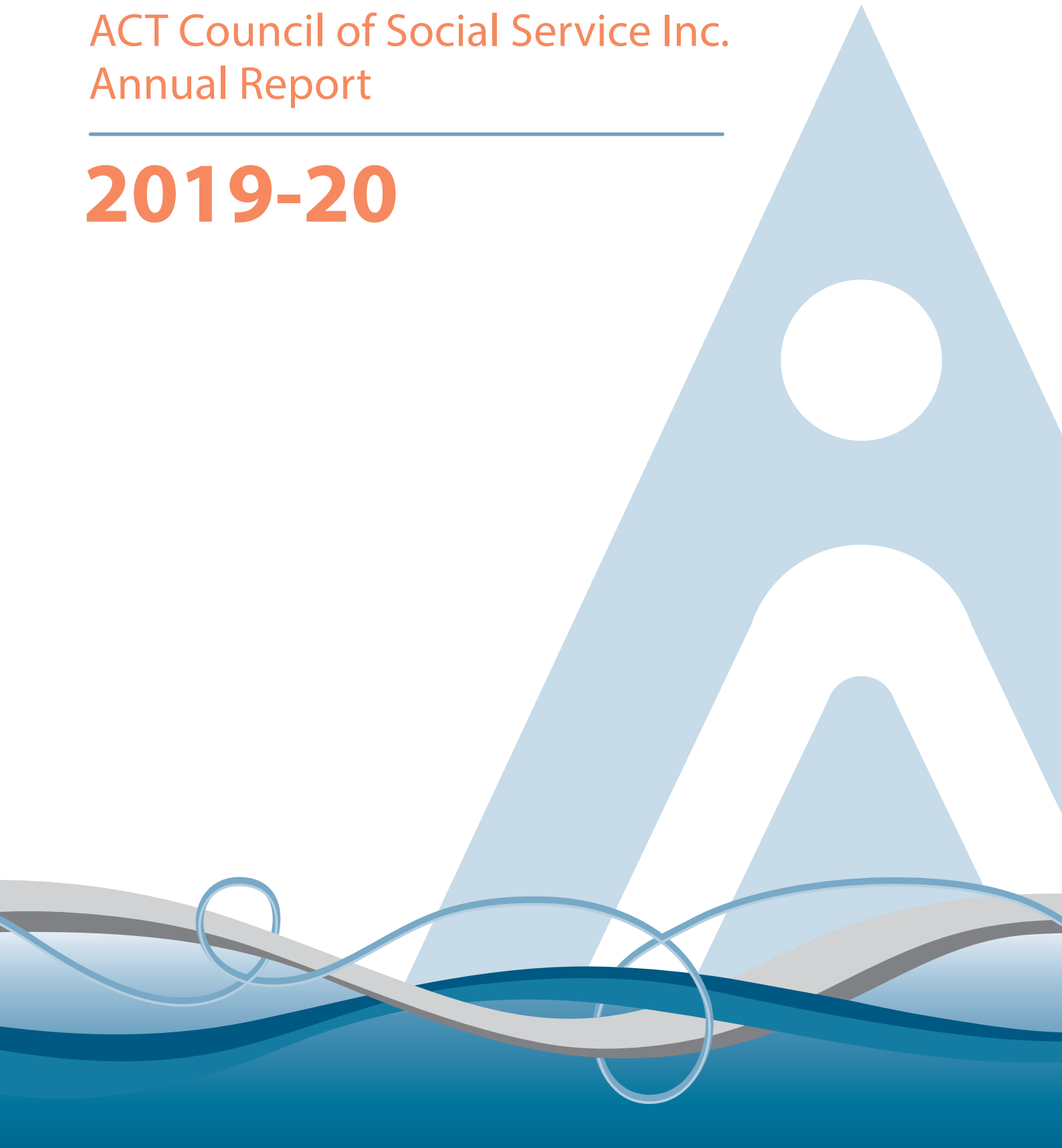




ACT Council of Social Service Inc. Annual Report

2019-20



Acknowledgement of traditional custodians

ACTCOSS acknowledges Canberra has been built on the land of the Ngunnawal people. We pay respect to their Elders and recognise the strength and resilience of Aboriginal and/or Torres Strait Islander peoples. We celebrate Aboriginal and/or Torres Strait Islander cultures and their ongoing contributions to the ACT community.

Please note:

Aboriginal and/or Torres Strait Islander peoples should be aware that this publication may contain the images and names of people who have passed.

Funders

ACTCOSS received funding from:



Partners



What is the ACT Council of Social Service Inc. (ACTCOSS)?

ACTCOSS is a non-profit organisation that advocates for social justice and assists and supports the community sector in the ACT. We do this with support and input from our members – passionate individuals, community-managed organisations and other groups interested in a fair Canberra.

Vision

Our vision is that Canberra is a just, safe and sustainable community in which everyone has the opportunity for self-determination and a fair share of resources and services.

Strategic objectives

- **Build capacity:** We assist and support organisations to build their capacity so they can provide a service that best meets the needs of Canberrans living in difficult circumstances
- **Promote social justice:** We make explicit and pursue a social justice agenda for the people of the ACT

- **Be an effective peak body:** We function as a peak body for the ACT community sector
- **Strengthen the COSS network:** We participate as part of the national Councils of Social Service (COSS) network.

Want to know more?

Continue reading this report to get an idea about how we make a difference – and how you can join us to make a difference too! There are lots of opportunities for us to work together for positive social change.

You can also find out more on our website actcoss.org.au

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Chair's report



Glenda Stevens
Chair and Associate Member
of ACTCOSS

This year ACTCOSS has shown its importance to our community. Its roles in representing the collective community services, and as a gatherer, disseminator and conduit of information to and from the community, government and services, were integral in enabling the ACT's effective management and response to the bushfire emergency and the prolonged COVID-19 pandemic restrictions. ACTCOSS's input was vital in ensuring the decisions made were just and inclusive of all members of the community.

Thank you to Susan Helyar, our longstanding Executive Director (then CEO). Susan was an articulate 'face of ACTCOSS' and positioned the organisation to be a recognised authority on social justice issues. Susan left ACTCOSS in November 2019 and we wish her well in her new role at the Australian National University. Our management team of Craig Wallace, Stephanie Crosby and Samantha Quimby skilfully led ACTCOSS until Dr Emma Campbell took up the CEO role early in 2020.

Emma quickly familiarised herself with ACTCOSS and our stakeholders, and then capably ensured ACTCOSS was influencing and advising decision makers, leading the sector, and focusing on social justice and the wellbeing of those who needed a voice during the crises of early 2020.

With the objectives in the 2019-2022 Strategic Plan as our guiding principles, ACTCOSS has made very respectable progress in building capacity, promoting social justice, being an effective peak body and strengthening the COSS network. To note, ACTCOSS has:

- Represented the views and priorities of our constituency and members, and influenced public debate through discussions and submissions to the ACT Government on housing and transport, energy hardship, red tape reduction and procurement reform, and the Industry Strategy and Workforce Plan
- Increased its footprint in the public domain and has received a considerable increase in media coverage
- Participated as part of the national COSS network, and made significant progress in raising awareness of the Raise the Rate campaign and advocacy to ensure our social security system is fixed for good so it keeps people out of poverty
- Hosted a pre-federal election forum for ACTCOSS members and federal candidates
- Continued its active participation in National Reconciliation Week and Anti-Poverty Week
- Emphasised what will be needed for the ACT to be a sustainable, inclusive community, especially as the population is growing quickly.

As I complete my term as Chair, I sincerely thank my Board colleagues who generously gave their time, heart and honesty, and for their collective and individual wisdom.

I also thank the ACTCOSS staff for their expertise and perseverance – particularly CEOs Susan Helyar and Emma Campbell: two dynamic and fearless women who inspire daily through their thought leadership, capacity to act and their unwavering focus on achieving a just world.

Finally, I thank the members of ACTCOSS for their trust, support and commitment to ACTCOSS's work to alleviate poverty and inequality, and to effect positive social change.

CEO's report



Dr Emma Campbell
Chief Executive Officer
ACTCOSS

I am pleased to present the ACTCOSS 2019-20 Annual Report.

I am proud of the work that ACTCOSS has done to support the Canberra community through a very challenging year. During the bushfires and COVID-19, we endeavoured to ensure that our member organisations had the support required to continue their critical work and that Canberrans facing disadvantage were protected.

