



Annual Report

2016



Voice **Influence** **Leadership**
empowering representing
Knowledge professional connecting
sustaining experience inspiring creative
innovative building
community

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Acknowledgements

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

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

Thank you to all of the individuals and organisations who have helped make this such a dynamic and successful year for the Illawarra Forum.



Nicky Sloan and Eleonore Johansson pictured at the Annual General meeting.

A Message from the Chair



The Illawarra Forum has a proud tradition of resourcing and supporting community service organisations in the Illawarra and Shoalhaven, and being a Voice, Influence and Leader for both the industry and local communities.

The past twelve months has seen the Forum continue this tradition whilst strongly pursuing its strategic aims and objectives.

The community services industry continues to undergo significant reforms across all sectors, and a key focus for the organisation throughout the year has been to maintain a watching brief over these changes, to provide policy analysis and understanding across a range of policy areas, and to liaise with our members to ensure the input we provide into policy development reflects the sentiment of the industry.

The Greek philosopher, Heraclitus said that "Change is the only constant" and this is certainly true for our industry. And while the Forum has been supporting organisations to translate policy into action, we have certainly not neglected our role to analyse and to speak out about impacts for vulnerable communities. The organisation is rooted in social justice, and we remain committed to promoting a just society by challenging inequality and valuing diversity both in community service organisations and in individuals. Board and staff are united in their belief in the right to equitable treatment, in their support for human rights, and in a fair allocation of community resources.

The Illawarra Forum too, is being impacted by reform, and the Board has committed time and resources to securing the future of the organisation by reviewing the internal structure and looking for opportunities to strengthen our financial position. It is important that the organisation remain strong and viable so that it is able to continue its support for the sector in increasingly turbulent times.

This year has also been marked by some significant change in the composition of the Board of the Illawarra Forum. At the last AGM we welcomed two new Board members, bringing new skills and experience to the governance of the Forum, and during the year we also farewelled two Board

members, who left to enjoy new life experiences. I would like to thank them for their hard work. Despite these changes, the Board's stability and flexibility continues to support the success of the organisation.

I am proud to work with a skilled and dedicated Board who are committed to the Illawarra Forum and who work consistently to promote social justice in the region. I once again extend my sincere appreciation to my colleagues on the Board for their ongoing dedication to this organisation, to this industry and to the broader community.

On behalf of the Board, I'd like to acknowledge our committed and professional staff team; as well as the CEO Nicky Sloan, for her stewardship, her knowledge and her responsiveness to not only our members, but also to the issues and challenges our industry continues to face. We remain resolute in our efforts to keep the industry resilient and vibrant in its pursuit of social justice and strengthening our communities.

Eleonore Johansson
Chair

I am proud to work with a skilled and dedicated Board who are committed to the Illawarra Forum and who work consistently to promote social justice in the region.

CEO Report

Reflecting back on the past twelve months, the key theme which emerges is once again one of momentous change. The Illawarra Forum has not been unscathed by the changes and reforms which have been impacting the whole of the community services industry, and I am incredibly grateful for the strength, flexibility and resilience which has been demonstrated by our Board and my wonderful colleagues as we adapt and change to suit the new environment.



Despite the changes to our organisational structure, and the loss of some key personnel, the Illawarra Forum has steadfastly continued to work towards our three strategic directions: Voice, Influence, and Leadership. Indeed, these three directions drawn from our corporate vision underpin all of our activities, and guide us in our work, our decision-making, and our planning.

Our role as Voice for our members and our communities continues to be increasingly important at a time when change is widespread, and when many organisations and individuals feel targeted and disempowered. Over the past year, the team at the Illawarra Forum have researched, consulted and written submissions, issues papers, media releases and policy responses across a vast range of policy areas. We have also appeared at NSW and Australian government parliamentary inquiries to give a voice to the issues which impact on our region and our industry.

We continue to fulfil our role of Influence as we represent our local Industry on numerous advisory panels, boards, and consultative bodies as well as in our meetings with government and business representatives, local politicians, and NSW and Federal Ministers. This year, for the first time, we also held Industry Breakfasts which focussed on raising awareness on important issues amongst our members, and on influencing key representatives from other sectors.

We see our role as a Leader for our industry locally as one of servant leadership, and as such we seek opportunity to be guided by our members, and responsive to their needs. As part of our leadership role, we have continued to resource and support our members, to provide relevant and up to date information, and to support social justice in our region. We maintain a strong commitment to building expertise in community services by providing development and capacity building activities to help our members prepare for the future, as well as professional development opportunities for boards, managers, and staff of community organisations.

Some of our major activities over the past twelve months include:

Industry Breakfasts: Our first forays into breakfast meetings were very well attended, and highly successful. In September, the first breakfast offered the opportunity to explore the new education and training landscape after the introduction of Smart and Skilled, in a targeted and compact format. In

June, we hosted an Affordable Housing Breakfast in partnership with the Property Council. This event brought together a great cross section of the Illawarra community, government, and business sectors to jointly discuss the affordable housing crisis within our region.

