



ACT Council of Social Service Annual Report 2010-11

Acknowledgement of traditional custodians

ACTCOSS acknowledges that Canberra has been built on the lands of the Ngunnawal people. We pay our respects to their elders and recognise the displacement and disadvantage

they have suffered as a result of European settlement. We celebrate Aboriginal and Torres Strait Islander cultures and ongoing contribution to the ACT community.

ACTCOSS vision

To live in a fair and equitable community that respects and values diversity and actively encourages collaborations that promote justice, equity and social inclusion.

ISBN 978-1-921651-48-9 (electronic version)

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About the ACT Council of Social Service Inc.

The ACT Council of Social Service Inc. (ACTCOSS) is the peak representative body for community organisations providing services and support for low-income households and people experiencing disadvantage in the Australian Capital Territory. ACTCOSS has been an independent voice for the ACT community since 1963.

As the peak body for the social and community services sector in the ACT, ACTCOSS:

- provides a voice for and with people living with disadvantage and inequality;
- makes explicit and pursues a social justice agenda by leading policy research and advocacy; and

- undertakes community sector support and development for the maintenance of a professional and influential community sector.

ACTCOSS is a membership-based organisation, with a diverse membership that includes other peak bodies, advocacy and consumer groups, service providers, mutual support and self-help groups as well as individuals.

ACTCOSS is a member of the nationwide COSS network, made up of each of the state and territory Councils and the national body, the

Australian Council of Social Service (ACOSS).

Strategic direction is provided by the General Committee comprised of respected leaders from the community sector. The staff are drawn from a wide range of backgrounds and contribute their broad skills and knowledge to the social policy and sector development work of ACTCOSS. This work is also sustained by the talents, expertise and commitment of numerous community-based networks.

ACTCOSS receives funding from the ACT Government—Community Services Directorate. The Gulanga

Program receives funding under National Affordable Housing Agreement (NAHA), which is jointly funded by the ACT and Australian Governments. ACTCOSS receives funding from the ACT HACC Program, a joint Commonwealth and State/Territory Program providing funding and assistance for Australians in need. Our day-to-day activities are also supported by financial and in-kind support from members, individual supporters and the private sector.

Our values

ACTCOSS is committed to operating in a way that reflects its values and underpinning principles. These include a commitment to:

- a human rights approach;
- a social justice framework;
- social inclusion and participation;
- reconciliation with Aboriginal and Torres Strait Islander peoples;
- collaborative and collective action; and
- sustainability.

2010-11 highlights

Highlights during 2010-11 include:

- hosting the ACTCOSS Biennial Conference 2010: Defining Diversity, and Diversity Ball;
- launching the ACTCOSS Reconciliation Action Plan;
- signing the Close the Gap statement;
- moving to Weston Community Hub;
- jointly hosting the Let's Talk Recognition Forum;
- hosting the Community Sector Federal Election Forum;
- 5 publications;
- 5 factsheets on community sector viability, equity and climate change, human rights, reconciliation, social determinants of health, and, social inclusion and exclusion;
- a total of 23 policy papers, submissions and comments on a diverse range of topics; and
- 31 seminars and training workshops covering 20 different topics.



Scenes from 2010-11 including the Defining Diversity Conference; the COSS Directors meeting in Darwin; and the launch of the ACTCOSS Reconciliation Action Plan, featuring Wiradjuri Echoes.

President's report

ACTCOSS has again taken a leadership role in advocating for and representing the sector in significant issues across the ACT community service network. A key issue the council has championed is the community sector wage case with ACTCOSS playing a part in the national campaign both at an ACT sector level and a national level. While many will have noted ACTCOSS staff at many public rallies and information sessions, staff have also been involved in ministerial and public sector briefings and consultations. Roslyn Dundas, along with other COSS staff, has also represented the ACT in national lobbying activities with Australian Government ministers, members of parliament and their staff.

ACTCOSS has also been a key respondent to critical initiatives of concern to the sector – most notably the proposed Working With Vulnerable People Checking System, the introduction of the portable long service scheme and ongoing issues of sector viability – and has sought to maintain a cohesive community services through its work with the various peaks. Some of the issues the sector has faced during the year have had the capacity to disrupt the goodwill and cooperation inherent within the sector. ACTCOSS has maintained its focus on the people who rely on organisations providing them with services and support and has maintained this focus in working through those sector issues.

During the year the ACTCOSS General Committee (GC) reviewed the work of the Director and staff with a strong emphasis on activities that assist the achievement of the strategic plan goals. This has also assisted in supporting staff to focus their efforts on those goals. This has been an important decision by the GC to ensure that staff have the resources to do the work required of them through the plan and funding body contracts.

The organisation is well served by Director, Roslyn

Dundas, who is a tireless and courageous advocate for the sector. Kiki Korpinen, Deputy Director, ably filled in for Ros during extended leave during the year (not an easy task). Over the year staff have done a fantastic job in the variety of roles that they occupy. Thank you to all.

I would also like to thank the GC members for their support over the year and their dedication to the organisation and the sector.

Chris Redmond
Director
Woden Community Service Inc.



Director's report

Survey results, released in early 2011 show the ACT community overwhelmingly supports the community and social services sector in our push for adequate pay and funding. The survey, conducted by The Australia Institute, found 85% of Canberrans believe the ACT Government should increase funding to the community sector so services can be

maintained. The survey also found that more than 1 in 3 respondents believed their quality of life would be worse off if community services became more expensive or harder to access. This increases to nearly 1 in 2 for those not in the workforce.

However, how the community sector does its business continues to be under review. The past 12 months saw the implementation of portable long service leave, discussion about a Working With Vulnerable People Checking System and the Fair Work Australia pay equity case continue. The future holds greater regulation and

standards, as well as greater demand for the services we provide.

Meanwhile, the need for community sector services continues to grow. The Australian Community Sector Survey showed ACT community organisations increased their workload by ten per cent, but it was not enough to match the rising demand for services, as turn-away rates rose by 17 per cent. Issues such as housing affordability, mental illness and support for families and relationships are seeing more and more families turn to the community sector for support. ACTCOSS continues to work with the COSS Network, governments, and the community at large to ensure these issues are not ignored.