Strong partnerships and regular communication with our members and stakeholders enabled ACTCOSS to play an important role in providing advice to the ACT Government and disseminating critical information during these crises.

In partnership with our members and other peaks, ACTCOSS's advocacy resulted in important policy responses during COVID-19. This included protections for renters; support for people on temporary visas; information dissemination to Canberrans from migrant and refugee background; improved responses to people with disability including access to personal protective equipment (PPE); and support for people in energy stress.

Alongside our crisis-response work, ACTCOSS has achieved huge breadth in its contribution to policy and public debates in areas from justice to planning; housing to poverty; disability to climate and energy. Our work is based on sound empirical evidence and data. Equally important, it is informed and made more credible by the experiences and contributions of our membership.

ACTCOSS has also continued to advance key issues impacting our sector, including: the Equal Remuneration Order; adequate and sustained funding; improving the operating environment; and policy preparation ahead of the 2020 ACT election.

Given the importance of face-to-face interactions to the work of our Gulanga Program, the Gulanga team have worked extremely hard to adapt their ways of working and communicating to continue the important outreach and services offered by the program.

We have been an important and active part of the COSS network. ACTCOSS was proud to support the ACOSS conference held in November 2019 in Canberra. The network has been critical to advocating on federal issues impacting Canberrans, including social security, immigration, disability, superannuation reform and taxation.

By the end of July 2020, the number of people looking for work receiving JobSeeker or Youth Allowance in the ACT had doubled compared with December 2019. The role of ACTCOSS in representing those on low incomes or facing disadvantage, and the services that support them, remains as important as ever. ACTCOSS will continue to speak out where there is injustice.

I would like to recognise the fantastic ACTCOSS team who have adapted to the changes and challenges that the year has brought and to acknowledge the ACTCOSS Chair Glenda Stevens for all her support and the ACTCOSS Board for their warm welcome. I would also like to thank our members, government partners, sponsors and other stakeholders for their ongoing support and collaboration.

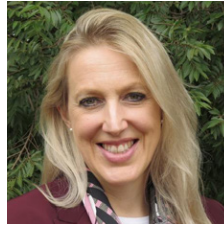
Finally, I must acknowledge the work of Susan Helyar, my predecessor, who left a vibrant, respected and competent organisation dedicated to achieving a just, safe and sustainable Canberra in which everyone has the opportunity for self-determination and a fair share of resources and services.

I look forward to carrying on this legacy.

Our staff

in 2019-20

CEO



Dr Emma Campbell
(from Jan 2020)



Susan Helyar
(until Nov 2019)

Policy team



Craig Wallace
Policy Manager



Geoff Buchanan
Senior Policy Officer
(Research & Data)



Eliza Moloney
Policy Officer



Julie Butler
Program Officer



Kim Peters
Program Officer

Gulanga Program team

Capability team



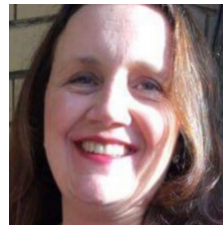
Samantha Quimby
Capability Manager
(until Mar 2020)



Ryan Joseph
Capability Officer



Tara Prince
Policy & Development
Officer



Anna Cirocco
Capability Officer
(Feb - Jun 2020)



Mercedes Dent
CALD Project Officer
(secondment from Carers
ACT, May - Jun 2020)

Operations team



Stephanie Crosby
Operations Manager



Suzanne Richardson
Publications & ICT
Officer



Holly Zhang
Info & Events Support
Officer



Ada Fitzgerald-
Cherry
Admin Support Officer
(from Jun 2020)



Kathy Ehmann
Admin Support Officer
(until Mar 2020)

Financial statements

Treasurer's report

I am pleased to present a summary of the audited financial statements of the ACT Council of Service Service Inc. (ACTCOSS) for the financial year 2019-20. The following report provides a true and accurate overview of income and expenditure as a result of ACTCOSS's activities from July 2019 to June 2020. ACTCOSS is grateful for the financial support for our core functions from the ACT's Community Services Directorate, which provided funding on behalf of the Community Development Program, Child, Youth and Family Services Program and the National Affordable Housing Agreement. We are also grateful for the ongoing support from the ACT Health Directorate, Energy Consumers Australia and Evoenergy, and our continuing partnerships with HESTA and Gallagher.

The year was incredibly trying and uncertain, but in the end with assistance of COVID-19 stimulus funding from the government, we have earned a surplus of \$200K. Total revenue was better than budgeted due to the stimulus funding. While we did receive additional support as a result of COVID-19, our underlying financial health remains strong. ACTCOSS will continue its policy of strong fiscal management balancing effective responses to the needs and aspirations of our community and managing costs. I would like to take this opportunity to thank the ACTCOSS team for their ongoing support and assistance in ACTCOSS's management and financial performance.

– Bruce Papps, Treasurer

Statement of comprehensive income for the year ended 30 June 2020

	2020 \$	2019 \$
Grant funding	1,139,628	1,117,514
Other income	109,300	166,000
COVID-19 assistance	189,336	-
Finance income	12,534	11,566
Total revenue	1,450,798	1,295,080
Employee expenses	(1,089,623)	(1,026,747)
Accounting fees	(8,527)	(9,402)
Depreciation	(6,364)	(4,389)
External labour & consulting	(55,510)	(112,985)
Meeting & seminars	(8,448)	(24,224)
Publication costs	(1,314)	(4,168)
Rent	(21,921)	(29,229)
Other expenses	(59,004)	(86,195)
Total expenditure	(1,250,711)	(1,297,339)
Deficit from operations	200,087	(2,259)
Other comprehensive income	-	-
Total comprehensive income for the year	200,087	(2,259)

Statement of changes in equity for the year ended 30 June 2020

	Retained surplus \$	Operating reserve \$	Total \$
2020			
Balance at 1 July 2019	55,614	322,688	378,302
Comprehensive income attributable to members	200,087	-	200,087
Balance at 30 June 2020	255,701	322,688	578,389
2019			
Balance at 1 July 2018	57,873	322,688	380,561
Comprehensive income attributable to members	(2,259)	-	(2,259)
Balance at 30 June 2019	55,614	322,688	378,302

Find the [full financial report for 2019-20](#) on the ACTCOSS website: actcoss.org.au

Strategic Plan 2019-2022

Vision Canberra is a just, safe and sustainable community in which everyone has the opportunity for self-determination and a fair share of resources and services.

Purpose ACTCOSS works collaboratively with organisations and individuals who support our vision and goals for positive social change. We advocate to government on social policy, encourage individuals and groups to take action, and provide capacity building services and resources to community organisations. We do all this with support and input from our membership.

Strategic objectives

Build capacity



Assist and support organisations to build their capacity so they can provide a service that best meets the needs of Canberrans living in difficult circumstances by:

- Providing affordable, relevant, timely and effective organisation and workforce development services and resources
- Promoting the value and importance of locally grown solutions and services
- Stewarding implementation of the ACT Community Services Industry Strategy 2016-2026.

Be an effective peak body



Function as a peak body for the ACT community sector by:

- Securing sufficient resources to sustain a strong staff team, fulfil our mandate and deliver on our ambitions
- Renewing our ICT infrastructure
- Ensuring most effective use of resources
- Expanding our membership reach and engagement
- Building strong alliances and partnerships with people's voice, service provider and business organisations
- Maximising and monitoring our impact on decision makers.