Careers Expo: This year's Careers Expo was once again coordinated by the Illawarra Forum on behalf of the Aged Care Illawarra Workforce Action Group (ACIWAG). The expo was a wonderful opportunity to help build a stronger and more vibrant workforce, raise the profile of the community services industry, attract new people to the sector, and provide them with information on careers and training programs.

The A Good Day's Work Careers Kit: a suite of innovative resources targeted at career's advisors, school leavers, career changers, and organisations to attract new workers into the industry and build the workforce of the future.

Our members are the backbone of our organisation, and I thank you all for your continued support as we strive to fulfil our role as the region's peak body.

My grateful thanks to our Board for their vision and leadership. We are indeed fortunate to have attracted such a talented and knowledgeable group of representatives to provide strong governance and guidance. Particular thanks to our Chair, Eleonore Johansson for all she does for me and for the organisation; and for generously sharing her time, her wisdom, and her boundless energy.

Finally, my most sincere admiration and thanks to the team at the Illawarra Forum. To reflect on the year is to marvel at the incredible output from such a small team, and to realise what can be achieved when passionate and dedicated individuals work together. The Community Services Industry in the Illawarra and Shoalhaven is indeed fortunate to have such a committed, experienced and well-informed team working on its behalf. I am so privileged to benefit from their passion and knowledge, and so grateful for their collegial support.

It has once again been a busy and challenging year for all of us at the Illawarra Forum as we work to pursue our mission to support community organisations, promote expertise and innovation, foster industry development, and promote social justice across the Illawarra and Shoalhaven.

Nicky Sloan
CEO

The Community Services Industry in the Illawarra and Shoalhaven is indeed fortunate to have such a committed, experienced and well-informed team working on its behalf. I am so privileged to benefit from their passion and knowledge, and so grateful for their collegial support.

Our members are the backbone of our organisation, and I thank you all for your continued support as we strive to fulfil our role as the region's peak body.

About the Illawarra Forum

The Illawarra Forum is the **peak body** working for **community services** and **organisations** in the **Illawarra** and the **Shoalhaven**. It **supports** community organisations, **promotes expertise** and **innovation**, **fosters** industry development and **pursues social justice** in the region. Its membership consists of organisations and individuals that provide community services.

As a broad based regional peak organisation, the Illawarra Forum takes up issues across program areas that impact on the region's communities.



The Forum's roles include:

- Building expertise in community services
- Resourcing and supporting community service organisations
- Pursuing policy that supports social justice
- Representing the community services industry
- Promoting the wellbeing of communities

Our Vision

To be the Voice, the Influence and the Leader supporting the community services industry and our communities.

Our Mission

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

WE ARE THE

illawarra *forum*

Illawarra Forum Organisational Structure

members

board

Eleonore Johansson - Chair
Southern Youth & Family Services

Marlene Calleja - Vice Chair
Warilla Neighbourhood Centre

Danna Nelse - Treasurer
The Rail Neighbourhood Association

Martin Millgate - Secretary
Individual Member

Daphne Olsen
CareWays Community

Deborah Byrne
Baptist Community Services

Grant Vukasinovic
Greenacres
Disability Services

Ian McClintock
Warrigal

Larissa Daniel
Australian Community
Support Organisation



Illawarra Forum Projects

Community Sector Development

Community Sector Development activities are funded by NSW Family and Community Services - Community Services through the Community Builders Renewable funding program.

Through this work we develop and implement strategies to fulfil the Illawarra Forum's role as a regional peak organisation, resourcing and supporting community organisations to build capacity and capability in a number of ways including

- **Skills and Training Programs**, in which we offer training and individualised support for board members, managers, and staff working in the community services industry.
- **Community Sector Capacity Building**, the activities we provide, in which we build organisational and individual capacity in pertinent areas. This includes facilitation of organisational planning and information about changes to policy and legislation.
- **Sector Planning and Consultation**, where we facilitate local agencies to work together to identify gaps and strengths, identify opportunities for collaborative practice, and facilitate cross-sectoral planning. This includes our member breakfast events, as well as policy consultations and communities of practice.
- **Resource Development** which involves the development of resources highlighting current best practice, regional statistical information and other useful resources. The Forum has developed a range of issues papers, fact sheets and other useful resources, as well as providing a large range of useful external resources on the Illawarra Forum website.

Representation

The role of Illawarra Forum as a representative for the community services industry is a core part of our activities as the regional peak body. Social policy analysis and representation remain a core part of the activities of the Illawarra Forum. Our commitment to social justice underpins all of this work, and we work hard to keep our members up to date with relevant information and best practice, and facilitate processes for organisations to feedback to government on social policy and government programs.

Illawarra South East Tenant Participation Resource Service (TPRS)

The Illawarra South East Tenant Participation Resource Service (TPRS) is funded through NSW Department of Family & Community Services Housing NSW to work with social housing tenants and applicants across the region by providing information, advice, skills programs, coordinated services delivery, community engagement activities and departmental liaison.