As we prepare for the implementation of the pay equity case outcomes, and increased national regulation and collaboration my thanks go to the staff team of ACTCOSS who continue to deliver high quality analysis and sector development. Over the year the team coordinated a conference, undertook office relocation and commenced implementation of our Reconciliation Action Plan, as well as maintaining our annual policy and program work. I particularly acknowledge Deputy Director Kiki Korpinen who acted as Director while I undertook some leave. The General Committee also provide steady leadership and a powerful connection to the sector at large. I would like to thank Chris Redmond for his presidency over the previous two years. Chris remains a calm and sincere community sector leader and we look forward to working with him into the future.



Roslyn Dundas
Director
ACT Council of Social Service Inc.

Human rights

Consultations and anecdotal evidence suggests many members of the ACT community are not aware of what their human rights entail. ACTCOSS continues to advocate for initiatives funding more human rights projects, especially in the area of education and training.

In the 2010-11 financial year, ACTCOSS undertook significant work to raise awareness of human rights in the community. Information on human rights legislation and obligations has been incorporated into governance seminars, particularly Board Basics and Legal Obligations.

ACTCOSS consistently employs human rights principles to underpin policy work. ACTCOSS wrote a submission on the federal *Human Rights*

(Parliamentary Scrutiny) Bill 2010 and the *Human Rights (Parliamentary Scrutiny) (Consequential Provisions) Bill 2010*. The comments focused on community organisations and their experience with the local *Human Rights Act*. ACTCOSS contributed to a discussion led by the Australian Human Rights Commission *Protection from Discrimination on the basis of Sexual Orientation and/or Gender Identity*. ACTCOSS is concerned many lesbian, gay, bisexual, transgender and intersex peoples do not feel they have access to, or appropriate understanding of

human rights. ACTCOSS also responded to the discussion paper *Languages for all Canberra*s. The paper agreed with the sentiment the right to speak in one's own language, and the right to be called a name in one's own language are paramount.

In late 2010 ACT Attorney General Simon Corbell tabled the report *Economic, Social and Cultural Rights Research Project for the ACT*. The report considers whether the *Human Rights Act* should be expanded to include economic, civil and political rights. Since then, the ACT Government has undertaken to confer with the community on this issue. ACTCOSS eagerly anticipates the outcomes of these consultations.

Many members of the ACT community are not aware of what their human rights entail.

Reconciliation & Reconciliation Action Plans

In August 2010 ACTCOSS formalised its reconciliation activities by launching a Reconciliation Action Plan (RAP), becoming the first Council of Social Service to do so. ACTCOSS has since worked toward implementing the actions of the RAP. Achievements for the 2010-11 financial year include:

- signing the *Close the Gap Statement of Intent* at the 2010 ACTCOSS Conference;
- delivering a workshop on Reconciliation Action Plans at the conference;
- progressing towards the development of a model RAP for the community sector in collaboration with Reconciliation Australia;

- developing links with organisations involved in Reconciliation such as ANTaR and ReconciliACT;
- production of a resource for ACT community sector workers which included protocols around Acknowledgement of Land and Welcome to Country and a calendar of cultural events; and
- a forum on Let's Talk Recognition during Reconciliation Week with the YWCA of Canberra, Communities@Work and Woden Community Service.

ACTCOSS continues to seek Aboriginal and Torres Strait Islander perspectives on policy issues which may impact on Aboriginal and/or Torres Strait Islander peoples. Policy submissions which incorporated specific feedback included the submission into an ACT Languages Policy, the *Inquiry into the Youth Justice System in the ACT* and the submission on the discussion paper *Towards a Divisionary Framework for the ACT*. The need for a section on effective strategies to engage with Aboriginal and/or Torres Strait Islander communities was highlighted in a response to the draft *ACT Community Engagement Guide*.

ACTCOSS continued to sponsor the ACT & Region Aboriginal and Torres Strait Islander Community Sector Worker of the Year award as part of NAIDOC Week celebrations. In 2010 the winner was Pam Bell of Belconnen Community Service. Pam was recognised for her efforts in improving relationships between Belconnen Community Service and the broader Aboriginal and Torres Strait Islander communities.



Discussions at the Let's Talk Recognition forum.
© Hilary Wardhaugh Photography

Social inclusion, poverty & gambling

As a value underpinning the 2009-13 Strategic Plan, ACTCOSS continues to advocate governments to address disadvantage through a social inclusion framework. This year ACTCOSS put forward a submission to the Federal Government's Social Inclusion Board on *Breaking the Cycle of Disadvantage in the ACT*. The submission highlighted poverty alone is not the sole indicator of disadvantage. Following on from the submission, ACTCOSS developed a fact sheet on social inclusion. The fact sheet provides background to the term and implications for the use of this term in social policy development and analysis.

A submission was also provided to the ACT Taxation Review. It is

clear the current taxation base for the ACT will be insufficient to meet the needs of the community in coming years. ACTCOSS argues as the ACT Government is considering designing new tax policies, analysis should be done on the predicted responses to taxation change to determine the extent to which it will produce socially beneficial outcomes.

ACTCOSS continues to be an active member of the ACT Anti-Poverty Week Committee. For the launch of APW 2010, ACTCOSS refreshed the 'Welfare Maze Game'. First released in the 1980s, the game was played out at the launch, allowing participants to walk through the 'ups and downs' of being reliant on welfare payments

and pensions. The launch was hosted by the YWCA of Canberra, with presentations from notable academics and advocates including Dr Richard Dennis from the Australia Institute and Dr Helen Watchirs, the ACT Human Rights and Discrimination Commissioner.

Gambling remains a key issue for ACTCOSS and the Councils of Social Service. ACTCOSS provided input into a national

submission to the Federal Joint Select Committee on Gambling Reform *Inquiry into Pre-commitments Schemes*. Research released in 2010 by the ANU *Survey of the Nature and Extent of Gambling and Problem Gambling in the ACT* found 7.9% of the 70% of gamblers in the ACT had at least one symptom of problem gambling.