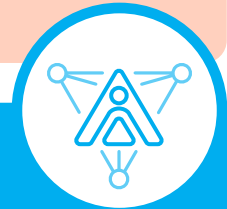
Promote social justice



Make explicit and pursue a social justice agenda for the people of the ACT by:

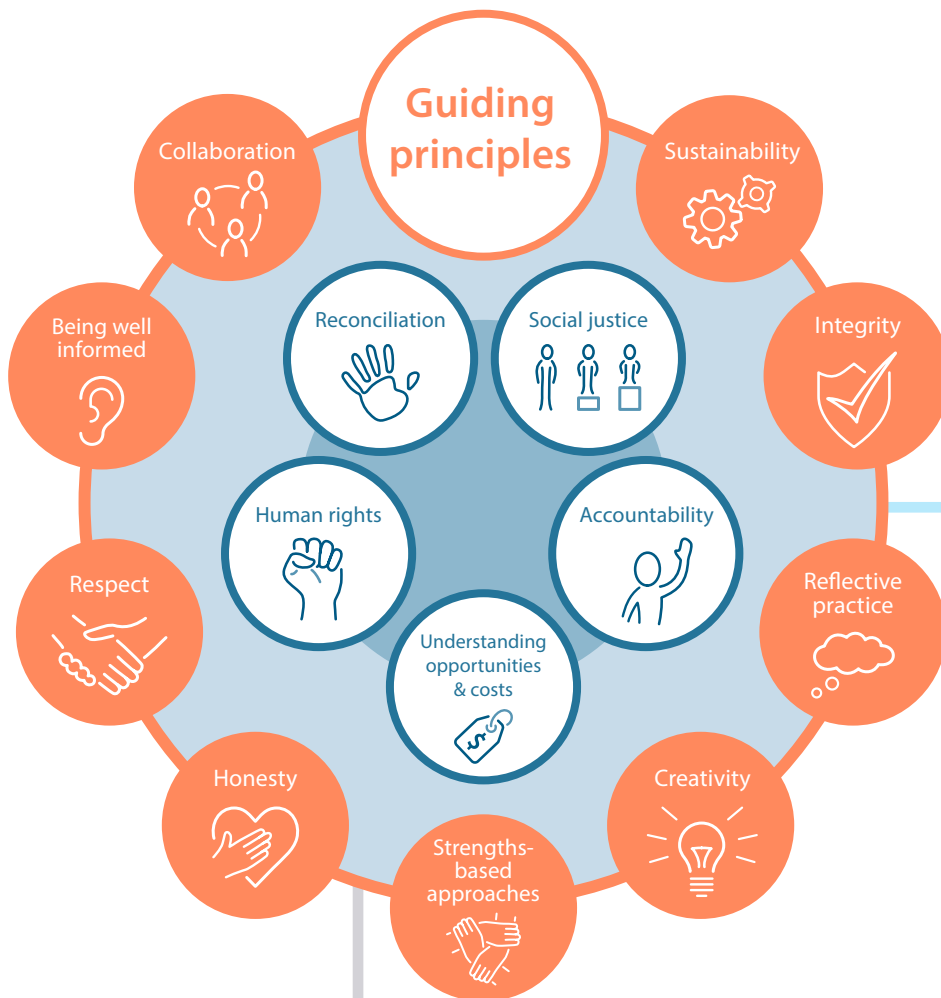
- Representing the views and priorities of our constituency and our members
- Getting new issues into policy and service reform agendas
- Influencing public debate and decision makers
- Holding the ACT Government to account
- Monitoring progress towards our vision for Canberra.

Strengthen COSS network



Participate as part of the national COSS network by:

- Contributing to and supporting social justice advocacy and capability development at the national level
- Sharing information and resources that will increase the reach and impact of COSS.



Ambitions

- Social and economic policy reduces inequality
- Advocacy agenda is relevant beyond election-led decision-making cycles
- Not-for-profit organisations prioritise collective value generation and strong collaborations
- Funding for community services ensures sustainable, effective service delivery
- Growth of human capital is part of the economic agenda

Guiding documents

- ACT Community Services Industry Strategy 2016-2026
- The Social Compact: A Relationship Framework Between the ACT Government and Community Sector
- ACT Aboriginal and Torres Strait Islander Agreement 2019-2028
- 2017 Uluru Statement from the Heart
- 2016 Congress of Australia's First Peoples Redfern Statement
- 2016-2030 United Nations Sustainable Development Goals
- ACT Community Shared Statements for ACT Elections

ACTCOSS 2020 Stakeholder Survey

In April/May 2020, ACTCOSS conducted our regular stakeholder survey. We received 83 responses, which is the equivalent of more than half our membership.

The vast majority of respondents agree or strongly agree that ACTCOSS is delivering on its 2019-22 strategic objectives.

Over 85% of respondents agree that ACTCOSS advocacy is relevant, representative and impactful.



Strategic objective: Build capacity

Workshops and training

To support our member organisations, ACTCOSS hosted workshops and trainings, including:

Cultivating Workers, Sustaining Community Services with Gary Veale – 5 July 2019

Dr Gary Veale and a panel of local community sector leaders and ACT Government representatives discussed how to foster and support the ACT community sector workforce. ACTCOSS hosted more than 70 people at this keynote event.

Building Resilient Communities – The Hope Project – 16 August 2019 and 25 February 2020

This seminar screened the award-winning documentary *Resilience: The Biology of Stress & the Science of Hope* followed by a workshop to better understand resilience.

Governing a Community Organisation – Justice Connect NFP Law – 29 August 2019

This workshop, delivered by lawyers experienced in NFP law, covered the legal and governance responsibilities of NFP board members.

Social Media and the Law – Justice Connect NFP Law – 29 August 2019

This workshop, delivered by lawyers experienced in NFP law, covered the key legal risks associated with use of social media, including the role of social media in investigations and dismissals, and defamation and privacy considerations.

Developing Quality and Continuous Improvement – 24 September 2019

This training offered creative and practical ways to engage and support teams, and to improve quality and innovation in management practices. It also focused on policy development, advocacy and service delivery.

Partnerships and Governance for Systems Change: Addressing Severe and Multiple Disadvantage – 14 October 2019

Julian Corner from The LankellyChase Foundation UK presented on the partnerships and systems changes needed to address structural inequality. ACTCOSS hosted more than 40 people at this keynote event, including leaders from the ACT Community Services Directors, Health Directorate and the community sector.

Building Better Boards: Introduction to Board Governance and Introduction to Board Financial Management – 24 February 2020

This workshop was designed to meet the needs of people interested in, or who have been recently appointed to, a board member position with a not-for-profit organisation in the ACT.



Community sector leaders and ACT Government representatives panel at Cultivating Workers, Sustaining Community Services with Gary Veale.



Julian Corner from The LankellyChase Foundation UK presenting on the partnerships and systems changes needed to address structural inequality.

Culturally and linguistically diverse network and project

CALD network

During the first months of the COVID-19 pandemic, ACTCOSS identified engagement with culturally and linguistically diverse (CALD) Canberrans as a significant gap in the COVID-19 response.

With the Canberra Multicultural Community Forum (CMCF), ACTCOSS hosted a fortnightly online meeting on issues relating to CALD communities during COVID-19. Participants included representatives from ACT Government, tertiary education institutions, small business and the community sector. This enabled information to be shared with the ACT Government and with organisations serving CALD communities.

CALD communications project

Working with CALD communities requires significant resources. Communication channels are numerous, and challenges and aspirations of CALD communities are complex and varied. Information needs to be communicated in a range of formats and languages.

In partnership with Carers ACT, ACTCOSS has compiled a list of more than 500 CALD community groups in the ACT that have agreed to receive and forward information. They span geographic and language groups that have an online and/or offline presence that serve advocacy, cultural, and religious roles.

In 2020-21, this list will be a capability resource for use by our members to communicate with CALD Canberrans so that all residents in the ACT can access services.

CASP – Community Assistance and Support Program

The Community Assistance and Support Program (CASP) provides community care supports for people under 65 years with a health condition and their carers. It aims to maintain or enhance their health, wellbeing and independence, and enable participation and connections with community.

ACTCOSS is funded to assist and support CASP providers by facilitating networks, capability development and systemic advocacy.

This year CASP work included:

- Successfully updating the CASP Service Directory through close engagement with the ACT Health's Contracts and Policy team. The directory is currently in use and available on the [ACT Health website](#)
- Focused meetings on COVID-19 related sector support to highlight and address current and emerging COVID-19 related gaps, increasing meeting frequency from the usual quarterly to 12 meetings in 2019-20.

Peer networks

ACTCOSS hosted a range of peer networks to support community sector practice in areas including human resources, reconciliation and communications.

Human Resources Peer Network

This network met nine times in 2019-20, moving our usual quarterly meetings to fortnightly during COVID-19 to discuss issues including: Commonwealth and Territory stimulus packages; organisational funding and contract compliance; changes to income and other COVID-19 specific support mechanisms affecting staff; and transition to working from home arrangements.

ACTCOSS also regularly disseminated human resource specific information through our email network and COVID-19 Human Resources Update.