TPRS has had another successful year delivering programs to tenants across the Illawarra and South East. TPRS works with a number of established tenant groups, as well as community housing providers, and local service providers in order to make its activities and programs accessible. Some of the activities conducted over the past 12 months include; First Aid courses, Food Cents workshops, NBN information sessions and tenant forums. We have also been actively involved in the Collective 2518 project in Bellambi which has included extensive community consultation and safety audits.

Sector Support and Development- Service System Development (Aged and Disability)

The Illawarra Forum is proud to support the Aged Care and Disability services in the Illawarra, Shoalhaven and Southern Highlands region through the services we provided as part of the HACC Development Project and now the Sector Support and Development program.

The Illawarra Forum hosts a number of development positions that aim to support the aged and disability sector through capacity building activities, network support, training, and information provision.

The Sector Support Development Officer aims to improve the capacity of Illawarra CHSP and CCSP organisations to better meet the needs of their target population. The Development Officer supports and assists in resourcing HSP /CCSP services, facilitates information flow, represents service providers and consumer groups, empowers service users and liaises with Department of Health, and NSW Family and Community Services on a range of issues including planning.

The Aboriginal Development Officer works with CHSP and CCSP organisations to improve access to services for people from an Aboriginal or Torres Strait Island background.

The Multicultural Access Project Officer works with Illawarra and Shoalhaven organisations to improve access to their services by people from culturally and linguistically diverse (CALD) communities.

The CHSP /CCSP Training Program is a service which provides subsidised training for funded community care organisations and staff in the Illawarra, and Shoalhaven and contributes to the Illawarra Forum Annual Training Calendar.

SPECIAL PROJECTS

Happen Project

The aim of this program was to encourage people who live in social housing communities within the Illawarra Shoalhaven Local Health District (ISLHD), who are at risk of or who have chronic disease to engage in physical activity, healthy eating, and smoking reduction.

The program ran a number of activities including theraband classes, walking groups, smoking cessation sessions and healthy eating workshops. All of the activities were designed to provide ongoing benefits after the end of the program.

Health Justice Report

Illawarra Forum was commissioned by Illawarra Shoalhaven Partners in Recovery (ISPIR) to identify ways in which the health and justice sectors could work together more effectively in the region. The report outlined a proposed model including information sharing, co-location, referral pathways and building trusted connections. The implementation plan, which linked back to the Health Justice Partnership Toolkit, focussed on the better utilisation of existing resources within the service system around the proposed model.

Secret Berkeley Photography Project

The Secret Berkeley Photo Project provided free photography workshops with a professional photographer for people living in Berkeley to take pictures of where they live in order to build capacity of community members and enhance community cohesion.

The photography exhibition was officially launched in October at Warrawong Library where the photographers, their families, friends, and members of the community joined them to view the pictures and to celebrate the 'secret Berkeley' in which they lived.

Mosque tour

In February 2016 the Sector Support and Development Multicultural Access Project organised a tour of Wollongong's mosques.

At Gwynneville Mosque the attendees had the opportunity to meet the Imam, Sheikh Abdul Fattah, and were given an overview of the workings of the Mosque. Dr. Munir spoke about some of the principals of the Islamic Faith and a lively question and answer session ensued.

Participants availed of the opportunity to interact with Muslim community members over refreshments provided by the Mosque.

The bus then took everyone to Bilal Mosque in Cringilla, where Gary Ismail gave a comprehensive seminar on the Islamic Faith which also included an opportunity to observe prayer time. This was followed by lunch, also provided by the Mosque.

The 15 participants were very positive about the visit and were appreciative of the hospitality shown to them by both Mosques.

"...wonderful insight into Islam"



"...It was interesting to learn why there are certain rituals when praying"

Community of Practice - Digital Engagement

In December 2015 the Illawarra Forum partnered with NSW Department of Family and Community Services Illawarra Shoalhaven District to hold the inaugural meeting of the *Community of Practice - Digital Engagement*.

A Community of Practice is a group of people meeting together to develop members' skills and to build and exchange knowledge. Communities of practice are unique in that they are driven by the needs and wants of the members. They rely on active membership, and encourage members to set topics and participate in planning to make the experience relevant, dynamic and useful.

The Digital Engagement Community of Practice is for anyone who wants to increase the capacity of their organisation to engage online (with clients, funders or the general public). This includes social media, web presence, videos, webinars etc. The opportunity to become involved in this Community of Practice is open to individuals and organisations from non-government, government, business and community.

Social media training is often requested by Illawarra Forum members and it is now essential for organisations to be able to engage with both clients and stakeholders online. Facilitating the Community of Practice is a way to build on training, and to provide organisations with the chance to grow and develop their online presence.

A small but enthusiastic group set the initial Terms of Reference for the group and chose the first topic *"What can Social Media do for Me?"* Other topics have included *'Crowd Funding'* and *'How to use Digital Marketing to Engage your Clients'*.

The Digital Engagement Community of Practice now has a membership of 52, with participants selecting the topics and attending the sessions that are relevant to their organisation.



