

update

Issue 89 • Spring 2019 •
Growth of services needed in
a fast-growing city

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Growth of services needed in a fast-growing city

How to ensure growth in supply of services that respond to community and people's needs

By Susan Helyar, CEO, ACT Council of Social Service Inc. (ACTCOSS)

As Canberra grows, and as more people face difficult circumstances, ACTCOSS has worked hard to present both the evidence of need and the responses that should be available to meet these needs. We have published a series of [factsheets](#) that can be used by our members, government and others interested in responding better to the needs of our growing community.

We have welcomed investments the ACT Government makes in growing or establishing new services. For example, our [analysis of the 2019-20 Budget](#) said:

ACTCOSS commends the ACT Government for choosing to be ambitious about investing to meet the needs of a growing city, especially when it comes to health, justice and community facilities. There are a number of important investments in disability services, mental health programs, legal assistance, planning for better schools and community partnerships, transport infrastructure development, transitioning to a more sustainable

energy supply, improved residential and commercial energy efficiency and continuing to reduce and respond better to sexual, domestic and family violence.

This investment built on improved spending in 2018-19 in disability advocacy support, mental health services and better education engagement and outcomes for students not meeting education attainment benchmarks.

The articles here illuminate some of the work being done by community organisations to grow the reach and relevance of services needed as our population grows and changes. We profile research and innovation led by community organisations who are working to understand and address gaps in the current provision of support to people in a diverse range of difficult circumstances.

These articles also highlight the strategic foresight of many in the sector who want their organisations, their colleagues and the government to get on the front foot to build a services system that is fit for the future.

ACTCOSS newflash

Free Anti-Poverty Week Keynote – 14 Oct

Julian Corner of the Lankelly Chase Foundation will speak on evidence for (and against) systems change in addressing severe and multiple disadvantage.

When: Mon 14 Oct 2019, 2.30pm-4pm

Where: Ann Harding Conference Centre, UC

More info & register:
apw-keynote-jcorner-14oct.eventbrite.com.au

A collective impact action plan for growing Canberra

By Dr Madhumita Iyengar, Chair, Initiatives For Women In Need Inc (IWIn), Canberra

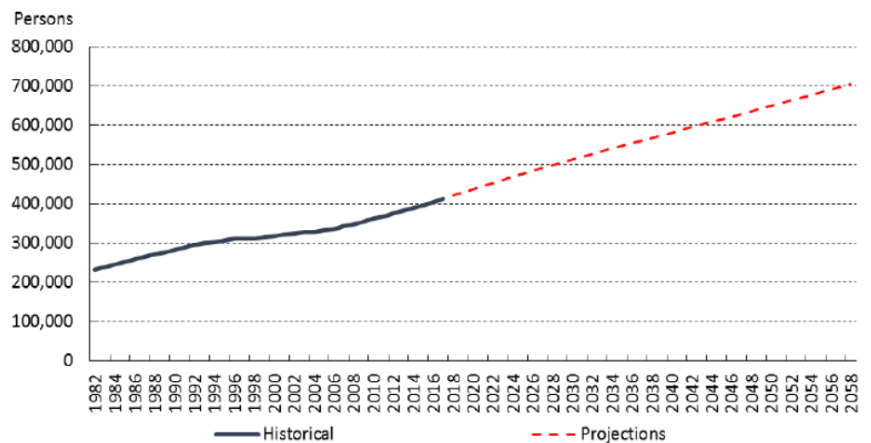
Canberra is growing, and it is growing fast.

The city is growing in size and in dimensions, be it economic or social or cultural. To be specific, the Canberra community presents a strong cultural diversity with more than 180 different countries of birth represented.

As per the 2016 census, 32% of Canberra's population were born overseas, a large majority of which came from non-English speaking Asian countries like China, India, Philippines, Vietnam, Pakistan, Sri Lanka, Bangladesh, Indonesia and other countries like Germany, Italy, Holland, Greece, Poland, Croatia, South Africa, Lebanon, Ghana, Sudan, Nigeria, Tanzania, and others. Canberra's recent migrant and refugee intake since 2016 includes many culturally and linguistically diverse (CALD) families from Iraq, Afghanistan, Myanmar and Syria.

Looking forward, the ACT's population is expected to grow from around 412,000 in 2017 to over 703,000 in 2058, implying a steady population growth from 2017 to 2058, at an average annual rate of 1.3% (see Figure 1). Consequently, Canberra is expected to be a bigger melting pot of growing communities from multicultural and multilingual backgrounds with about 47% of the territory's future population growth coming from overseas migrants.¹

Figure 1: Historical and projected population of ACT, 1982 – 2058



Source: ABS Cat. No. 3101.0 and ACT Government, Chief Minister, Treasury and Economic Development Directorate.