Reconciliation Peer Network

This network met four times in 2019-20 to share and learn from each other about Reconciliation and to develop partnerships for collaboration on Reconciliation events and activities

Communications Peer Network

This network was re-launched in June 2019 and met nine times in 2019-20. Discussions included: community sector organisational communications approaches; social media analytics; free and open source CRM software; and effective communication during COVID-19.

Community Development Peer Network

This network met four times in 2019-20 and is co-hosted by ACTCOSS and CDNet to share practice on place-making among community development

practitioners and to grow the dialogue with practitioners outside the ACTCOSS membership.

Through the Community Development Steering Group, the network contributed to planning two sessions and a CoDesign and Placemaking Forum and a Community Development Train-the-Trainer Workshop.

The Community Development Steering Group met weekly during COVID-19 to provide support to practitioners working in the ACT and Queanbeyan Palerang Regional Council areas. Many of these community development practitioners were involved in mutual aid groups, the Canberra Relief Network, bushfire support, and other food security activities.

Leading Social Change Peer Network

This network met three times in 2019-20 to provide a networking opportunity for current and prospective community organisation board directors.

In 2020-21 we anticipate engaging this network to support a board diversity agenda in the sector.

Social Enterprise Peer Network

This network met three times in 2019-20 in collaboration with the Millhouse Social Enterprise Hub to share knowledge between social entrepreneurs (or those interested in social enterprise development) and community sector organisations, and to provide peer support for those engaged/seeking to be engaged in social enterprises in the ACT.



Marcia Williams from the Women's Centre for Health Matters speaking at the Social Enterprise Peer Network.

Some other ways we helped build capacity

Tailored learning and development support

On request, ACTCOSS provided learning and development activities tailored to the needs of specific member organisations.

Industry Strategy Steering Group (ISSG)

ACTCOSS is the Chair and provides secretarial support for the ISSG. The ISSG met 5 times in 2019-20. Work included:

- A [submission to the federal NDIS workforce inquiry](#) (Apr 2020), noting the importance of individual state and territory community service industry and workforce plans/strategies in any federal policy making
- Ongoing planning and implementation of the workforce strategy, including meetings with the Community Services Directorate for the Service Provision Cost Analysis Project.

Engagement with the education and training sector

Throughout the year, ACTCOSS regularly engaged with the education and training sector to ensure that education and training in the ACT is meeting current and future community sector workforce needs. Activities included:

- Engaging Skills Canberra to sponsor the Cultivating Workers, Sustaining Community Services workshop
- CEO meetings with Skills Canberra
- Advocacy on implications for the community sector workforce of previously planned VET subsidy cuts in early 2020
- Support to the sector to provide input to the Skilled Capital Qualification and Skill Set Lists
- Participation in the COAG VET Reform Roadmap Industry Consultation hosted by the Senior Skills Officials Network.

ACT Long Service Leave Portable Scheme

ACTCOSS has worked with the ACT Long Service Leave Authority and sector colleagues in respect to rule changes on the inclusion of advocacy organisations in the ACT Portable Leave Scheme.

Work Safety Council

- ACTCOSS fulfilled the community sector employer representative role in the ACT Work Safety Ministerial Advisory Council to end 2019.
- ACTCOSS worked with the WorkSafe ACT Psychological Health Officer in late 2019 to build a channel of engagement with the sector through our Human Resources Network. Through this engagement, we provided sector input toward the development of the ACT Government Healthier Work Portal.
- ACTCOSS met with the new ACT Work Safety Commissioner in 2020 and remains engaged with WorkSafe ACT on shared priorities.

Other consultations and advisory groups

ACTCOSS participated in a range of other activities relating to capacity building including on the Project Advisory Group chaired by Health Care Consumers' Association to develop Health Literacy Training for Community Workers and the CDNet Steering Group.

80% of stakeholder survey respondents agree that ACTCOSS assists and supports organisations to build their capacity.

– ACTCOSS Stakeholder Survey, May 2020



Strategic objective:

Promote social justice

ACTCOSS produced a range of advocacy publications on the key issues impacting social justice in the ACT. These included:

Imagining Better: Reflections on access, choice and control in ACT health services for people with disability

Sep 2019

The [Imagining Better](#) report was from a project conducted by ACTCOSS with support from the ACT Office for Disability as part of the ACT's commitment to implementing the National Disability Strategy.

The report shows that people with disability self-report poor health outcomes arising from personal and structural issues such as economic disadvantage, diagnostic overshadowing, poor attitudes of clinical workers, inadequate digital and physical infrastructure, and service gaps.

Creating opportunity or entrenching disadvantage? 5 years on: ACT Labour Market Data Update

Oct 2019

In October 2014, ACTCOSS and the Women's Centre for Health Matters collaborated to release a report for Anti-Poverty Week titled *Creating Opportunity or Entrenching Disadvantage?* which explored ACT labour market data and trends, and the female share for the largest employing industries in the ACT.

Five years later, approximately 37,000 people live in low-income households in the ACT, and women are over-represented in Canberra's low-income households. With the cost of living in the ACT also increasing and Canberra's overall CPI increasing above the national rate, this [report revisited the latest data](#) to determine what changes have occurred in the labour market and how women have fared though the changes compared to men.

ACTCOSS ACT Budget priorities 2020-21

Nov 2019

In our [submission for the 2020-21 ACT Budget](#), we outlined 50 priorities calling for adequate resourcing of community-based, non-government delivered services and responses to meet community need and a changing Canberra.

The submission also sought fulfillment of ACT Government promises plus community priorities set out in successive ACTCOSS Budget submissions since the 2016 ACT election.

Shattered Myths: 20 years of ACTCOSS work on poverty

Nov 2019

2019 was the 20th anniversary of ACTCOSS starting to collect data on the nature and extent of poverty in the ACT. To mark the anniversary, ACTCOSS produced the resource [Shattered Myths: 20 years of ACTCOSS work on poverty](#). This document charted how ACTCOSS collected and reported data; the realities of poverty throughout the decades; and the ACT Government responses to poverty and ACTCOSS's work over the years. The final publication included quotes contributed by Chief Minister Andrew Barr, Leader of the Opposition Alistair Coe, Leader of the ACT Greens Shane Rattenbury, and the first Chief Minister of the ACT, Rosemary Follett.



Some other ways we promoted social justice

In 2019-20, ACTCOSS was proactive in making submissions to a wide range of inquiries and consultations in writing and in person to ensure policy promotes social justice principles. A summary is outlined below.

Submissions and other publications

- [Evoenergy Gas Network 2021 Draft Plan](#) (Apr 2020)
- [ICRC Retail Electricity Price Investigation 2020-24 Draft Report](#) (Apr 2020)
- [Review of Age of Criminal Responsibility](#) (Feb 2020)
- [Standing Committee on Justice and Community Safety on the Human Rights \(Workers' Rights\) Amendment Bill 2019](#) (Jan 2020)
- [Response to the ACT Sustainable Energy Policy 2020-25 Discussion Paper](#) (Dec 2019)
- [GN21 Energy Consumer Advocacy Workshop Outcomes](#) (Dec 2019)
- [Inquiry into Child and Youth Protection Services](#) (Aug 2019).

Convention on the Rights of People with Disabilities NGO Shadow Report to the UN

Reflecting ACTCOSS's significant work on issues impacting people with disability, ACTCOSS was a signatory of the Convention on the Rights of People with Disabilities (CRPD) NGO Shadow Report to the UN. The Shadow Report provides commentary on the performance of federal, state and territory governments in meeting their obligations under the CRPD.

ATSIEB Hearings

ACTCOSS is committed to ensuring that its advocacy furthers the interests of Aboriginal and/or Torres Strait Islander peoples and communities.

ACTCOSS representatives were present for the full Aboriginal and Torres Strait Islander Elected Body (ATSIEB) Hearings to hear the issues raised by ATSIEB in its questioning of ACT Government senior officials on the impact of ACT Government policy on Aboriginal and/or Torres Strait Islander peoples in the ACT.