National engagement

The COSS Network, bringing together the Councils of Social Service operating in every state and territory, commenced a project of greater collaboration in 2010. Building on strong relationships the COSS Network

has sought to work together and share resources. Over this year work has focused on the federal election campaign and maintaining attention on issues such as income management, climate change and pension and welfare payments. National reforms, being led by COAG, have also encouraged increased discussion and collaboration.

Prior to the federal election ACTCOSS held a forum allowing members of the community

to meet with a significant number of the local candidates. The candidates and parties were called on to do more to assist unemployed people overcome disadvantages in the jobs market through training relevant to their needs, paid work experience in a regular job, and employment services that can afford to take the time to work with individuals intensively to find a job. Following the election the COSS Network has maintained a strong national presence on issues such as housing affordability and the cost of living, working with community sector partners to progress reforms in these areas.

Joint work on climate change, led by ACOSS as part of the Southern Cross Climate Coalition, ensured the voice of people on low incomes or experiencing disadvantage was not left out of the debate. It is vital effective and equitable action is taken to reduce carbon pollution. Whilst a price on carbon pollution will have impacts on costs of living, they will be modest and anticipated and the Government has committed to ensuring low income households will be assisted to meet these costs.

Work continues across the network to identify opportunities to work in collaboration. Presidents and Directors from the Councils are meeting regularly to progress strategic and practical discussions on strengthening integrated work of the COSS Network.

The COSS Network has maintained a strong national presence on issues such as housing affordability and the cost of living.

Community sector viability & pay equity

The Equal Remuneration Case currently before Fair Work Australia (FWA) has the potential to have the most significant impact on the ongoing viability of the community sector than any other matter. ACTCOSS has been working closely with the COSS Network to support the pay equity case and corresponding campaign for full funding of equal pay. The COSS Network developed a set of principles to underpin

full funding of decent wages for community service workers. These principles recognised equal pay is crucial to ensure the effectiveness and viability of the vital services provided by the community sector.

In May 2011 FWA handed down a decision which found there is not equal remuneration for workers in the Social and Community Services (SaCS) sector when compared to similar work undertaken in the state and local government sectors. FWA concluded further consideration needs to be given to identifying what component of the undervaluation relates to gender and the appropriate remedy to address such gender undervaluation.

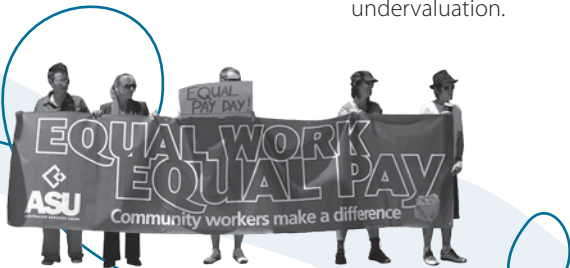
The COSS Network supported the ASU's National Days of Action. Advocacy days at Parliament House in Canberra, meeting with Members of Parliament and advisors on the pay equity case and other issues affecting community sector viability, were also coordinated. ACTCOSS and the broader sector eagerly await the outcome of the case, and corresponding government commitments to funding that outcome.

Early in the financial year the ACT Government released the *Review of the Industrial Arrangements in the ACT Community Sector*. This comprehensive review detailed current staffing and budgeting arrangements; salary and conditions; leave conditions; flexible remuneration arrangements; and learning and development arrangements of the ACT community sector. ACTCOSS looks forward to

working with Jobs Australia to enable the provision of industrial relations advice to the community sector in the next financial year.

The community sector Portable Long Service Leave scheme commenced on 1 July 2010. This is a significant change for the ACT community sector and is anticipated to have positive impacts on staff retention within the community sector.

ACTCOSS is working with government on issues such as the Standard Chart of Accounts and Outcomes Based Reporting frameworks. On behalf of the Joint Community Government Reference Group (JCGRG) ACTCOSS conducted surveys to gauge knowledge and use of the Social Compact. ACTCOSS' policy input into reviews of government processes highlighted issues of red tape, overly demanding reporting requirements and ongoing issues with government consultation processes.



Housing & homelessness

Throughout the year ACTCOSS actively consulted with the community sector, in particular the homelessness sector, to inform several submissions to the ACT Government. These included a comment on proposed reform in the youth homelessness sector *Modernising Youth Housing and Homelessness Services in the ACT*. ACTCOSS also provided comment in support of Minimum Housing Standards into the *Residential Tenancies Act*, and a letter about the regulation of boarding style accommodation in the ACT.

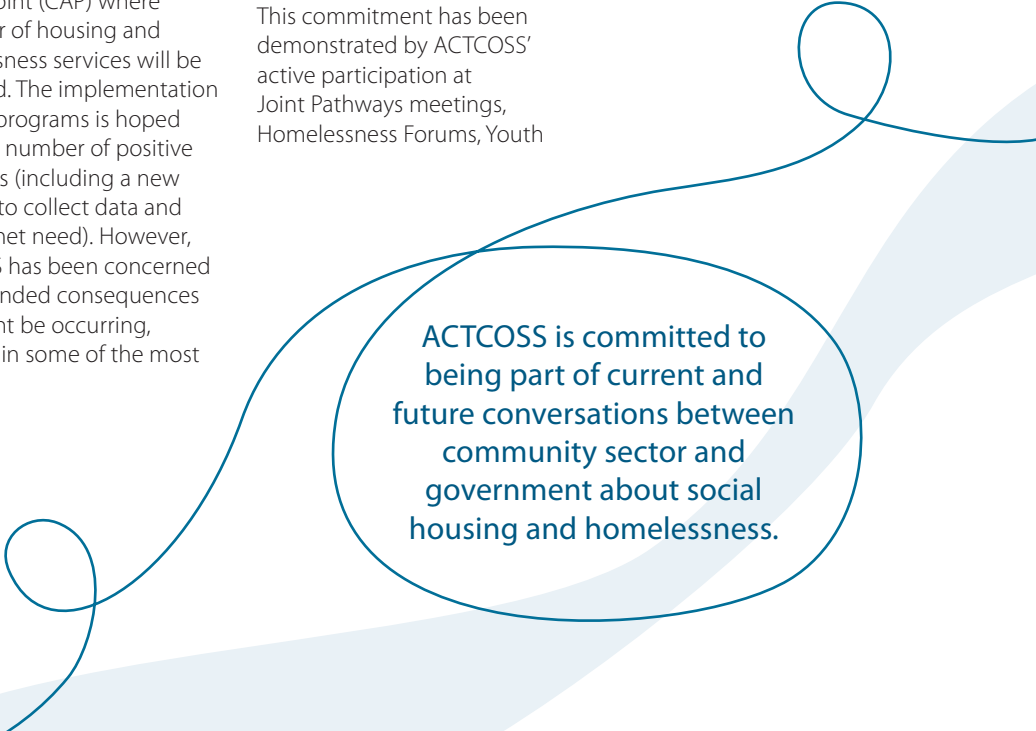
2010-11 has been a year of significant shift in the homelessness sector with the continuation of the rollout of programs identified in the ACT Government's 2009 discussion paper *The Road Map*. The