Careers Expo 2016

Following the success of the inaugural event, a Careers Expo was held in April 2016 as an initiative of the Aged Care Illawarra Workforce Action Group (ACIWAG).

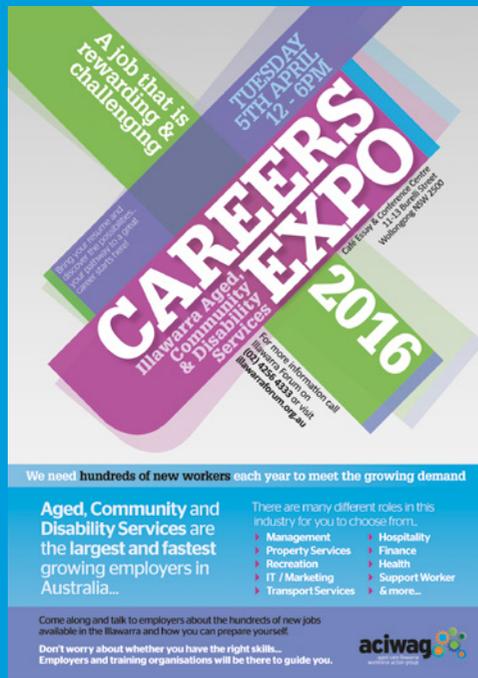
Membership of ACIWAG includes the Illawarra Forum, representatives of Aged & Community Services NSW & ACT (ACS), TAFE Illawarra, State Training Services, NSW Department of Premier and Cabinet, and Regional Development Australia Illawarra. The key objectives in hosting the Careers Expo were to:

- help build stronger and more vibrant Aged Care, Community Care and Disability Services by providing opportunities for employers to fill their current and future job openings,
- attract new people to the sector and provide them with information on careers and training programs to help them prepare for their future in Aged, Community and Disability Services, and
- assist attendees to find gainful employment and identify career opportunities in the Aged, Community and Disability Services sector.

The event featured 28 exhibitors from across the Illawarra, some with vacant positions to fill on the day, and others looking to their future staffing needs. The diversity and quality of the exhibition stands reflected the skills and expertise required for the workforce.

Feedback on the quality of attendees and outcomes in terms of applications was very good.

"I spoke to many stakeholders who thought the Expo made some excellent profiling issues re the sector and the amazing collaboration between employers intrigued many in the media. Illawarra Forum coordination was outstanding, this is what excellence in sector support looks like! Well done everyone!"



"I think there were some really good outcomes, particularly in terms of profile raising and media coverage, and the ability to spread the word that the Aged & Disability sectors have brilliant opportunities for rewarding and diverse careers"

And attendees also gave very positive feedback

"Great Information, very friendly"

"Great Expo, Good Initiative!"

"I've been able to talk to a number of organisations re aged care/disabilities to find out what options I can look into further"

ACIWAG and the Careers Expo is a fine example of collaboration and cooperation across sectors.



From left to right, Stephen Jones MP, Gareth Ward MP, Sharon Bird MP, Nicky Sloan CEO Illawarra Forum, Mark Sewell CEO Warrigal





In October 2014 the two year healthy living program was established as a partnership project between NSW Health Illawarra Shoalhaven Local Health District (ISLHD) and the Illawarra Forum.

With ISLHD Health Promotion resourcing the project, Illawarra Forum employed a part time Healthy Living Project Officer, who delivered the project with the support of Illawarra and South East Tenant Participation Resource Service and ISLHD Health Promotion. The project officer also worked closely with local NGOs such as neighbourhood centres who provide a range of services to local communities.

Objectives of the Project

- Connect and strengthen tenant communities through group activities
- Improve health literacy
- Increase levels of weekly moderate intensity physical activity and levels of healthy eating
- Reduce sedentary behaviour
- Increase smoking cessation attempts
- Increase awareness and engagement of residents with health service providers (mainstream services) and community based services

A range of engagement activities were shaped around the existing interests and resources of the tenant groups and focused on healthy living activities that also serve to build community connections and capacity. The activities reached tenants of all ages including families, adults and seniors. The majority of participants were adults not in the work force.

Participants identified the keys to successful engagement as: low cost, participant lead, based within existing tenants groups, social engagement, support to build confidence, fun, learn new things and help with maintaining positive healthy lifestyle changes.

Activities included:

- Six walking groups using pedometers, drink bottles, hats, and prizes as incentives. Two tenants trained as Heart Foundation Walking Group leaders
- Eight group exercise programs - Gentle exercise, Therabands and fit boxing of 6-8 weeks duration; facilitated by accredited fitness trainers as tasters to bridging mainstream community participation
- Four outdoor fitness equipment 'Come and Try' sessions
- Healthy eating sessions including label reading, supermarket tours, Stir it Up demonstrations and Healthy BBQ's at Men's group.
- Four 6 week Healthy Cooking on a Budget programs
- Three community gardening programs
- Three social community lunch or dinner programs with community organisations
- Over 20 Health information sessions discussing diabetes, tobacco use, stroke, women's health, CPR and basic first aid, basic health checks
- Promotion and referral to the Get Healthy Line and Quit Smoking Lines

- Individual consultations, support and referrals to medical and community services including GPs, dieticians and pharmacy
- Health messages through games and trivia questionnaires at groups and outings
- Quit smoking support group
- Social gatherings to invite more tenants to participate e.g. Neighbour Day morning tea, bus trip to local apple orchards
- Participation in events promoting health messages: Open Day in the Garden, Kids Fest, May Activity Day.