Consultations and advisory groups

ACTCOSS convened and participated in consultations and advisory groups, including:

- Community Transport Working Group (CTWG) (convenor)
- Justice Reform Group (JRG) (convenor)
- CYFSP Directors Group
- Co-Chair of Anti-Poverty Week
- ACT Together Strategic Planning Consultation
- Capital Health Network (CHN) co-design project for trauma-informed model of care Office for Mental Health
- Australian Early Development Census Community forums
- Crimes Act (Vulnerable People) Legislation Consultation
- Office for Women Co-Design project for the Second Action Plan of the ACT Women's Plan
- Capital Health Network (CHN) Community Advisory Committee
- ACT Health Directorate's NGO Leadership Group
- ACT Government's Wellbeing Indicators
- Jobs Fund Advisory Group (JFAG) for the Jobs for Canberrans initiative
- Canberra Gambling Reform Alliance (CGRA)
- Housing Innovation Group
- CHIA ACT Advisory Committee
- Axial Housing Steering Committee
- ACT Property Council's Social Sustainability Committee
- Climate Council Consultations
- Ministerial Roundtable with ACT Energy and Sustainability Industry Stakeholders
- ActewAGL Hardship Relief Network.

90% of stakeholder survey respondents agree that ACTCOSS makes explicit and pursues a social justice agenda for the people of the ACT.

– ACTCOSS Stakeholder Survey, May 2020



Strategic objective:

Be an effective peak body

Emergency support for Canberra's community organisations

During the extreme weather, devastating fires and subsequent smoke haze last summer, ACTCOSS worked closely with member organisations to assist people in need.

We undertook this work through our role as peak body and as a participating signatory to the ACT Community Recovery Sub-Plan. ACTCOSS was proud to contribute by:

- Providing daily social media updates and email updates to members based on Community Services Directorate and ACT Health advice on the ACT emergency response, including during the public holiday shutdown. Staff returned early to support information provision to the sector
- Distributing 2600 N95 and P2 masks to 26 community organisations with frontline staff and clients affected by the smoke conditions
- Participating in post-bushfire debriefs and workshops as a member of the ACT Social Recovery Sub-Committee
- Making a submission to the [Inquiry into lessons to be learned in relation to the Australian bushfire season 2019-20](#).

"The masks will be very useful for our frontline staff who work in the community as contact with the smoke is unavoidable. ACTCOSS are to be commended for their efficient distribution of the masks provided."

Community Connections



N95 and P2 masks ready for distribution to community organisations during the bushfire smoke conditions in early 2020.

2020 ACT election

Between September 2019 and early 2020, ACTCOSS held several member and peak forums to prepare for the upcoming ACT election and to identify priorities and structure for developing policy positions.

ACTCOSS also met with Elections ACT to ensure it provided appropriate information to community organisations on their responsibilities regarding election authorisation and third-party campaigning. ACTCOSS also worked with the Elections ACT to prepare plain English material about voting and ensure that the needs of vulnerable voters were met. As part of this, ACTCOSS organised a community sector forum with Elections ACT in July 2020.

Other key activities

Submissions

- [Response to the ACT Child Safe Standards Scheme](#) (Mar 2020)
- [Strengthening Partnerships: Commissioning for Social Impact - Discussion Paper](#) (Dec 2019)

Journals

ACTCOSS 2019-20 *Update* journals were regularly accessed with 100-150 downloads per issue from our website:

- [Update, Issue 91, Autumn 2020: Wellbeing in the ACT](#) (May 2020)
- [Update, Issue 90, Summer 2019-20: 2020 is on the horizon - is it the view we imagined?](#) (Dec 2019)
- [Update, Issue 89, Spring 2019: Growth of services needed in a fast-growing city](#) (Sep 2019).

Joint Community Government Reference Group (JCGRG)

ACTCOSS continued to co-chair and contribute to agenda setting for the JCGRG. ACTCOSS facilitated an update and refresh to The Social Compact through the JCGRG and we anticipate a relaunch of the commitment in 2020-21.

New CEO

ACTCOSS's CEO resigned in November 2019. ACTCOSS successfully recruited a new CEO, Dr Emma Campbell, who began on 13 January 2020.

Renewed ICT infrastructure

- ACTCOSS launched and implemented a constituent relationship management system (CRM) (purchased with additional funding) to improve the membership application and renewal process, and facilitate communication with our members, media, government and other stakeholders. ACTCOSS will continue building on this system to further improve communications and data management.
- We purchased new laptops and docking stations to assist staff with working flexibly during COVID-19 and beyond.
- We installed a new phone system to be compatible with the NBN.

92% of stakeholder survey respondents agree that ACTCOSS fulfils its role as a peak body for the ACT community sector.

– ACTCOSS Stakeholder Survey, May 2020



ACTCOSS Policy Manager Craig Wallace (right) speaking with WIN News about the extreme heat conditions in December 2019.

Community Sector NAIDOC Week Celebration

ACTCOSS was proud to work with other community organisations to support the Community Sector NAIDOC Week Celebration in Woden Town Square on 9 July 2019. The event included live music performances, displays, children's art/craft workshops, food and art stalls and more.

We thank our partners for this event, including Directions Health, Community Services #1, Karralika, Marymead, OzHarvest, St John Ambulance, Wellways, Woden Community Service and YWCA Canberra.



Ryan, Holly and Suzanne from the ACTCOSS team enjoying food from the OzHarvest stall.



Welcome to Country at the Community Sector NAIDOC Week Celebration.



Art activities for the kids.



Eliza from the ACTCOSS team having face painted.



Reconciliation Week

As part of Reconciliation Week, ACTCOSS organised an online screening for all team members and participated in the [In My Blood It Runs](#) Q&A Panel.

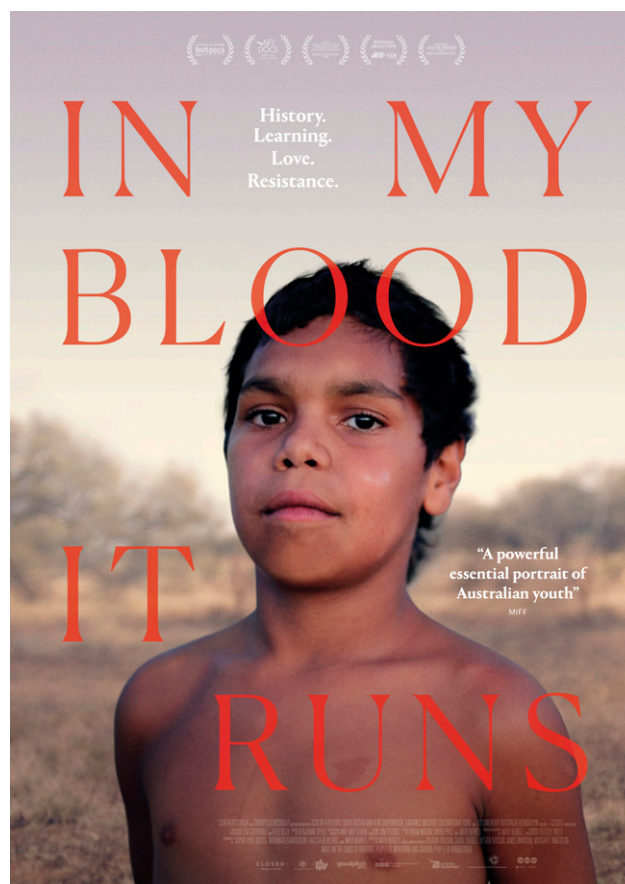
“This movie showed how much we have to learn from Aboriginal children in our path to reconciliation. We need to listen.”

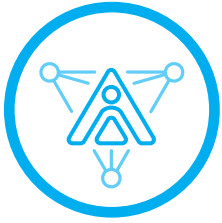
“I really valued how the film highlighted that our notions of a good education and civic duty go beyond mainstream understandings. For example, that it encompasses an interest and practice of Indigenous cultural (healing in this case) practices. Also through the scenes at Djujan’s school, I was shocked at the work yet to be done in building cultural safety and respect into our education curriculum and classroom facilitation, and how poor practice here can easily trigger our mainstream state intervention processes to take over. Instead through Djujan’s story we see the strength through good outcomes in supporting families to stay together.”

“I was grateful for the opportunity provided by ACTCOSS to watch ‘In My Blood It Runs’. As a mother with sons of a similar age to Djujan, I found it both confronting and motivating to gain a better understanding of the different experiences I have to this family in regards to schooling and home life. It definitely motivated me to continue on my journey of Reconciliation and to consider ways to support and encourage Aboriginal families in my local community and more broadly.”