most significant change in the homelessness landscape has been the introduction of First Point, a central intake service for people experiencing homelessness who are seeking accommodation and support. This year has also seen the development of the Central Access Point (CAP) where a number of housing and homelessness services will be colocated. The implementation of these programs is hoped to have a number of positive outcomes (including a new capacity to collect data and map unmet need). However, ACTCOSS has been concerned of unintended consequences that might be occurring, resulting in some of the most

disadvantaged and at-risk groups potentially falling through gaps.

ACTCOSS is committed to being part of current and future conversations between community sector and government about social housing and homelessness. This commitment has been demonstrated by ACTCOSS' active participation at Joint Pathways meetings, Homelessness Forums, Youth

Housing and Homelessness Forums, and ACT Shelter Forums. ACTCOSS also continues to facilitate H-Net, an email based information and discussion list for workers in the homelessness sector.



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Climate change

Equitable adaptation to the impacts of climate change remains a key priority for the Council and has seen significant debates in the community.

The focus on reducing emissions has been a key topic in the ACT. In 2010, ACTCOSS joined the debate in support of the reduction of emissions in the ACT by 40% from the 1990 level, which subsequently became law adopted by the Assembly. The legislation provides for a Climate Change Council to advise the minister on reducing greenhouse gas emissions and strategies to adapt to climate change. ACTCOSS lobbied to ensure a community member sits on the committee to represent issues impacting low income consumers.

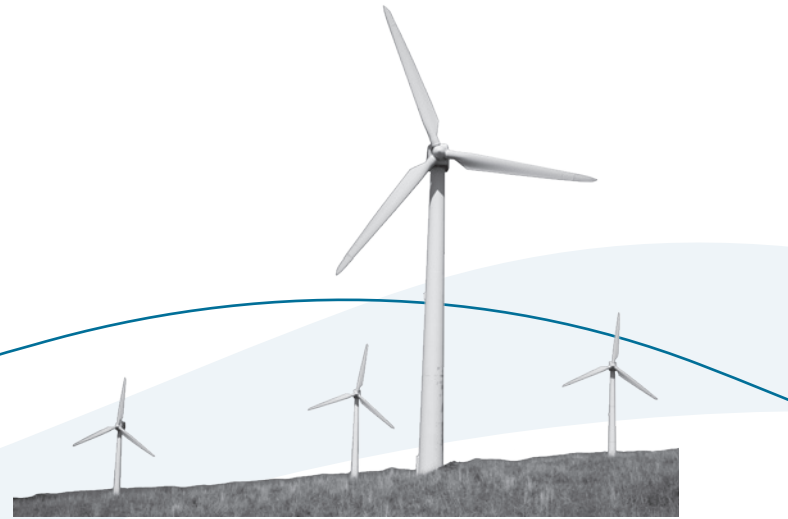
Also at the territory level, ACTCOSS submitted a comment on the ACT *Sustainable Waste Strategy 2010-2015*. The comment recommended waste strategies consider potential impacts on people experiencing disadvantage. ACTCOSS was also involved in consultations with ACT Government regarding the ban on plastic bags.

ACTCOSS participated in the *Review of the Effectiveness of the Competition of the Electricity Market in the ACT* in September 2010. It was noted increasing

competition in the electricity market rarely offers any benefits to people experiencing disadvantage in the ACT. ACTCOSS continues to monitor issues associated with the national energy market and its local impact through continued membership of the National Energy Market Roundtable.

As part of the development of a range of communication

tools ACTCOSS developed a fact sheet on *Equity and Climate Change*. The fact sheet provides a background to the impacts of climate change in the ACT and some strategies which are currently in place to mitigate the effects for people experiencing disadvantage.



Corrections

ACTCOSS continued to maintain a high level of engagement on corrections issues through a range of mechanisms including written submissions, facilitating meetings, participating in the Chief Minister's Directorate reference group, engagement in the needle and syringe consultation for the Alexander Maconochie Centre (AMC), and assisting with AMC NAIDOC celebrations.

In September 2010 ACTCOSS provided a submission on the *Alexander Maconochie Centre Review*, which commented on a number of aspects of the operations of the AMC. There are issues needing to be resolved around the day-to-day running of the AMC and current practice is not always in line with aspects of the ACT *Human Rights Act*.

ACTCOSS facilitated the Community Integration Governance Group (CIGG) hosting executive as well as regular meetings. Over the year CIGG provided input into the review of

the Alexander Maconochie Centre, participated in joint forums with ACT Government and undertook leadership on expanding the policy understanding of throughcare in the ACT.

ACTCOSS provided a comment on the inquiry into the youth justice system in the ACT (known as the Bimberi Review). The comment explored areas such as throughcare; links between care orders and young people; programs offered at Bimberi; and specific issues relating to Aboriginal and/or Torres Strait Islander youth. ACTCOSS also responded to the *Towards a Diversionary Framework* discussion paper, which focused on issues

around diversionary programs working on keeping young people out of the criminal justice system. Evidence suggests young people engaged in the youth justice system often continue into the justice system as an adult.

