre** Ethnic Communities Council **Ethnic Community Services Cooperative** Eurobodalla Meals on Wheels **Eurobodalla Shire Council** EWON **FACS Housing Online Services** FACS Housing Services **Fair Trading NSW** Family Services Australia **FAMS** Financial Rights Legal Centre **FONGA** Grand Pacific Health **Greenacres** HammondCare **Healthy Cities Illawarra** Housing Trust **Human Services Managers Group** iAccelerate **Illaroo Cooperative Aboriginal Corporation** Illawarra Aboriginal Community Based Working Group **Illawarra Aboriginal Corporation** Illawarra and South Coast Tenants Service **Illawarra Disability Alliance** Illawarra Elder Abuse Prevention Forum **Illawarra Interagency** Illawarra Koori Men's Group **Illawarra Regional Development Consortium** Illawarra Shoalhaven Local Health District **Illawarra Shoalhaven Social Investment Trust** Illawarra Shoalhaven Strategic Planning Forum **Illawarra Workforce Action Group** Integrated Living **Just Better Care** Katungul **Kiama Dementia Friendly Alliance** Kiama Municipal Council **Koorimunication** Land and Housing Corporation **Legal Aid** Local Community Services Association **Macarthur Disability Services** Meals on Wheels **Mental Health Justice Partnership** Mercy Foundation **Mission Australia** Multicultural Access Program Network **Multicultural Communities Council Illawarra** NCOSS **NDS** NSW Dept of Communities and Justice **NSW Dept of Health** NSW Dept of Premier and Cabinet **Office of Children's Guardian** Opal Denhams Beach **People With Disability** PICAC NSW **Property Council of Australia-Illawarra Branch** Queanbeyan-Palareng Council **Red Cross** Regional Development Australia Illawarra **Regional Industry Education Partners** Scope Home Access **Sector Support and Development Network** Seniors Rights Service **Shellharbour City Council** Shelter NSW **Shoalhaven Aboriginal Community Alliance Interagency** Shoalhaven Aboriginal Community Interagency Alliance Group **Shoalhaven Aboriginal Network of Disability Services (SANDS)** Shoalhaven City Council **Shoalhaven NAIDOC Committee** Shoalhaven Neighbourhood Services **Snowy Monaro Regional Council** Southern Cross Housing **Southern Fires Regional Recovery Health and Wellbeing Subcommittee** Southern Highlands Community Transport **Southern Youth and Family Services** Sydney Water Community Advisory Committee **TAFE NSW** TEI Sector Assistance Forum **Tenants Union** The Flagstaff Group **Training Services NSW** Uniting **University of Wollongong** Warilla Neighbourhood Centre **Warrigal** Wayahead **Wollongong City Council** Wollongong City Council Seniors Week Committee **Wollongong Home & Community Support Network**

Tools and Resources

Resources:

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

- Aboriginal Recruitment and Retention Toolkit.
- Online Meetings Tip Sheet.
- How to attend a Zoom Meeting Tip Sheet.
- South East NSW Bushfire Crisis – Impact, Response & Recovery Report.
- Bushfire Recommendation – Housing and Homelessness Flyer.
- Eight Children’s Activity Sheets (for use on the COVID-19 website page).



Webinars & Videos

Community Industry Group was proud to launch several videos and webinars on topics of interest for the community services sector. These are available on our YouTube channel and are regularly promoted on our social media channels.

- Webinar – After a Traumatic Event.
- Homelessness in SE NSW Video.
- Aged Care in a Bushfire Video.
- Four Grassroots Solutions videos.



Homelessness in South East NSW June 2020

New Training Packages

Due to demand and to meet industry needs, Community Industry Group developed several new training packages including:

- Mentorship Program Training, Handbook and Diary.
- Online micro courses including Acknowledgement of Country, Prevention of Older Person Abuse and a Social Media Quiz.

We updated our Social Media for Not for Profit training package, the Board Governance training package and our Organisational Roles and Responsibilities resource.

VOICE

INFLUENCE
LEADERSHIP

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

Highlights

We are incredibly proud of our achievements this year and the reach we achieve to communicate changes and opportunities in the community service industry.