Feedback from *In My Blood It Runs* attendees, June 2020

Synopsis: Ten-year-old Djujan is a child-healer, a good hunter and speaks three languages. As he shares his wisdom of history and the complex world around him we see his spark and intelligence. Yet Djujan is ‘failing’ in school and facing increasing scrutiny from welfare and the police. As he travels perilously close to incarceration, his family fight to give him a strong Arrernte education alongside his western education lest he becomes another statistic. We walk with him as he grapples with these pressures, shares his truths and somewhere in-between finds space to dream, imagine and hope for his future self.





Strategic objective:

Strengthen the COSS network

ACTCOSS is part of the national Councils of Social Service (COSS) network and a partner to the Australian Council of Social Service (ACOSS). The COSS network enables ACTCOSS to influence federal policy on behalf of our members and Canberrans who face disadvantage or vulnerability.

COSS network

- ACTCOSS provided support to the ACOSS conference held in Canberra on 26-27 November 2019
- ACTCOSS hosted a meeting in Canberra of the COSS policy network focusing on key issues including national justice reform and engagement with intergovernmental frameworks and the then COAG system
- ACTCOSS promoted the ACOSS Australian Community Sector Survey to ensure representation from the ACT community sector.

COSS network participation

- ACOSS Member CEO Network
- COSS Directors Network
- ACOSS Media and Comms Network
- COSS Comms Network
- ACOSS Community Services Policy Network
- ACOSS Health Policy Network
- ACOSS Raise the Rate Network
- ACOSS Housing Network
- ACOSS Climate and Energy Policy Network
- ACOSS Tax Policy Network.

Other key activities

- In March 2020, ACTCOSS undertook interviews with ACT participants in SACOSS's research project on [telecommunications affordability and waged poor households](#), funded by the Australian Communications Consumer Action Network (ACCAN).



Yvette Berry MLA and ACTCOSS Chair Glenda Stevens on stage at the ACOSS conference.

RAISE THE RATE

Raise the Rate campaign

ACTCOSS has been a close partner of ACOSS in the Raise the Rate campaign. With ACOSS, ACTCOSS strongly advocated on the Federal Government's harsh automated debt recovery system 'Robodebt' which was deemed illegal in 2020 and later scrapped.

In early 2020, substantial change occurred to the income support system in response to COVID-19. In partnership with ACOSS, ACTCOSS has campaigned to ensure an adequate and permanent level of income support that keeps people out of poverty. As part of this advocacy:

- In July 2019 we joined the [Raise the Rate Week of Action](#) with a call-out to MPs and a set of resources
- We launched a [dedicated section](#) of our website for the campaign
- In October 2019 we issued a [media release for Anti-Poverty Week 2019](#) supporting the campaign
- Our [Shattered Myths report](#) of November 2019 highlighted the longitudinal drivers of poverty with a focus on income support
- In October 2019 we welcomed the scrapping of Robodebt
- In December 2019 a media release highlighted the disproportionate impact of [record climate extremes](#) for Canberrans receiving income support

- In early January 2020 we highlighted the [failure to improve income support](#) and other policy issues as part of a scene-setting opinion editorial piece in The Canberra Times
- In January 2020 we [backed in the ACOSS federal Budget submission](#) with a public call for the Australian Government to Raise the Rate
- In March we welcomed Federal Government's changes to income support in response to COVID-19 which increased the support for people on low incomes through a new JobSeeker and JobKeeper payment and a Coronavirus Supplement
- In April 2020 we highlighted the [importance of maintaining increased levels of income support](#) and called for more government action to address the shortage of affordable housing in the ACT following the release of data on rental affordability in Canberra
- In June 2020 we made media comments in The Canberra Times highlighting the issues facing small organisations with [highly casualised workforces accessing JobKeeper](#).

76% of stakeholder survey respondents agree that ACTCOSS participates effectively in the COSS network.

– ACTCOSS Stakeholder Survey, May 2020



Gulanga Program

The Gulanga Program is designed to support ACT community sector organisations to develop and improve upon good, culturally appropriate practice standards.

The program employs Aboriginal and/or Torres Strait Islander workers and aims to provide better engagement with Aboriginal and/or Torres Strait Islander peoples and their families to access the services that will best meet their needs.

The program is supported by funding under the National Affordable Housing Agreement (NAHA), which is jointly funded by the ACT and Australian governments, and the Child, Youth and Family Services Program (CYFSP), an ACT Government funded initiative.

Highlights from this year's work by the Gulanga Program are listed here.

Supporting good practice

Engaging with agencies

This year the Gulanga Program assisted over 20 agencies with requests for assistance on a variety of topics including:

- The development of culturally inclusive resources
- Appropriate terminology
- Access to cultural performers and activities
- Access to training and trainers
- Information on and procurement of Aboriginal and/or Torres Strait Islander services
- Workplace mentoring
- Recruitment and retention
- Reconciliation Action Plans (RAPs)
- Input into ACTCOSS advocacy regarding outcomes for Aboriginal and/or Torres Strait Islander services.

Cultural Awareness Self-Assessment Toolkit (CASAT)

The [CASAT](#) is a set of good practice standards developed to assist community service organisations improve the quality of their services to Aboriginal and/or Torres Strait Islander clients and communities, and to strengthen the organisation's knowledge and understanding of Aboriginal and/or Torres Strait Islander cultures.

The toolkit includes a self-managed guide on the CASAT process, a workbook section of standards and examples of good practice for each standard.

The Gulanga Program offers support and guidance on going through the CASAT process.

"I wanted to provide you with some outcomes following on from our meeting on 25 July 2019 about utilisation of CASAT. I will be facilitating a workshop with our national executives and CEO about moving forward with our cultural project. In the afternoon we will be using CASAT in a 2.5 hour session with the executives to look at where we are at against the standards and set objectives for what we need to do."

Feedback from agency

Training and information sessions

The Gulanga Program ran a range of training and information sessions including:

- Cross-Sector Information Session – Queanbeyan-Palerang Regional Council and Tina Brown, Aboriginal Community Liaison & Projects Officer (22 Aug 2019)
- Cultural Awareness on Country Tour – Richie Allan, Traditional Owners Aboriginal Corporation (22 Nov 2020)
- Cross-Sector Information Session – Australian Institute of Aboriginal and Torres Strait Islander Studies, Family History Unit (27 Nov 2020).

Due to COVID-19, we delayed a number of our training and information sessions until the next financial year.

Supporting Aboriginal and/or Torres Strait Islander workers

Direct support for workers

The Gulanga Program provides formal and informal support to Aboriginal and/or Torres Strait Islander community sector workers, both in person and over the phone.

This year, colleagues from the community sector sought assistance with issues including cultural leave, workplace dismissals, confirmation of Aboriginal and/or Torres Strait Islander identity, racism, insecure employment and organisational reviews.

ATSIComSec Network

The Gulanga Program hosted regular ATSIComSec Network meetings for Aboriginal and/or Torres Strait Islander community sector staff and volunteers. It provides participants with a space to network, share and receive information and an opportunity for peer support and mentoring with other Aboriginal and/or Torres Strait Islander workers.

Network meetings this year included a meeting hosted by The Smith Family, Woden with discussions centred around justice and corrections. On 28 November 2019, a Christmas lunch was held with ATSIComSec Network members and The Nannies Group.

On 29 May 2020, the first meeting of ATSIComSec was held via video conference. Discussions centred around how COVID-19 has affected members' work and lives. Following the success of the first online meeting, on 26 June 2020, the ATSIComSec Network hosted an online

New resources

- Gulanga Good Practice Guide: [Dates of Significance: The Apology, 13 February 2008](#) (Jun 2020)
- Gulanga Good Practice Guide: ['Confirmation of Aboriginal Identity' Form](#) (Jun 2020)
- [Self-Assessment Tool for Recruiting and Retaining Aboriginal and/or Torres Strait Islander Workers](#) (Dec 2019).

Find more [Aboriginal and/or Torres Strait Islander resources](#) on our website.

presentation by Jeffery Amatto about his experiences with drug addiction and jail and overcoming this adversity to help others. ACTCOSS staff were also invited to this presentation.