Women and Prisons Group (WAP), an organisation which provides advocacy for women incarcerated in the ACT and former prisoners, was supported with strategic engagement and planning together with the Women's Centre for Health Matters. This year WAP developed a strategic framework as well as implemented quarterly networking opportunities reporting on the status of women incarcerated in the ACT prison. Reports were provided to a range of government and community stakeholders.

Young people engaged in the youth justice system often continue into the justice system as an adult.

Social determinants of health

The Social Determinants of Health (SDoH), as identified by the World Health Organisation, are the conditions in which people are born, grow, live, work and age. These conditions are shaped by broader social, political, cultural, environmental and economic factors including the distribution of power and resources at local, national and global levels. The SDoH approach recognises improved health depends on understanding

health is socially determined, and acknowledging social, community based responses are important for improving people's health.

In July 2010 ACTCOSS responded to *The Sustainable Health Workforce Plan for the ACT*, specifically commenting on the needs of community sector workers, whose work often overlaps and intersects with the provision of health services to the community. Community sector workers play an important role in

responding to the needs of many Canberrans living with disadvantage, however their own health and wellbeing is vital too. ACTCOSS recommended a holistic and flexible approach be taken when considering the health of community sector workers, addressing both physical and mental health issues.

In December 2010 ACTCOSS submitted a joint response with the Mental Health Community Coalition ACT on the discussion paper, *A Local Hospital Network for the Australian Capital Territory: A Discussion Paper on Implementing the National Health and Hospitals Network Agreement*. The provision of

accessible, integrated and timely healthcare to people is paramount and any new structures or changes must be working towards achieving this. The joint response recommended healthcare not be limited to just the hospital system but must include integration and continuity of care between acute, primary and community care.

ACTCOSS provided general comments regarding public hospital arrangements as part of public hearings into the Standing Committee Inquiry into Calvary Public Hospital Options, and recommended a SDoH approach be taken for the planning and analysis of hospital options in the ACT.



Sector development

Consultations continued to be a significant part of ACTCOSS' overall sector development program, providing one-on-one support to members and other community organisations. Industrial relations and human resources issues remained hot topics on which ACTCOSS was regularly consulted. Due to continuing needs of the sector, detailed training on industrial relations issues included a seminar on the Modern Award which was presented by Jobs Australia, and an Employment Law update presented by DLA Phillips Fox. Additionally ACTCOSS continued to facilitate the Human Resources Network—a network of individuals and organisations

interested in sharing, networking and improving processes for services and employees of ACT community sector organisations.

A highlight of the sector development program was a marketing seminar presented by Jean McIntyre of Marketing Angels which targeted community organisations who wanted to increase their public profile but were unsure where to start. Information was presented on marketing a not-for-profit organisation including low cost marketing tactics and strategies that work. Other seminars presented over

the year included Grant Writing and Social Determinants of Health (presented by HCCA); Working Ethically: Professional Boundaries (presented by Train for Life); and Emergency Recovery and the Community Sector.

ACTCOSS continued to deliver regular training on building cultures of continuous quality improvement, using two tools developed for the ACT community sector *Raising*

the Standard and the *Cultural Awareness Self-Assessment Toolkit*. Additionally ACTCOSS delivered governance training on a regular basis, delivering group training to the broader community sector and also working directly with individual management committees.

Industrial relations and human resources issues remained hot topics on which ACTCOSS was regularly consulted.

Gulanga Program activities

The new name Gulanga for the previously known Aboriginal and Torres Strait Islander Project will be formally launched in mid-2011. Gulanga is derived from the Ngunnawal language and means 'we too, including you'. The Gulanga Program continues the work of the ACTCOSS Aboriginal and Torres Strait Islander project which has been in place, in its current form, since 2008. The Gulanga Program is designed to assist ACT Homelessness Service Providers to improve systemic responses and support the employment of Aboriginal and Torres Strait Islander workers within the homelessness sector.

Throughout the year ACTCOSS delivered Aboriginal Culture, History and Heritage training, which continued to be well attended and received by community organisations. Additionally

ACTCOSS introduced One Day Appreciation of Torres Strait Culture Awareness Training, to raise awareness of Torres Strait Islander culture and heritage.

ACTCOSS continued to support ACT community organisations with their implementation journey of the *Cultural Awareness Self-Assessment Toolkit (CASAT)*. This has occurred through two main avenues: incorporating a CASAT component to regular Raising the Standard workshops; and Gulanga Program workers engaging with individual organisations focusing specifically on features of good practice for their specific service.

To further assist with engagement of good practice principles and continuous quality improvement, a

resource the *Cultural Awareness Self-Assessment Toolkit: Examples of Good Practice/ Areas for Improvement* was developed. This resource assists organisations to identify areas for improvement when implementing the toolkit.

Bi-monthly ATSIComSec Network meetings for Aboriginal and Torres Strait Islander workers in the community sector were held, support for individual workers on a range of employment matters was provided and the electronic network which provides regular information to Aboriginal and Torres Strait Islander network members was maintained.

Gulanga Program staff received a Community Services Directorate Reconciliation Award. The award was in the category 'From Little Things Big Things Grow' for creating opportunities for Aboriginal and Torres Strait Islander peoples to work together and also with non-Indigenous peoples in the Canberra community.



George Wilson & Julie Butler accepting a Community Services Directorate Reconciliation Award.

Home and Community Care

ACTCOSS has continued to work with the Home and Community Care and Disability Services sector (HACC DS), facilitating and providing secretariat support for HACC DS Network and Working Group meetings throughout the year. These meetings continue to provide a valuable source of information sharing and networking opportunities for the HACC DS sector.

A key goal for ACTCOSS this year has been keeping abreast of the changes to the HACC DS sector arising from the COAG health reforms. ACTCOSS connected with a number of external stakeholders including ACT Health, DoHA and other peak bodies, disseminating the shared information back to the sector.

In April 2011 ACTCOSS participated in the National HACC Conference, recognising

25 years of the program. ACTCOSS presented on the sector development program and partnerships within the ACT.