Activities were conducted across the district from Bulli to Nowra. The project partnered with Warrawong, Berkeley and Port Kembla Community Centres to deliver projects as well as linking into programs provided by Barnardos, CareSouth and the PCYC.

Over 400 residents participated in the range of healthy living activities. Tenants groups and associated programs mainly used water as a first choice at group gatherings with water flavoured with herbs and fruit. Healthy eating options were promoted at tenant groups and social gatherings with the focus on increasing fruits and vegetables, drinking tap water and reducing sugary food and drinks.

Overall the project was a huge success with many participants making small changes that will ultimately benefit their health and wellbeing.

Overall the project was a huge success with many participants making small changes that will ultimately benefit their health and wellbeing.

Mirko who has had a stroke 18 years ago attended the six week theraband program to improve the strength in his arms and legs. He also came to the coffee shop with his wife which was a big step for him as he has tended to be socially isolated since his stroke.



Members' Breakfasts

This year Illawarra Forum launched their series of Member Breakfasts. The series offered members opportunities to learn more about issues and programmes affecting the community services industry. They were organised in partnership with organisations from other sectors and enabled contributions from a cross section of the Illawarra community.

Education & Training; Navigating the new landscape

On the 23rd September 2015, the Illawarra Forum held the first Members' Breakfast at the Wollongong Golf Club. The members' breakfast offered the opportunity to explore the new education and training landscape after the introduction of Smart and Skilled. Over 65 people attended the breakfast, with many of them arriving bright and early, undeterred by the 7:30am start.

Short presentations were made by:

- David Harris, Training Services Manager, State Training Services
- Dianne Murray, Institute Director, TAFE Illawarra
- Kerrie Smith, Training and Operations Manager, WEA
- Tony Keir, Regional Manager, Australian Business Centre, Apprenticeship + Traineeships.

An interesting Q&A was chaired by Nicky Sloan and participants were free to leave the Golf Club at 9:00am and start their day. The Members' Breakfast received positive feedback with participants appreciating the knowledgeable presenters and the breakfast format that is unusual in the community services industry.

Affordable Housing

The Affordable Housing Members' Breakfast held in June was hosted jointly with the Property Council. The breakfast brought together a large cross section of the Illawarra community, government, and business sectors to discuss access to affordable housing, which regularly comes up as the most pressing concern for our members and their clients.

Over 100 people attended the event at Wollongong Golf Club and heard about approaches to the affordable housing agenda within this region, and across Australia.

Speakers included:

- Sebastian James, Director Housing, Disability and Home Care Services, NSW Department of Family and Community Services
- Nicola Lemon, Chair, Power Housing Australia
- Jennifer Macquarie, Director, Fountaindale Group
- Joan Ferguson - CEO The Housing Trust
- Nick Murdoch - Director Ecoblue Developments.

The speakers prompted diverse and interesting questions from the floor relating to everything from financing models to environmental sustainability challenges. The event received excellent feedback. Further work on the affordable housing agenda continues in conjunction with the Property Council.



Nicky Sloan CEO Illawarra Forum with the panel from the Affordable Housing Members' Breakfast.



YEAR IN BRIEF

Illawarra Forum sources and develops a range of resources and publications to build capacity and improve outcomes for communities. Resources are available to members and the public through the Illawarra Forum website.

Illawarra Forum e-newsletter

Illawarra Forum issued 36 e-newsletters this year including 6 special bulletins on the Workforce Planning and Development Forum, a Pre-Election Bulletin, Consultations on Targeted Earlier Intervention Program, Residential Tenancies Act, and Domestic Violence and Gender Equality

Fact Sheets

Fact Sheets are produced on hot topics or new and emerging themes in the community services industry. Illawarra Forum produced 4 fact sheets to add to their collection available on the website.

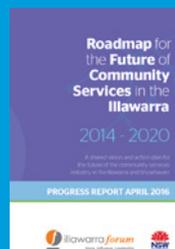
They are focussed on:

- Governance Resources for board members
- Finance Resources for board members
- Social Enterprises
- Effective Referrals in community services



Roadmap for the Future of Community Services

The Roadmap continues to inform much of the work of Illawarra Forum. A Progress Report was produced after consultation with the Industry to update the Roadmap Action Plan. The Progress Report highlights innovative initiatives from the Illawarra and Shoalhaven.



Illawarra Forum Website

Illawarra Forum website has been refreshed to provide up to date, relevant and easy to find information to its members. The website received 10,251 hits this financial year. Below are some examples of the information contained on the website.