"Thank you for hosting the lunch. I have recently moved to another agency and I will have more flexibility to attending meetings in 2020. I like to attend the meetings as I get to meet other workers and especially today meeting the ACT Nannies Group."

ATSIComSec Network member



NAIDOC Week

Old Time Dance – 4 Jul 2019

The Gulanga Program helped organise an old time dance at Rose Cottage in Gilmore, aimed at senior citizens in the local Aboriginal and/or Torres Strait Islander community. About 60 people participated. The evening included a country and western photo booth setting, door prizes, dance competitions, karaoke and a light supper.

We thank Relationships Australia Canberra and Region, Carers ACT, Burrunju Aboriginal Corporation and the National Aboriginal and Torres Strait Islander Women's Association, who all contributed to the night.

Community Sector Worker of the Year Award 2019

Each year ACTCOSS sponsors the Canberra & District Aboriginal and Torres Strait Islander Community Sector Worker of the Year Award for ACT NAIDOC Week.

In 2019, the award was presented to Albert Barker of the Worldview Program. Albert was nominated for his work as a mentor, role model and advocate for others in the program.



NAIDOC themed cake and cupcakes at the Old Time Dance. Photo: Geoff Bagnall

12th Anniversary of the National Apology – 13 Feb 2020

In 2020, ACTCOSS and the Gulanga Program, Relationships Australia Canberra and Region, the Dhunlung Yarra Service and Tuggeranong Arts Centre co-hosted a community event to mark the 12th Anniversary of the National Apology to the Stolen Generations. Eighty-six people from 30 community, government and educational agencies attended.

This year's event focused on getting stories across to the broader community about the effects of trauma, and in this case intergenerational trauma, on the members of the Stolen Generations. Aboriginal community members across the generations recited poems written by survivors that described their experiences of powerlessness. Attendees viewed a photographic presentation shared by women of the Stolen Generations who were present on the day. Descendants of the Stolen Generations performed a dance. The event allowed the audience to share the strength and resilience of Australia's First Peoples.



Feedback on the National Apology event, via Twitter.



Celebrating International Women's Day.

International Women's Day – 6 Mar 2020

To celebrate International Women's Day, the Gulanga Program organised an event for Aboriginal and/or Torres Strait Islander women working in the community sector or supporting the Aboriginal and/or Torres Strait Islander community in the ACT. The guest speaker was Kerry Tims, who spoke about the resilience of Aboriginal and/or Torres Strait Islander women and the lack of recognition of their familial carer duties. Catering was provided by Richie Allan, with fried scones being a particular favourite of the elders.

Reconciliation Week Resource Draw

Each year, to celebrate National Reconciliation Week, the Gulanga Program invites workplaces to participate in a prize draw for a box of resources supporting good practice for culturally appropriate community services.

To enter the draw, we invited workplaces to share how they work together towards reconciliation. We received 10 entries, which are [published on our website](#).

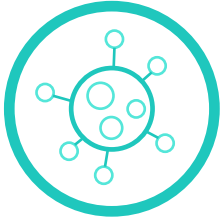
The major prize draw winner was Karralika, and the ACTCOSS staff choice prize went to Beryl Women Inc.



Chelsea Bond and Robyn Martin from Beryl Women Inc. with their Reconciliation Week prize, a tablecloth designed and produced by Tiwi Islander women.



Luke Saddler from Karralika, with resource prizes from the Reconciliation Week draw.



ACTCOSS's response to COVID-19

From mid-March 2020 onwards, ACTCOSS focused much of its advocacy, communications, operations and policy work to support community sector organisations and vulnerable Canberrans affected by the Coronavirus outbreak (COVID-19).

COVID-19 impacted all of our policy, capability and operations work. However, some key elements of COVID-19-focused work to the end of June 2020 included:

- A rapid shift to a cloud-based online working environment for the whole office
- Weekly ACT community sector CEO meetings, bringing together leaders from peak and member organisations to share information and raise advocacy and policy priorities in COVID-19
- Regular themed policy-focused emergency meetings for community peaks and members in housing and homelessness (4 meetings), disability and carers (6 meetings), supporting CALD communities (6 meetings) and children and family services (4 meetings)
- 15 [COVID-19 weekly sector updates](#) along with an update for organisations supporting culturally and linguistically diverse communities, an update on food and emergency relief, and an update on human resources.

COVID-19 communications

As the COVID-19 pandemic hit, it was clear the community sector needed timely dissemination of COVID-19 news and resources. ACTCOSS published a series of 21 [COVID-19 e-newsletters](#) for members, ACT peaks and other subscribers, with 4 of the editions specifically for organisations supporting culturally and linguistically diverse communities.

COVID-19 updates were readily sought by members and the community sector, especially in the early weeks of the pandemic where public information about the virus and the ACT Government's response were less accessible.

Analytics showed:

- On average over March to June 2020, our COVID-19 newsletters went to over 370 email contacts directly, and each edition was opened, on average, over 480 times
- Our food and emergency relief mailing was opened over 2000 times
- Our COVID-19 newsletters for CALD organisations were regularly read by more than 90 contacts.

The series ran from 23 March 2020 until 19 June 2020.

"... I find [the Disability Policy Zoom Meetings] really useful to get a sense of what is happening in the sector."

Woden Community Service,
June 2020

"I just wanted to touch base to thank you for the information ACTCOSS are providing during COVID-19. I understand that extraordinary efforts go into preparing such material, however, the content has been informing and pivotal in ensuring the community is kept informed."

Advocacy for Inclusion, May 2020

Key COVID-19 policy issues

The COVID-19 pandemic continues to cause system-wide disruption to the social, community, political and economic life of the Territory.

From the moment the pandemic and lockdowns began, ACTCOSS drove extensive policy and communications collaboration and action to support, strengthen and guide the ACT COVID-19 response by the ACT Government and Federal Government. Some key policy work areas from the period to 30 June 2020 included:

- Contributions to **policy for people with disability and carers**, including investment priorities for the COVID-19 disability strategy, shared advocacy on the supply of PPE (to ACT Government and the NDIA), health system responses to people with disability and [shared advocacy on ethical treatment principles](#)
- Hosting an intersectional social media forum with Women With Disabilities ACT, A Gender Agenda and Meridian on **issues facing people with disabilities and gender diverse people** in the pandemic that was attended by Minister Stephen Smith and Minister Orr. This included the announcement of the ACT Government's intention to release a COVID-19 Disability Strategy
- Leading work on engagement with the ACT **Education** Directorate concerning the COVID-19 pandemic, including advocacy with member organisations on inclusive education for students with disabilities during COVID-19. ACTCOSS also hosted a meeting between the Education Directorate and many community sector organisations to constructively discuss issues arising during the pandemic and opportunities for policy and operational improvements
- In partnership with Shelter ACT, CHIA ACT, Tenants' Union ACT, Better Renting and Canberra Community Law, ACTCOSS advocated on **housing and homelessness services**, including on support for residential tenants in the form of rent relief and a moratorium on COVID-19 related evictions
- Promotion of **emergency relief** and the operations of the Canberra Relief Network, and recommendations on ways to improve cultural appropriateness of hamper contents
- Advocacy on **income support** for people affected by the crisis
- Engagement with Minister Rattenbury, the ACT Justice and Community Safety Directorate and the Commissioner for ACT Corrections on **corrections and justice health** and the welfare and rights of persons in the Alexander Maconochie Centre and their families during the COVID-19 pandemic
- Policy representations to the Chief Minister, other senior ACT Government Ministers and the ACT Legislative Assembly COVID-19 Select Committee on **stimulus and economic recovery priorities, and community sector operations and financial wellbeing**
- Advocacy on the **needs of CALD communities**, including: the lack of income for people seeking asylum, international students, and people on visas; the need for information on support for businesses to be translated into key languages and distributed widely; and a coordinated approach between ACT Government and NFPs in the ACT to ensure culturally and linguistically diverse Canberrans are protected during COVID-19. ACTCOSS was also represented on the Jobs for Canberrans Advisory Committee by the CEO
- In partnership with member organisations, representations to ensure that **ACT Policing** take a community-focused, non-punitive approach to vulnerable groups disproportionately impacted by social distancing measures. This includes people with alcohol and other drug issues, people experiencing homelessness, people escaping domestic and family violence, Aboriginal and/or Torres Strait Islander people, and culturally and linguistically diverse Canberrans.