In May 2011 a HACC DS Policy Forum was held, in place of the annual Planning Day, with the aim of continuing ongoing dialogue amongst the sector prior to changes to the health system coming into place in 2012. The forum provided the opportunity for a range of key questions to be discussed relating to the upcoming transition.

ACTCOSS also hosted seminars for the HACC

sector on topics including Privacy and Confidentiality; Working Ethically: Professional Boundaries; Guardianship and Power of Attorney; and Introduction to Social Role Valorisation.

During the year, ACTCOSS delivered one-on-one consultancy to various HACC DS organisations, covering a range of topics including community sector collaboration, industrial relations issues, and OH&S. ACTCOSS continues to view consultancy as an important component of the services it provides to HACC, as it allows for flexibility in the provision of assistance to individual organisations.

A key goal has been keeping abreast of the changes arising from the COAG health reforms.

ACTCOSS Biennial Conference 2010: Defining Diversity

ACTCOSS held its biennial conference Defining Diversity in November 2010 at the Canberra Institute of Technology, Reid. Guest speakers at the two-day conference included Professor Kerry Phelp from the University of Sydney, Sam Perry from Australian Indigenous Mentoring Experience, Dr Cassandra Goldie from ACOSS, Minister for Community Services Joy Burch MLA, and Dr Tom Calma from the Close the Gap Steering Committee.

The conference presented a range of workshops with topics including Reconciliation Action Plans, inclusion in the workplace, refugee experiences, mental health, 'queer in the community', developing partnerships in corrections, and measuring disadvantage. Attendees enjoyed post-lunch performances by the Canberra Dance Theatre and A Chorus of Women.

Eighty people attended each day of the conference, with participants ranging from community sector workers,

consumers, government representatives, and ACTCOSS members. The conference ran smoothly with positive feedback from attendees.

ACTCOSS also hosted the Community Sector Diversity Ball following the close of the conference. The ball was a chance to catch up and network, listen to a presentation by ACT Human Rights & Discrimination Commissioner Dr Helen Watchirs, dance to the music of rockabilly band The Fuelers, enjoy performances by The Canberra Kings, and celebrate as well as acknowledge the continuous robust work carried out by the community sector through the ACT Community Sector Awards.

Winners of the ACT Community Sector Awards 2010:

HESTA Healthy Workplace Award

Indigenous Community Volunteers

ME Bank Partnership Award

Street Soccer ACT

Partners: The Big Issue, Woden Community Service, Anglicare Canberra and Goulburn

MECU Limited Little Feet, Big Steps Award

Epilepsy ACT

Highly Commended: ACT Women and Prisons

ACTEWAGL Minor Miracle Award

Margaret Prideaux, Carers ACT

Highly Commended: Northside Community Service

Embracing Change Award

Consumer and Carer Caucus (Mental Health Community Coalition)

ACTCOSS publications 2010-11

Publications

Piece By Piece – Building a Connected Community: ACTCOSS Submission to the ACT 2011-12 Budget, December 2010

2010 HACC Sector Planning Day Report, November 2010

ACT Council of Social Service Reconciliation Action Plan 2010-2013, August 2010

ACTCOSS Annual Report 2009-2010, October 2010

ACT 2011-2012 Budget Snapshot, May 2011

Fact sheets, June 2011

Comments, submissions & policy statements

Human Rights (Parliamentary Scrutiny) Bill 2010 and the *Human Rights (Parliamentary Scrutiny) (Consequential Provisions) Bill 2010*, July 2010

Input for The Sustainable Health Workforce Plan for the ACT, July 2010

Breaking the Cycle of Disadvantage in the ACT, July 2010

Review of the Effectiveness of Competition of the Electricity Market in the ACT, September 2010

Creating a connected ACT tertiary education environment, September 2010

Alexander Maconochie Centre Review, September 2010

Improving ACT Public High Schools and Colleges, September 2010

Review of the ACT Public Sector, November 2010

Medication Management in HACC Services: A Snapshot of Existing Practises, November 2010

Protection from discrimination on the basis of sexual orientation and sex and/or gender identity, November 2010

Maximising Potential: improving life transitions for young people in care, November 2010

Engaging Canberrans: A Guide

to Community Engagement, December 2010

Indigenous Economic Development Strategy, December 2010

ACTCOSS and MHCC ACT Joint Submission to A Local Hospital Network for the Australian Capital Territory, December 2010

ACT Taxation Review, December 2010

Languages for All Canberrans, February 2011

Sustainable Waste Strategy 2010-2025, February 2011

Modernising youth housing and homelessness services in the ACT, February 2011

Towards a Diversionary Framework for the ACT, April 2011

Cultural Awareness Self-Assessment Toolkit: Examples of Good Practice / Areas for Improvement, April 2011

Inquiry into the youth justice system in the ACT, April 2011

Energy Smart Capital: An Energy Efficiency Scheme for the ACT, June 2011

Residential Tenancies (Minimum Housing Standards) Amendment Bill 2011, June 2011

Newsletters

Update Issue 53, Spring 2010 – Diversity

Update Issue 54, Summer 2010-2011 – Health

Update Issue 55, Autumn 2011 – Community gender matters

Update Issue 56, Winter 2011 – Corrections

Media releases

Community sector urges political consensus on Indigenous recognition in Constitution, joint release, 12 November 2010

ACT community says 'support our community sector', 15 April 2011

ACT Budget - Modest or shy?, 3 May 2011

The correcting of corrections...?, 4 May 2011

Sector campaigns for equal pay, 8 June 2011

Networks, working groups & seminars

ACTCOSS committees & advisory groups

Aboriginal & Torres Strait Islander
Community Sector Network
ACT Community Sector Policy
Network
ACT Peaks Forum
ACTCOSS General Committee
ACTCOSS RAP Working Group
ACTCOSS Membership Strategy
Working Group
Community Integration
Governance Group
Home and Community Care/
Disability Services Network
Home and Community Care/
Disability Services Working
Group
Human Resources Network