In 2019/20 we:

- Presented 57 training, information and capacity building sessions for 1939 people.
- Produced 24 newsletters and 1 special bulletin.
- Delivered 2 conferences via Zoom and 3 in person.
- Gave 54 interviews or media mentions on items of importance to the community services sector.
- Produced 5 videos, 2 fact sheets, 1 webinar and 2 online micro courses.
- Staff attended 72 personal development activities or training sessions.
- Participated in 69 Policy Submissions or advocacy campaign activities.

Memberships:

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

- ACOSS
- BlueScope Consultative Committee
- Communities for Children Consultative Committee
- Community Aged Care Forum
- Community Care Collective

- Coordinare Community Advisory Committee
- Culturally And Linguistically Diverse (CALD) Network Group
- Dementia Friendly Alliance
- Forum of non-government Organisations (FONGA)
- Illawarra Business Chamber
- Illawarra Disability Alliance
- Illawarra Shoalhaven Social Investment Trust Advisory Board and Working Group
- Illawarra Workforce Action Group (IWAG)
- Jobs Australia
- Local Community Services Association (LCSA)
- Marketing & Communication – Community of Practice
- Meals on Wheels (MOW's) Group
- NCOSS Regional Forum
- Our Community
- Prevention of Older Person Abuse
- Regional Development Australia Illawarra (Board)
- Sector Support and Development Network
- Shoalhaven Aged Care Network
- Shoalhaven Older Abuse Prevention
- Social Procurement Working Group
- State Multicultural Access Program (MAP) Network
- Sydney Water Customer Council
- TAFE Regional Advisory Council
- Targeted Earlier Intervention Consultative Committee
- UOW Community Reference Group.

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

Community Industry Group is regularly called upon by the media to comment on local and national community issues. In 2019/20 we produced 13 media releases and registered 54 interviews or media mentions. We are proud to raise the profile of the community services industry and promote its importance to the region

Interviewer	Topic
ABC Illawarra	Forecasting Future Outcomes report
ABC TV	Tax Cuts
ABC Illawarra	Changes to Deeming Rates
ABC Illawarra	Increasing Newstart for older workers
Illawarra Mercury	Community Campus
Mirage News	Aboriginal Recruitment Toolkit
Illawarra Mercury	Aboriginal Recruitment Toolkit Launch
Illawarra Mercury	Culturally appropriate work places
ABC Illawarra	Cashless Welfare
Illawarra Mercury	Shelter NSW Consultation
Mirage News	Shelter NSW Consultation
South Coast Register	Elder Abuse Hypothetical
ABC Illawarra	Poverty in the region
WIN TV	Royal Commission into Aged Care Interim Report
WIN TV	Disability Leaders meet with Federal MPs to address NDIS 'underspend' and transport issues
ABC Illawarra	IDA calls for NDIS 'underspend' to be directed back to people with disability; and for transport to be included in NDIS plans.
WIN TV	Royal Commission - Age Care
WIN TV	IDA Meeting with Stephen Jones and Sharon Bird
WIN TV	RDA Illawarra Future Illawarra luncheon
ABC Illawarra	IDA - NDIS Underspend and Transport
ABC Illawarra	Robodebt
Sydney Morning Herald	Community service workers warn of staff exodus amid saving measures
ABC Illawarra	Grassroots Video Stories - Launch event
Illawarra Mercury	Grassroots Video Stories - Launch
ABC Illawarra	Need to increase Newstart
ABC Illawarra	Seniors Week - Yarning Circle
ABC Illawarra	Move to Mortlock House
Illawarra Mercury	Yarning Circle