Vale Graeme Evans

ACTCOSS would like to pay tribute to longstanding member, Graeme Evans, who passed away on 18 February 2020 from Parkinson's disease. Graeme was an Associate Member of ACTCOSS for 30 years. During that time, he stood on our Board from 1989 to 2008 (with some breaks), holding various positions including President, Vice President, Treasurer, Secretary and Ordinary Member. He was also the ACTCOSS representative on the ACOSS Board for a number of years. Graeme was a strong human rights and environmental advocate, and a passionate member of the Belconnen community.



Graeme Evans receiving thank you gift as outgoing Board Director at the ACTCOSS AGM, 2009.



Sue Salthouse receiving 2020 ACT Senior Australian of the Year Award. Photo: The RiotACT

Vale Sue Salthouse

The whole community sector was deeply saddened by the news of the death of Sue Salthouse following a road traffic accident on 20 July 2020. Last year Sue worked closely with ACTCOSS to lead the development of our Strategic Plan. She was passionate about giving a voice to vulnerable people especially women, including informing the women's sector on the experiences of violence against women with disability. She was tireless in her advocacy and work to achieve better outcomes for those facing disadvantage. While we will miss her terribly, the impact of her incredible work and advocacy will live on.

Our Board

Director	Attended	Apologies
Glenda Stevens, Associate Member Chair (Nov 2018 -)	7/7	0
Martin Fisk, Menslink Vice Chair (Nov 2018 -)	4/7	3
Bruce Papps, Northside Community Service Treasurer (Nov 2018 -)	6/7	1
Beth Slatyer, Associate Member Ordinary Director (Nov 2019 -) Secretary (Nov 2018 - Nov 2019)	6/7	1
Petrea Messent, Dementia Australia Ordinary Director (Nov 2017 -)	6/7	1
Alicia Flack-Kone, ACT Down Syndrome Association Ordinary Director (Nov 2018 -)	4/7	2
Lee Maiden, Communities@Work Ordinary Director (Nov 2018 -)	7/7	0
Andrew Scotford, CIT Student Association Ordinary Director (Nov 2018 -)	7/7	0
Darlene Cox, Health Care Consumers' Association Ordinary Director (Nov 2019 -)	3/4	1
Elizabeth Samra, Associate Member Ordinary Director (Nov 2019 -)	3/4	1
Frances Crimmins, YWCA Canberra Ordinary Director (Nov 2019 -)	4/4	0
Sarah Murdoch, St John's Care Ordinary Director (Nov 2019 -)	2/4	1
Dalane Drexler, ACT Mental Health Consumer Network Ordinary Director (Nov 2017 - Nov 2019)	1/4	2
Karen McKernan, Mental Health Foundation ACT Ordinary Director (Nov 2017 - Nov 2019)	2/4	1
Lynnice Church, Australian Red Cross ACT Ordinary Director (Nov 2017 - resigned Oct 2019)	1/3	0
Anthony Egeland, Anglicare NSW South, NSW West and ACT Ordinary Director (Nov 2018 - resigned Aug 2019)	1/1	0

Members

Member Organisations

A Gender Agenda	Canberra Youth Residential Services	Justice Action
ACT Council of Parents & Citizens Associations	Capital Health Network	Karinya House Home for Mothers & Babies Inc.
ACT Disability, Aged & Carer Advocacy Service Inc.	Capital Region Community Services Care Inc.	Karralika Programs Inc.
ACT Down Syndrome Association Inc.	Carers ACT Inc.	Koomarri
ACT Mental Health Consumer Network Inc.	CatholicCare Canberra & Goulburn	L'Arche Geneseret
ACT Playgroups Association Inc.	CHC Affordable Housing	Lone Fathers
ACT Shelter	Communities@Work	Majura Women's Group
Advocacy for Inclusion	Community Connections	Marymead
Alcohol Tobacco and Other Drug Association ACT Inc.	Community Medics Australia Limited	Master Plumbers ACT
Anglicare NSW South, NSW West and ACT	Community Radio 2XX Inc.	Mengineering
ANU Student Association	Community Services#1	Menslink Inc.
Argyle Community Housing	Companion House	Mental Health Community Coalition ACT
Asthma Foundation ACT	Conflict Resolution Service Inc.	Mental Health Foundation
Australian Association of Social Workers ACT Branch	Council on the Ageing ACT	Mental Illness Education ACT
Australian Red Cross - ACT/SE NSW	Dementia Australia ACT	Meridian Inc (formerly AIDS Action Council)
Barnardos Australia	Directions Health Services	Nexus Human Services
Benevolent Society, The	Diversity ACT Community Services	Northside Community Service Ltd
Beryl Women Inc.	Domestic Violence Crisis Service	Palliative Care ACT
Better Renting	Doris Women's Refuge Inc.	Parentline ACT Inc.
Canberra & Queanbeyan ADD Support Group Inc.	Duntroon Community Centre	Pegasus Riding for the Disabled Inc.
Canberra Alliance for Harm Minimisation and Advocacy	Environmental Collective Housing Organisation Inc.	People with Disabilities ACT Inc.
Canberra Alliance for Participatory Democracy (CAPaD)	Epilepsy Association ACT (Inc.)	Perinatal Wellbeing Centre
Canberra Community Law	EveryMan Australia Inc.	Positive Youth Incorporated
Canberra Institute of Technology Student Association	Families & Friends for Drug Law Reform (ACT) Inc	Prisoners Aid (ACT) Inc.
Canberra Multicultural Community Forum (CMCF) Inc.	Families ACT Inc.	Rebus Theatre
Canberra Police Community Youth Club (PCYC)	Family Drug Support	Red Nose
Canberra Rape Crisis centre	Food Cooperative Shop, The	Relationships Australia Canberra and Region Inc.
Canberra Refugee Support Incorporated	GIVIT	Religious Society of Friends Canberra Inc.
	GROW - ACT	RSI & Overuse Injury Association of the ACT, Inc.
	Gugan Gulwan Youth Aboriginal Corporation	Sexual Health & Family Planning ACT Inc.
	Havelock Housing Association Inc.	Sharing Places Inc.
	Health Care Consumers' Association	Softlaw Community Projects Limited
	Hepatitis ACT Inc.	
	Isaac's Band of Brothers & Sisters Inc.	

St John's Care
 St Vincent de Paul Society
 Canberra/Goulburn
 Technology for Ageing and
 Disability (ACT) Inc.
 Ted Noffs Foundation
 Tenants' Union ACT
 The Cancer Council ACT
 The Mill House
 The Smith Family
 TJILLARI Justice Aboriginal
 Corporation
 Toora Women Inc.
 Tuggeranong Link Community
 Houses and Centres Inc.
 UCA Canberra Region Presbytery
 UnionsACT
 Uniting
 UnitingCare Kippax
 VolunteeringACT
 Warehouse Circus Inc.
 Wellways Australia
 Woden Community Service Inc.
 Women With Disabilities ACT
 Women's Centre for Health
 Matters Inc.
 Women's Electoral Lobby
 (Australia), Inc.
 Women's Legal Centre
 (ACT Region) Inc.
 Yeddung Mura Aboriginal
 Corporation
 Youth Coalition of the ACT
 YWCA Canberra

Affiliate Members

Victim Support ACT
 Wellcare Australia

Associate Members

Z. Adamaly	D. Lucas
C. Aitchison	K. Lyttle
C. Ansted	J. McGee
V. Begonja	A. McLaughlin
J. Carty	P. Messent
L. Church	C. Moore
K. Cox	L. O'Brien
J. Craig	K. Ormston
J. Crawford	B. Orr
M. Douglas	R. Refshauge
P. Dwyer	P. K. Saggiu
J. Esdaile	E. Samra
A. Gupta	C. Sefian
M. Hansen	B. Slatyer
L. Hemmings	G. Stevens
P. Humphries	H. Swift
L. Jard	R. Vassarotti
P. Kendall	E. Wensing
J. Kitchin	

Members who have elected to be published in our annual report are listed here. You can change your preferences by contacting us.

Member numbers for 2019-20

- Associates: 37 (5 new)
- Organisations: 122 (5 new)
- Affiliates: 2

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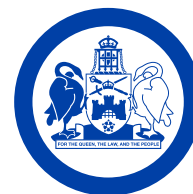
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