

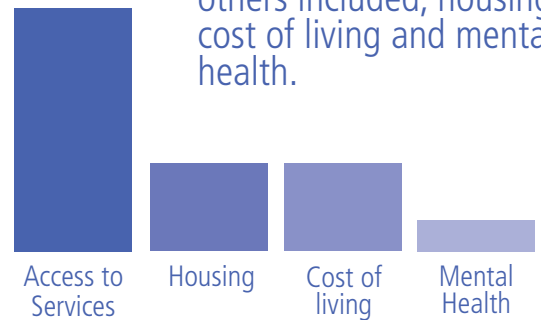
MEMBER TEMPERATURE CHECK

During October and November 2022 we conducted our second Member Temperature Check to find out what issues are most concerning to their organisations, what their biggest challenges are and what support they need.



What is the biggest issue currently facing your community?

26% named access to services as their biggest concern, others included, housing, cost of living and mental health.



35 Thirty Five responses were received from organisations across the Illawarra, Shoalhaven, Southern Highlands and South Coast.

Organisations surveyed offered a range of supports including Child Youth and Family, Domestic and Family Violence, Mental Health, Homelessness, Aged Care and Disability.



What is the biggest challenge currently facing your organisation?

Staffing	27%
Changes to Funded Programs	24%
Funding	21%
Other	18%



What my organisation needs right now is:

- More Staff
- Additional Funds
- Support for staff and management
- Training/professional development opportunities
- Additional/new tech
- Information about reforms and changes



What's Working?:



- Committed staff/volunteers
- Collaboration and partnerships
- Customer satisfaction
- Meeting client needs
- Lots of training opportunities

Other challenges identified were needing support and training for boards and governance committees, more information about reforms and how to implement them, and better coordination of funded services to avoid duplication.

In October and November we conducted our second Member Temperature Check for 2022. Following our inaugural temperature check earlier this year, we were keen to understand what has changed for our members over the last few months, as well the challenges they continue to face.

We received 35 responses from representatives of 28 member organisations working across Southern NSW.

Sectors represented by our respondents included Child, Youth, and Family, Material Assistance, Housing and Homelessness Support, Domestic Violence, Aged Care, Disability Support, Mental Health, Legal, and Education.

Since our previous survey, members have shown a shift in the greatest issue currently facing our community. Identified as the greatest issue facing our community was Access to Services (26%), with 20% of respondents identifying Housing as the greatest issue, followed by Cost of Living (17.65%) Mental Health Issues (11%), Disease and Chronic Health Issues (3%) and Discrimination (3%).

Current Challenges

When asked about challenges currently facing their organisation, respondents highlighted the following:

Staffing: (27%)

Staffing continues to top the list organisational challenges in our sector. 27% of survey respondents identified attracting and retaining staff as a priority for their organisation.



Changes to Funded Programs and Service Delivery: (24%)

Changes to funded programs were also identified as presenting challenges to the sector. Lack of information about how to implement changes, as well as the creation of gaps in services no longer funded by program changes were the main concerns for members who responded to this question.

Funding Levels: (21%)

100% of respondents who selected funding levels as a priority for their organisation indicated that lack of adequate funding for services already being delivered was currently their biggest challenge.

What we need

When we asked what does your organisation need right now? Here's what they told us:

1. More staff
2. Additional Funding and Resources
3. Support for existing staff
4. Training and professional development
5. Additional/new technology
6. Information on reforms and program changes
7. New, larger or for-purpose premises

We then asked our members "What do you need right now"? Overwhelmingly the responses included the following themes:

- Staff
- Adequate funding and resources
- Reduced administrative burden
- Support with changes and reforms

It's not all bad, one thing that's working right now is...

As with the last survey, our members were quick to identify their current teams of staff and volunteers as something that is supporting their continued work. Other things that identified as "going well" were their ability to meet client needs and have an impact, the availability of training opportunities, and their collaborations and partnerships with other organisations.