Training - a comprehensive listing of all the Illawarra Forum Training sessions.

Fact Sheets - a range of fact sheets for the community services industry. Topics include Governance, Partnerships, Grant Writing and Collective Impact.

Resources - a selection of resources that are produced in and relevant to the Illawarra and Shoalhaven.

Interagencies - An up to date list of interagencies in the Illawarra and Shoalhaven.

Submissions; a record of the consultations and submissions completed by the Illawarra Forum including full submissions when available.

Governance Poster - What is my role in the organisation?

Illawarra Forum designed a poster for community services which identifies the roles of board, management and staff/volunteers. It is useful to assist all parties to clearly see their role and how it fits into the bigger picture. This poster is available on the website.



A Good Day's Work

Illawarra Forum produced a series of videos and Fact Sheets which highlight the range of career opportunities in Aged and Disability Services. Aged, Community and Disability Services are the fastest growing employers in Australia. Hundreds of new workers are needed each year to meet the growing demand.

The collage features several elements:

- MAIN POSTER:** 'A GOOD DAY'S WORK' - Career Opportunities in the Community Services Industry. It includes the questions: 'What do you want to be?', 'How can you use your talents?', and 'Join us in a booming industry'.
- CAREERS CARDS:** 'Opportunities in Aged & Disability Services', 'If you are looking for a rewarding career...', 'Why Work in Aged & Disability Services?', 'a job that is challenging and rewarding...', 'Qualification requirements', and 'By 2050, over 3.8 million people will need to access Aged Care services each year, around 60 percent of services delivered in community.'.
- ILLUSTRATIONS:** Photos of diverse people working in community services.
- ILLAWARRA FORUM LOGO:** 'illawarra forum Voice, Influence, Leadership'.

YEAR IN BRIEF continued

Collaborations and Partnerships

ABCD
 Network Aboriginal
 Disability Forum Age Care Illawarra
 Workforce Action Group (ACIWAG)
 Aged and Community Services
 NSW & ACT Ageing Carers' Network
 Alzheimers NSW Anglicare Argyle
 Community Housing Barnardos Batemans
 Bay Mens Shed Berkeley Development
 Assoc Bluescope Steel CALD Coordinator's
 Meeting CareSouth Catholic Care Digital
 Engagement Community of Practice
 Community Care Collective Community
 Care Issues Forum Dementia Network
 Digital Business Hub Elders Social Group
 Electricity & Water Ombudsman NSW (EWON)
 End of Life Working Party Ethnic Community
 Services Cooperative Ethnic Communities Council
 NSW FACS Flagstaff FONGA Grand Pacific Health
 Green Connect Greenacres Disability Services
 Healthy Communities IACBWG IDEAS Illawarra
 Aboriginal Council Illawarra Aboriginal Disability
 Action Group (IADAG) Illawarra Area Managers
 Group Illawarra Disability Alliance Illawarra
 Legal Centre Illawarra Regional Community
 Development Consortium Inc. Illawarra
 Shoalhaven Local Health District Illawarra
 Multicultural Service Low Income Energy
 Efficiency Project Consortium MAP
 Network Multicultural Communities
 Council Illawarra Multicultural
 Advisory Committee Navitas
 NCOSS Regional Forum
 NCOSS Sector
 Development Forum

Neighbour Aid
 and Social Support
 Program Northern
 Illawarra Meals on Wheels
 Northern
 Settlement
 Services NSW Dept

Industry: State Training Services
 NSW Dept Premier and Cabinet
 NSW Fair Trading PCYC PICAC Red
 Cross Regional Development Australia
 Illawarra Regional HACC Forum Scope
 Access Shellharbour Council Shelter
 NSW Shoalhaven Aboriginal Community
 Alliance Interagency (SACAI) Shoalhaven
 Aboriginal Network of Disability Services
 (SANDS) Shoalhaven Council Shoalhaven
 HACC Forum Shoalhaven Homelessness
 Interagency Southern Cross Community
 Housing Southern Youth and Family
 Services Stir it Up Sydney Water Customer
 Council TAFE Illawarra The Housing
 Trust The Kiama Dementia Friendly
 Alliance The Multicultural Network The
 Property Council of Australia - Illawarra
 Branch University of Wollongong
 - Community Reference Group
 University of Wollongong-Faculty of
 Social Sciences UOW Sustainable
 Building Research Centre
 Warrigal Wollongong Council
 Wollongong HACC

Policy, Submissions and Responses

- Appearance at Senate Standing Committees on Community Affairs- Inquiry into Impact on service quality, efficiency and sustainability of recent Commonwealth community service tendering processes by the Department of Social Services
- Appearance at Australian Governments- Legislative Council's Inquiry into Vocational education and training in NSW
- Submission to the Senate Standing Committees -Community Affairs on the Future of the Aged Care Sector Workforce
- Submission to Senate Finance and Public Administration Committee – Domestic Violence and gender inequality
- Submission on the Statutory Review of the Residential Tenancies Act 2010: Discussion Paper
- Submission to Public Accounts Committee- Inquiry into the Management of NSW Public Housing Maintenance Contracts
- Submission to Department of Family and Community Services- Targeted Earlier Intervention Programs – Sector Consultation Paper Response
- Submission to Standing Committee on Social Issues - Inquiry into Service Coordination in Communities with High Social Needs
- Submission to Department of Social Services - Review of the National Disability Advocacy Framework
- Attendance at consultation and submission to Human Rights Commission- Issues Paper: Employment discrimination against older Australians