ACTCOSS email networks

ACT Policy Network
ATSIComSec Network

HACCDs Net
Homelessness Net (H-Net)
Human Rights Network
RTS Net

Additional ACTCOSS forums

Civil Society Forum with Western
Australian Council of Social
Service (WACOSS)
Introduction to Understanding
the ACT Budget
Consultation on issues raised in
the ACT Budget 2011-2012
Community Sector Federal
Election Forum
ACT Budget consultations with
NDS ACT, CMCF, ACT Shelter,
and HCCA

External committees & forums

ACOSS Policy Forums
ACT Disability Advocates
Network meetings
ACT Shelter Forum
ACT Women and Prisons Group
ACT Women's Service Network
Alcohol, Tobacco and Other
Drug Strategy Implementation

and Evaluation Steering
Committee*
AMC Drug Evaluation Advisory
Group*
AMC NAIDOC Committee*
AMC NSP Model Development
Consultation Group
AMC Throughcare reference
group meetings*
Anti-Poverty Week steering
committee and events
ATODA consultations
Canberra Multicultural
Community Forum
consultations
Carers ACT forums
CD-Net Working Group
CIT Centre for Health,
Community and Well-Being
Advisory Committee*
CIT Vocational College Advisory
Committee*
Community Coalition on
Corrections
Community Recovery Sub
committee*
Community Service Program
forums*
COSS Directors Forums
Council of the Ageing – Seniors'
Week events

Crime Prevention and
Community Safety Forum*
Gugan Gulwan Networking
Lunch Programs
Health Care Consumers
Association consultations
Healthy Workplaces Advisory
Group*
Homelessness Forums*
Human Rights Commission
training and forums*
Indigenous Elected Body forums
Innovation Grants – Broadening
of scope options*
International Women's Day
events
Joint Community Government
Reference Group (as co-chair)*
Joint forum regarding the future
of FACT and YCACT
Joint Pathways, including Joint
Pathways Working Groups*
Mental Health Community
Coalition consultations
Mental Health Community
Coalition Forums
Modernising Youth Housing and
Homelessness Services in
the ACT*
Molonglo Stage 2 Meetings
National Affordable Housing

Agreement (NAHA) future consultation*

Narrabundah Long Stay Park options briefing*

National Energy Market roundtable

National Quality Framework (for homelessness) consultation*

Oversight Group for the Review of the Industrial Relations Arrangements of the ACT Community Sector*

Planning and Development Forums*

Plastic Bag banning consultation*

Practice Talking Conference*

Promotion Prevention and Early Intervention (PPEI) Working Group meeting

Purchasing Framework and Outcomes Based Reporting Project Advisory Group*

Reconciliation Action Plan reference groups

Sustainability Network

Sustainable Waste Collection consultation*

Time To Talk Canberra 2030 Consultations*

Various community sector Annual General Meetings

Which Way Same Way Rainbow Network

Youth Coalition consultations

Youth Diversionary Framework consultations*

Youth Housing and Homelessness Forum

Youth Justice Reference Group Meetings

Youth Sexuality and Gender Diversity Network

Youth Week events

* indicates forum convened by government

ACTCOSS seminars & workshops

Gulanga Program

Aboriginal Culture, History & Heritage Training Part I – August 2010, March 2011, May 2011

Aboriginal Culture, History & Heritage Training Part II – August 2010

One Day Appreciation of Torres Strait Culture Awareness Training – September 2010, April 2011

Report Writing for Aboriginal & Torres Strait Islander Community Sector Workers – December 2010

Building Better Boards: The ACTCOSS Governance Workshop Program

Financial Management – August 2010, March 2011, June 2011

Legal Obligations – September 2010, June 2011

Board Basics – December 2010, March 2011

Raising the Standard

Raising the Standard Training – August 2010, November 2010, March 2011, May 2011

Sector development

Employment Law Update – December 2010

Working Ethically: Professional Boundaries – February 2011

Emergency Recovery and the role of the Community Sector – April 2011

Home and Community Care/Disability Services

Privacy and Confidentiality Seminar – August 2010

Working Ethically: Professional Boundaries – December 2010

Guardianship and Power of Attorney Seminar – April 2011

HACC Policy Day – May 2011

Social Role Valorisation (SRV) Introductory Seminar – June 2011

Development initiatives

Enhanced Team Functioning – August 2010

Managing Challenging Behaviours – September 2010

Marketing for your Community Organisation – October 2010

Bullying: Prevention & Management – November 2010

Grant Writing & the Social Determinants of Health – December 2010

ACTCOSS members 2010-11

Member Organisations

A Gender Agenda
Aboriginal Justice Centre
ACT Community Arts Office
ACT Council of Parents & Citizens Associations
ACT Critical Incident Stress Management Information Service Inc.
ACT Disability, Aged & Carer Advocacy Service Inc.
ACT Down Syndrome Association
ACT Hepatitis Resource Centre Inc.
ACT ME/CFS Society Inc.
ACT Mental Health Consumers Network
ACT Palliative Care Society Inc.
ACT Playgroups Association Inc.
ACT Shelter
Advance Personnel
Advocacy for Inclusion
AIDS Action Council
Alcohol & Drug Foundation, ACT Inc.
Alcohol Tobacco and Other Drug Association ACT
Anglicare Canberra and Goulburn
Asthma Foundation ACT
Australia Mon Association Inc.
Australian Association of Social Workers ACT Branch
Australian Business and Community Network
Australian Catholic University, Institute of Child Protection Studies
Autism Asperger ACT Inc.
Barnardos Australia
Belconnen Community Service
Beryl Women Inc.
Billabong Aboriginal Development Corporation
Calwell Community Centre
Canberra & Q'yan ADD Support Group Inc.
Canberra Alliance for Harm Minimisations and Advocacy
Canberra Blind Society
Canberra Community Arts Front Inc.
Canberra Fathers and Children Service
Canberra Institute of Technology
Student Association
Canberra Japan Club Inc.
Canberra Men's Centre
Canberra One Parent Family Support
Canberra Police Community Youth Club
Canberra Preschool Society Inc.
Canberra Rape Crisis Centre
Canberra Youth Refuge
Capital Community Housing Inc.
Care Financial Counselling Service and the Consumer Law Centre of the ACT
Carers ACT Inc.
CatholicCare Canberra & Goulburn
Citizens Advice Bureau
Communities @ Work
Community and Public Sector Union
Community Connections
Community Housing Canberra
Companion House
Computing Assistance Support and Education Inc
Conflict Resolution Service Inc.
Directions ACT
Disability Services Australia
Domestic Violence Crisis Service
Doris Women's Refuge Inc.
Environmental Collective
Housing Organisation Inc
Families & Friends for Drug Law Reform
Families ACT Inc.
Family Drug Support
For You & Me Inc. Club Workshop for the Disabled
Foster Care Association of the ACT Inc.
Fusion Australia
Galilee
GROW - ACT
Gungahlin Regional Community Service
Havelock House Association Inc.
Health Care Consumers Association of ACT Inc.
Home Help Service
HOME Hospice
Inanna Inc.
Justice Action
Karinya House
Koomarri
Life Without Barriers
Lifeline Canberra Inc.
Lone Fathers Association
Marymead Child & Family Centre
Menslink Inc.
Mental Health Community Coalition