Interviewer	Topic
ABC Illawarra	Implications of stimulus package for people on low incomes
ABC Illawarra	Impact of panic buying on people on low incomes
ABC Illawarra	Concerns about staffing issues in aged and disability orgs from impact of COVID-19
ABC Illawarra	Impacts of the Stimulus Package
ABC South East	NCOSS report on disadvantage in fire impacted communities, as well as our demands for further funding for the sector in SE NSW, and the missed opportunities from the stimulus package
ABC Illawarra	Stimulus Package x 2
Illawarra Mercury	Stage 2 Stimulus Package
WIN TV	Stage 2 Stimulus Package
Mirage News	Stage 2 Stimulus Package
ABC Illawarra	Announcement re tenancy assurance for renters
Mirage News	Tenancy moratorium x 2
Illawarra Mercury	Tenancy moratorium
ABC Illawarra	NSW Announcement of \$440m package for land tax reduction for landlords to be passed on to tenants
WIN TV	Unemployment Rate and impacts of COVID-19 on community organisations
Mirage News	Bushfire Resources
ABC Illawarra	Bushfire Report
RDA Illawarra Newsletter	Lead article on impacts of COVID-19 on individuals, families and communities and the importance of community services continuing to deliver essential services
ABC Illawarra	Concerns over claw back of JobKeeper from Childcare sector
ABC Illawarra	Parallels between COVID-19 lockdown and social isolation for people living on income support
WIN TV	Water pricing
Mirage News	Micro course - Older Person Abuse Prevention
ABC News Online	Job Keeper
ABC	Homelessness in SE NSW Video
Mirage News	Homelessness in SE NSW Video

VOICE INFLUENCE LEADERSHIP

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

Representing

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

Submissions

- NSW Legislative Council Inquiry into the implementation of the National Disability Insurance Scheme and the provision of disability services in NSW.
- Australian Government Senate Inquiry into the Adequacy of NewStart payments.
- Streamlined Consumer Assessment for Aged Care.
- Joint Standing Committee on the NDIS - General issues around the implementation and performance of the NDIS.
- KPMG Review of Sector Support and Development Program.
- Australian Government Dept of Health Consultation Paper for Improving Home Care Payment Arrangements.
- Supported employment pricing - Issues impacting disability service providers in the region.
- NDIS Annual Price Review.
- Royal Commission into the National Natural Disaster Arrangements.
- NSW Bushfire Inquiry.
- Senate Inquiry into Lessons to be learned in relation to the Australian bushfire season 2019-20.

Advocacy

- Advocacy for adequacy of indexation in NSW Budget for NSW funded services.
- Facilitated community input into the Shelter NSW Position Paper on Housing in NSW.
- Advocacy with Eurobodalla Shire Council for an Affordable Housing Strategy.
- Contributed to examination of effectiveness of communication in bushfire affected areas.
- Raising concerns about redirection of TEI funding.
- Advocacy with Department of Communities and Justice for five year funding contracts.
- Development of report into impact of bushfires in SE NSW and associated advocacy campaign including report, summary brochures, Facebook campaign and a video about homelessness in the region.
- Advocacy on Streamlined Consumer Assessment for Aged Care.
- Advocacy on ACFA Improving Home Care Payment Arrangements.



A strong and informed industry

Community Industry Group provides capacity building and the provision of professional staff development opportunities for individuals and organisations. We offer support for Boards, strategic planning facilitation and assistance in the development of policies and procedures. Our staff also provide facilitation or support for many collectives, meetings and alliances.

- Delivered 57 training, information and capacity building sessions for 1939 people.
- Researched and prepared the South Eastern NSW Bushfire Crisis – Impact, Response & Recovery Report and campaigned for implementation of the resulting recommendations.
- Launched a series of videos to showcase the value of early intervention programs and highlights the important work of small, place-based community organisations.
- Supported local events including NAIDOC week events.
- Delivered training for the Aboriginal Employment Recruitment and Retention Toolkit.
- Facilitated strategic planning sessions for not for profit organisations.
- Delivered five free conferences.
- Developed resources for the community services sector including fact sheets, a trauma webinar and two micro training courses.
- Produced 24 newsletters and one special bulletin to keep our members informed about current issues and industry news.
- Provided secretariat support for the Illawarra Disability Alliance, Community Care Collective, Illawarra Workforce Action Group, Prevention of Older Person Abuse Collective, and the Community of Practice – Marketing and Communications.

Representations at:

- Aboriginal Recruitment & Retention Advisory Meeting
- ACS Illawarra and Shoalhaven Regional meeting
- ACSA Regional Meetings
- ASU Community Sector Leaders Network
- Bega Aged Services Interagency (BASI)
- Bega Valley Housing and Homelessness Forum
- BlueScope Consultative Committee
- Boosting Local Care Workforce Roundtable Group
- Braidwood Interagency
- Braidwood Interagency Network (BANG)
- CALD Aged Care Network meeting
- CALD Community Care Network meeting
- CALD Disability Network meeting
- Child Protection Legislative Amendments Implementation Workshop
- Community Care Collective
- Community Care Issues Forum
- Community of Practice – Marketing & Communication
- Community Transport Forum, Queanbeyan
- Coordinaire Community Advisory Committee
- COVID Impacts Working Group
- Cullunghutti Community Garden for Health meeting
- DCJ Service Provider Funded Contract Management Working Group
- Dementia Interagency
- Eurobodalla Aged Services Interagency (EASI)
- Eurobodalla Dementia Network (EDN)
- Eurobodalla Disability Interagency Network (EDIN)
- Eurobodalla Housing and Homelessness Forum
- EWON Consultative Committee
- Families NSW - Shoalhaven
- FAMS CEO Conversations
- FONGA (Forum of Non Government Agencies)
- Grants Scheme Panel
- Homelessness Taskforce Shoalhaven
- Housing and Homelessness Collaboration
- Human Services Managers Network – Southern NSW
- Illawarra Aboriginal Working Group
- Illawarra Disability Alliance
- Illawarra Domestic and Family Violence Trauma Recovery Centre
- Illawarra Interagency
- Illawarra Psych-Social Disability NDIS Reference Group
- Illawarra Refugee Issues Forum
- Illawarra Seniors Committee Meeting
- Illawarra Shoalhaven Aged Care Regional Forum
- Illawarra Shoalhaven Local Health District Strategic Plan Consultation
- Illawarra Shoalhaven Strategic Planning Forum
- Illawarra Social Housing Forum
- Illawarra Social Investment Trust Advisory Committee
- Illawarra Workforce Action Group (IWAG)
- Illawarra/Shoalhaven Regional Forum
- IWAG (Illawarra Workforce Action Group)
- Kiama Dementia Friendly Alliance
- LCSA Conference
- Leadership Illawarra Program – Mentor Me
- LGBTIQ+ Inclusion Network
- Make Healthy Normal Grants
- Meals on Wheels Food Forum
- Mental Health Brokerage
- Mental Health Justice Partnership
- Mentor Walks
- Monaro Regional Interagency
- Monaro Regional Interagency, Cooma (MRI)
- Multicultural Access Project Network
- Multicultural Youth Network
- NAIDOC Shoalhaven Committee
- NCOSS Bushfire Recovery Committee
- NCOSS Post budget breakfast - Putting regional needs on the map event
- NCOSS Regional Forum
- Prevention of Older Person Abuse (POPA) meeting
- Queanbeyan & Palerang Housing and Homelessness Forum
- Queanbeyan Community Transport Forum
- Queanbeyan Interagency Network (QuANG)
- Queanbeyan Palerang Interagency
- Regional Assessment Team Meeting
- Regional Development Australia Illawarra Board
- Sector Support & Development Network (SSDN)
- Sector Support Development Network
- Shellharbour Youth Network
- Shoalhaven Aboriginal Community Alliance Interagency (SACAI)
- Shoalhaven Aboriginal Community Alliance Interagency Meeting
- Shoalhaven Aboriginal Network of Disability Services (SANDS)
- Shoalhaven Aged Care Meeting
- Shoalhaven Anti-poverty committee
- Shoalhaven City Council Homelessness Taskforce
- Shoalhaven Dementia Service Network
- Shoalhaven Disability Forum
- Shoalhaven Homelessness Interagency
- 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
- Sydney Water Community Advisory Council
- TEI Sector Assistance Forum
- Their Futures Matter Briefing
- Ulladulla Interagency Meeting
- UOW Community Reference Committee
- Wollongong Home and Community Support Network meeting
- Wollongong Seniors Festival Committee
- Wollongong Youth Network
- Workforce Innovation Project Steering Committee
- Youth Shoalhaven Interagency

VOICE INFLUENCE LEADERSHIP

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

A solid, significant and committed membership

- 38 compliments were logged in the Testimonials and Compliments register during the 2019/20 financial year.
- Our members enjoy significant discounts (up to 50%) on training and professional development opportunities.
- An exclusive member only mentorship program was launched, designed specifically for people working in the community services sector.
- We provided one on one DEX (Data Exchange) training for community organisations who are implementing the new system as part of the Targeted Earlier Intervention program from Department of Communities and Justice.
- We ran hypothetical discussion groups to promote awareness of Older Person Abuse and ways to prevent it.
- Offered our members support and advice during the COVID-19 lockdown in NSW.
- High uptake from members for all of our events, conferences, consultations and training sessions.
- Our advocacy campaigns are promoted and shared regularly by our members.
- Continually increasing subscriptions to our fortnightly e-newsletter.