- Attendance at consultation and submission to Human Rights Commission- Issues Paper: People with a disability
- Briefing paper for MP's on regional priorities for pre-budget submission.
- Submission to and Appearance before the NSW Government Point to Point Transport Taskforce
- Participant at workshop hosted by Gareth Ward MP and Department of Premier and Cabinet on Illawarra Shoalhaven Youth Employment.

Media

- State and Federal Budget analyses - ABC Illawarra, i98 & Wave FM
- ABC Illawarra radio interviews- workforce development, refugee issues, housing affordability and the impacts of proposed changes to superannuation.
- Illawarra Mercury, Wollongong Advertiser & Wave FM- Inequality in Australia and the Cost of Living Reports
- VOX FM – joined Mark Sewell to speak about workforce opportunities on The Conversation Hour
- Filmed a 'fitness' clip to promote the Making Healthy Normal project promoting the importance of workplace wellness.
- The Secret Berkeley photo exhibition at Warrawong library.



Influence

Illawarra Forum aims to represent and build the Community Services Industry in the Illawarra and Shoalhaven. This includes developing submissions on policy areas that under reform, providing professional development opportunities to staff working within the industry and promoting innovation and quality improvement in service provision.



Representing

The Illawarra Forum continues to represent the community services industry in the Illawarra and Shoalhaven on key groups and develops submissions and papers on a range of issues coming out of the all levels of Government.

Member of:

- NCOSS Regional Forum
- TAFE Illawarra Advisory Council.
- Sydney Water Customer Council
- Forum of Non- Government Agencies
- Regional Development Australia Illawarra Board
- Bluescope Consultative Committee
- Aged Care Industry Workforce Action Group (ACIWAG)
- Primary Health Network Community Advisory Committee.
- Kiama Dementia Friendly Alliance
- UOW Community Reference Group
- Energy + Illawarra (Low Income Energy Efficiency) steering committee
- Review panel for the Stronger Communities Grants
- Social Procurement Working Group
- Communities for Children Steering committee.

Representation at:

- Ageing Client Carer Disability Network
- Kiama Dementia Friendly Alliance
- Shoalhaven Dementia Network
- Community Home Support Program meetings
- Multicultural Access Project Network
- NCOSS Sector Development
- Shoalhaven Homelessness Interagency
- Illawarra Refugee Issues Forum
- QUANG- Queanbeyan Interagency
- Barrack Heights Round Table
- Illawarra Interagency
- Dementia and Aged Care Eurobodalla
- NDS Provider Forum
- Disability Workforce Committee
- Eurobodalla Aged Care
- Monaro Regional Interagency
- ACS Regional Meetings
- Community Care Issues Forum
- Illawarra Aboriginal Disability Access Group
- Shoalhaven Aboriginal Community Alliance Services
- Shoalhaven Aboriginal Network of Disability Services
- Shoalhaven Disability Forum.

Submissions and Appearances:

- Appearance at Senate Standing Committees on Community Affairs- Inquiry into Impact on service quality, efficiency and sustainability of recent Commonwealth community service tendering processes by the Department of Social Services
- Appearance at Australian Governments- Legislative Council's Inquiry into Vocational education and training in NSW
- Submission to the Senate Standing Committees -Community Affairs on the Future of the Aged Care Sector Workforce
- Submission to Senate Finance and Public Administration Committee – Domestic Violence and gender inequality
- Submission on the Statutory Review of the Residential Tenancies Act 2010: Discussion Paper
- Submission to Public Accounts Committee- Inquiry into the Management of NSW Public Housing Maintenance Contracts
- Submission to Department of Family and Community Services- Targeted Earlier Intervention Programs – Sector Consultation Paper Response
- Submission to Standing Committee on Social Issues - Inquiry into Service Coordination in Communities with High Social Needs
- Submission to Department of Social Services - Review of the National Disability Advocacy Framework
- Attendance at consultation and submission to Human Rights Commission- Issues Paper: Employment discrimination against older Australians
- Attendance at consultation and submission to Human Rights Commission- Issues Paper: People with a disability
- Briefing paper for MP's on regional priorities for pre-budget submission.
- Submission to and Appearance before the NSW Government Point to Point Transport Taskforce
- Participant at workshop hosted by Gareth Ward MP and Department of Premier and Cabinet on Illawarra Shoalhaven Youth Employment.

Empowering

The Illawarra Forum provides capacity building for community organisations, the development of peer support groups, and the provision of professional development to staff and organisations.