Mental Health Foundation
Mental Illness Education ACT
Migrant and Refugee Settlement
Services of the ACT Inc.
Multicultural Women's Advocacy
Multiple Sclerosis Society of the
ACT Inc.
NationsHeart Christian
Community
Noahs Ark Resource Centre
Northside Community
Service Inc.
Parentline ACT Inc.
Pegasus Riding for the
Disabled Inc.
People with Disabilities ACT Inc.
Post and Ante Natal Depression
Support & Info. Inc.
Prisoners Aid (ACT) Inc.
Pure Focus Inc.
Queanbeyan Multilingual Centre
Regional Development
Australia ACT
Relationships Australia Canberra
and Region Inc.
Religious Society of Friends Inc.
RSI & Overuse Injury Association
of the ACT, Inc.
SEE-Change Inc.

Self Help Organisation United
Together Inc.
Sexual Health & Family Planning
ACT Inc.
Shareability Inc.
Sharing Places Inc.
Softlaw Community Projects
Limited
Southside Community
Services Inc.
St Vincent de Paul Society
Superannuated Commonwealth
Officers Association
Support Asian Women's
Friendship Association Inc.
Tandem
Technical Aid to the Disabled
(ACT) Inc.
Ted Noffs Foundation
Tenant's Union (ACT)
The Cancer Council ACT
The Salvation Army - ACT & Sth
NSW Division
Toora Women Inc.
Tumladden Medium Term Youth
Accommodation Inc.
Unions ACT

Uniting Church in Australia -
Presbytery of Canberra Region
University of Canberra Students
Association Inc.
Victims of Crime Assistance
League ACT Inc.
Vista Vocational Services
Volunteering ACT
Warehouse Circus Inc.
Welfare Rights & Legal Centre
Woden Community Service Inc.
Women with Disabilities ACT
Women's Centre for Health
Matters Inc.
Women's Electoral Lobby -
ACT Branch
Women's Legal Centre (ACT
Region) Inc.
Youth Coalition of the ACT
YWCA - Housing Support Unit
YWCA of Canberra

Affiliate Members

Queanbeyan City Council

Associate Members

C Ansted	A Kilpatrick
M Azize	J Kitchin
A Barden	K Korsch
L Bochenek	J Lintern
J Briscoe	R Little
R Brown	D Lucas
T Byrne	K Lyttle
R Carter	R McGowan
J Carty	A McLaughlin
A Cresswell	C Moore
R Dargavel	J Moran
S J Dias	K Nicholson
S Ellerman	K Oddy
G Evans	P O'Flaherty
M Flynn	B Pamphilon
J Graham	R Polglaze
C Gyngell	K Pullen
C Hales	R Refshauge
M Heales	A Rowe
A Holloway	Z Sanusi
J J Holmes	C Settle
P Hyndal	T Tahana
C Johnston	L Thomson
P Kendall	F Tito-Wheatland
	B Ward
	G Weir
	E Wensing
	J Wood

ACTCOSS General Committee

Executive Committee	Attendance	Apologies	Ordinary Members	Attendance	Apologies
President Chris Redmond, Woden Community Service	8/10	2	Andrew Rowe, Associate Member	4/10	6
Vice President (until Apr. 2011) Shannon Pickles, St. Vincent de Paul Society	2/7	5	Chris Johnston, Associate Member (until Nov. 2010)	2/4	2
Vice President (from Apr. 2011) Jenny Kitchin, Anglicare ACT	5/6	1	Colin Hales, Associate Member (until Nov. 2010)	2/4	2
Vice President Rod Little, Associate Member	5/10	4	Darlene Cox, HCCA	5/10	5
Treasurer (until Nov. 2010) Peter Sutherland, Softlaw Community Projects	3/4	1	Fiona May, Associate Member (until Nov. 2010)	4/4	0
Treasurer (from Jun. 2011) Tania Tahana, Associate Member	1/1	1	Hannah Dawes, DIRECTIONS ACT	3/6	3
Secretary Hilary Martin, Marymead Child and Family Centre	6/10	3	Jo Cochrane, Communities@Work (from Nov. 2010)	4/6	2
Ordinary Members Amy Kilpatrick (from Aug. 2010), Associate Member	6/9	2	Kim Sattler, UnionsACT (until Nov. 2010)	0/4	4
			Liz Howarth, Citizens Advice Bureau ACT	8/10	2
			Louise Cooke, Canberra Preschool Society (from Apr. 2011)	2/3	1
			Michael Brown, Canberra Men's Centre (from Nov. 2010)	4/6	2
			Nicole O'Callaghan, WWDACT	3/10	5
			Simon Rosenberg, Northside Community Service	7/10	3

ACTCOSS staff

Director



Roslyn Dundas

Deputy Director



Kiki Korpinen

Gulanga Program



Julie Butler



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Natalie Oliver



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ACTCOSS thanks Breakout Design Print Web for their support in the printing of this annual report.





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