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

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

Strategic Plan 2017-2020

VISION

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

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

Strategies

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

A solid,
significant &
committed
membership

Strategies

- Explore expansion into Southern NSW with accompanying change of name.
- Build relationships with community services in Southern NSW.
- Develop and maintain networks and partnerships across industries & throughout community services industry sectors.
- Implement marketing & communications strategy to communicate our work and our value.

A strong &
informed
industry

Strategies

- Communicate policy issues across the industry and develop regional responses and recommendations.
- Provide opportunities for industry networking and collaborative practice.
- Increase training provision, including in-house & e-training services.
- Source & develop professional development resources.

A strong,
sustainable
organisation

Strategies

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

Financial Report Summary 2020

Statement of Financial Position as at June 30 2020

CURRENT ASSETS	2020	2019
Bank Cheque Accounts & Term Deposits	\$1,391,721.00	\$1,281,567.00
Receivables	\$3,340.00	\$24,856.00
Cash on Hand	\$86.00	\$138.00
TOTAL CURRENT ASSETS	\$1,395,147.00	\$1,306,561.00

NON CURRENT ASSETS	2020	2019
Deposit	\$87.00	\$1,737.00
Plant & Equipment	\$103,474.00	\$41,147.00
TOTAL NON CURRENT ASSETS	\$103,561.00	\$42,884.00
TOTAL ASSETS:	\$1,498,708.00	\$1,349,445.00

CURRENT LIABILITIES	2020	2019
Creditors	\$29,339.00	\$26,807.00
Unexpended Grants & Grants in Advance	\$344,156.00	\$262,468.00
GST Net	\$8,962.00	\$1,655.00
Payroll Provisions, Income in Advance	\$89,807.00	\$63,077.00
TOTAL LIABILITIES	\$472,264.00	\$354,007.00
NET ASSETS:	\$1,026,444.00	\$995,438.00

Statement of Income & Expenditure for Year ended 30 June 2020

INCOME	2020	2019
Grants Received	\$837,319.00	\$869,309.00
Grants Unexpended Carried Forward	\$262,468.00	\$219,047.00
Membership Fees, Training income	\$48,996.00	\$43,952.00
Interest & Miscellaneous	\$49,194.00	\$39,226.00
TOTAL INCOME	\$1,197,977.00	\$1,171,534.00

EXPENDITURE	2020	2019
Employee Costs	\$556,500.00	\$526,327.00
Program Costs	\$171,107.00	\$178,328.00
Administration & Sundries	\$95,208.00	\$121,604.00
TOTAL EXPENDITURE	\$822,815.00	\$826,259.00

Excess of Income over Expenditure	\$375,162.00	\$345,275.00
Amounts transferred to Unexpended Grants	\$344,156.00	\$262,468.00
Net Surplus/(Deficiency) of Income For Year:	\$31,006.00	\$82,807.00

Membership

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

Membership Benefits

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

Community Industry Group
ABN 95 589 148 519
PO Box 6
Lake Heights NSW 2502
Phone: (02) 4256 4333

Membership Form 2020/2021

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Membership is available online.

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

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

Membership Category	
Please tick one (Includes GST)	
<input type="checkbox"/> Individual/ Sole Worker Organisations	\$75
<input type="checkbox"/> Student/ Concession	\$30
<input type="checkbox"/> < 5 Staff	\$110
<input type="checkbox"/> < 10 Staff	\$220
<input type="checkbox"/> < 20 Staff	\$350
<input type="checkbox"/> < 50 Staff	\$500
<input type="checkbox"/> < 100 Staff	\$650
<input type="checkbox"/> 100+ Staff	\$1,400
<input type="checkbox"/> Associate Membership	\$400

Registration:
Contact name:
Address:
Postcode:
Email:
Landline Phone: Mobile Phone:
Signed:
Date:

Upon applying for membership to Community Industry Group, I/We agree to abide by the philosophy and support the aims of the Community Industry Group.

www.communityindustrygroup.org.au

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



Community Industry Group

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