- 175 training, information and capacity building sessions with over 2900 attendees.
- Coordination of Illawarra and Shoalhaven Managers Taskforces to enable local community services leaders to share knowledge, skills and address pertinent issues.
- Coordination of Community Care Collective
- Coordination of Social Procurement Working Group
- Establishment and coordination of Digital Engagement Community of Practice
- Development of numerous factsheets and resources including Governance poster, social enterprise factsheet.
- Distribution of translated documentation in 8 languages about the Aged Care Complaints Commission.

Building

The Illawarra Forum builds the community services sector in the Illawarra and Shoalhaven region through one to one mentoring with managers, strategic planning, support and training for Boards and assistance in the development of policies and procedures.

- Facilitation of reviews and planning with:
 - Southern Highlands Community Transport
 - Aboriginal Community Development Organisations
 - Northern Illawarra Meals on Wheels
 - Committee Against Domestic Violence
 - Shoalhaven Women's Resource Group
 - 2 local organisations working with CALD groups
 - Group of local services wanting to develop consortium
- Development and promotion of Careers Toolkit promoting careers in the aged and disability services industry for school leavers and young people.
- Participation in the development of a new degree course to be offered by TAFE Illawarra from 2017.

Leadership

A key pillar of our strategic plan is to provide leadership in the Community Services industry by inspiring, sustaining and changing practices. This year heralded significant reform across all sectors of the Community Services industry. Illawarra Forum worked hard to support services through this change to ensure the provision of high quality sustainable services to their clients.



Inspiring

- Presentations to TAFE students to discuss systemic advocacy and explain how Illawarra Forum works to represent organisations and communities across the region.
- Development of Digital Engagement Community of Practice.
- Refugee Awareness training session at Shoalhaven Arts Centre
- ReThink Respite service development consultation in conjunction with UOW looking at improving attitudes, beliefs and uptake of respite for people living with dementia and their carers, in the Illawarra Shoalhaven region.

Sustaining

- Strategic review of the first year of the Aged Care Industry Workforce Action Group (ACIWAG).
- Providing recommendations and action planning to improve cross sector collaboration between Health and Justice Service providers.
- Member of Collective ISD steering committee meeting and working group on progressing Collective impact within the region, and particularly the 2518 postcode.

Changing

- Support of innovative community development practice through Collective Impact Steering committee and Collective2518 working group.
- Development of training packages in Consumer Directed Care and Person Centred Planning approaches.
- Training and information sessions to workers within the disability sector on the move to the NDIS.
- Training and information session to workers and individuals and the My Aged Care reforms.

2900



People attended 175 Training sessions

36

Newsletters

289



People attended the Aged and Disability Careers Expo

14

Policy papers, submissions and appearances

540



People attended Tenant Participation Resource Service events and information sessions

25

Strategic planning and development sessions



10,251



Visits to the Forum web site

Financial Report Summary 2016

Statement of Financial Position as at June 30 2016

	2016	2015
CURRENT ASSETS		
Bank Cheque Accounts & Term Deposits	1,047,076.00	1,037,586.00
Receivables	7,423.00	183,121.00
Cash on Hand	220.00	\$61.00
TOTAL CURRENT ASSETS	1,054,719.00	1,220,768.00
NON CURRENT ASSETS		
Deposit	1,237.00	1,237.00
Plant & Equipment	68,585.00	55,790.00
TOTAL NON CURRENT ASSETS	69,822.00	57,027.00
TOTAL ASSETS:	1,124,541.00	1,277,795.00
CURRENT LIABILITIES		
Creditors	99,801.00	48,641.00
Unexpended Grants & Grants in Advance	137,138.00	441,830.00
GST Net	7,784.00	36,325.00
Forum Allocations, Payroll Provisions, Building Fund, Equipment Replacement	137,786.00	194,048.00
TOTAL LIABILITIES	382,509.00	720,844.00
NET ASSETS:	742,032	556,951.00

Statement of Income & Expenditure for Year ended 30 June 2016

	2016	2015
INCOME		
Grants Received	\$1,222,880.00	\$1,237,815
Grants Unexpended Carried Forward	\$244,534.00	\$216,459
Membership Fees, Training income	\$60,426.00	\$76,008
Interest & Miscellaneous	\$40,950.00	\$66,656
TOTAL INCOME	\$1,568,790.00	\$1,596,938
EXPENDITURE		2015
Employee Costs	\$725,964.00	790,549
Program Costs	\$432,611.00	258,320
Administration & Sundries	\$187,995.00	230,524
TOTAL EXPENDITURE	\$1,346,570.00	1,279,393
Excess of Income over Expenditure	\$222,220.00	317,545
Amounts transferred to Unexpended Grants	\$137,139.00	\$244,534.00
Net Surplus/(Deficiency) of Income For Year:	\$85,081.00	73,011

Illawarra Forum's External Auditor Akele, Kinnas & Co. gave the accounts for the year an unqualified audit report. Board members certify that funding has been expended in accordance with the conditions of funding agreements and guideline. A full set of general purpose audited accounts can be obtained on request from the Illawarra Forum





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