Given this context, the community services sector in Canberra has a significant role to play in economic growth and social prosperity across the ACT region, through integrating and tapping into the diverse skills of the fast growing migrant CALD communities. However, with this opportunity comes a range of challenges for the sector to deliver its intended outcomes in the form of a cohesive and prosperous larger ACT community. An intended ACT community is well connected with and supportive of all its small and big diverse communities, which quite often are laden with several layers of barriers; such as, language, legal, financial, cultural and skills mismatch in the job market.

Canberra's 150-plus volunteer-run CALD community organisations and various not-for-profit businesses are a major player in

the community services sector. As a whole, these organisations deliver wide ranging free support services and training, policy advocacy and networking opportunities for population groups with varied needs. In fact, most of these organisations receive some financial support regularly through ACT Government's Grants Program to promote cultural diversity and create a harmonious platform for all communities while experiencing and appreciating other cultures. However, government investment in community services is unlikely to be able to keep pace with growing demand driven by its expanding CALD population. This means that these organisations very soon will find themselves in a position of needing to seek diversified revenue and funding sources, as well as to find new cost-effective ways of

delivering services and meeting additional community needs. As the funding becomes more competitive, the service providers in the community sector, both volunteer-run and not-for-profit organisations, are likely to opt for more formal collaborations and enterprise cooperatives to deliver improved services that meet community needs and satisfy investors' expectations. That is, more collective actions need to be in place to use the available resources efficiently ensuring better value for money, be it funding or volunteering.

A collective impact action plan (CIAP) – a way to go

Now, it is well known that in the current environment, a significant number of organisations in the community sector are working on their own and consequently duplicating or multiplying a range of services, mainly due to the ignorance about others' activities, lack of an integrated service system and ineffective networking within the sector. To address this, *Initiatives For Women In Need (IWIn)*, a community organisation focussed on women empowerment, has taken an innovative step of developing a collective impact action plan (CIAP) for improving economic wellbeing of disadvantaged CALD women. Economic security is one of the most important factors affecting wellbeing of today's women allowing them to participate in and contribute to society in a positive way. Hence, it is necessary for them to gain access to resources for building a supportive social network and/or for escaping violence and

discrimination faced, as required. In fact, most social issues facing women are intertwined, and economic wellbeing can address these issues to a good extent.

A first of its kind social change initiative for the ACT, this CIAP is designed to bring together organisations from all over the ACT and beyond to work collectively using each partner organisation's strength and expertise, in an effort to support diverse women, particularly low skilled women above 55 years of age and new migrants with language, legal and cultural barriers.

In partnership with *The Social Outcomes Lab (SOULAB)*, a local policy consultancy firm, IWIn co-designed and conducted three activity-based workshops in order to develop this action plan. Each workshop was delivered with different focus to collect inputs from the target community using a bottom-up approach. Also, the second and third workshops were built on the momentum of their previous workshops. The large group of attendees and inspiring speakers of these workshops came from different multicultural communities, NGOs, businesses, academics and government agencies. In the first workshop (December 2018), the top five issues faced by the CALD women in ACT were identified through group activities:

- 'Isms': sexism, racism, ageism, classism
- Cultural barriers (language, assumptions and respect)
- Access to information (complicated online 'links' without any human service support)

- Lack of self-worth (cultural and financial barriers)
- Recognition of skills, overseas education and qualifications.

The focus of the second workshop (February 2019) was on identifying and designing initiatives for creating economic security for these women in collaboration with the broader community including the corporate, non-profit, volunteer associations and government agencies. The final workshop (July 2019) was about endorsing commitments of the participants to support identified actions for creating economic security for CALD women at both individual and community level.

An example initiative, HKT – IWIn commitments to its CIAP

IWIn made its own organisational commitments for implementing the CIAP by introducing its next project, Her Kitchen Table (or, HKT), funded by a Commonwealth grant. HKT project is designed to create a group of catering service and household care service providers through provisions of free certified trainings, client base and necessary infrastructure for small businesses. HKT will be a 3-month long pilot project creating jobs for about 20 disadvantaged ACT women using their traditional skills; such as, cooking ethnic food, sewing/mending clothes, arts and crafts, home care services, traditional skin and hair care services, etc. The intention is to set up an ongoing and self-sustaining social enterprise using the skills and experiences learnt from

the pilot project. IWiN believes that HKT will be an example social enterprise by showing the way to economic security for women who are either low skilled or aged or disabled or any combination of these attributes. It will build a supportive social network for these women to be self-independent and to escape abusive relationships, when required. In addition to ACT's multiple peak community organisations, IWiN has partnered with various ACT-based not-for-profit businesses to deliver the HKT project – such as, the Social Outcomes Lab, Mill House Clinic, JCE Positive Outcomes and Multicultural Hub.

To know more about IWiN's CIAP and HKT projects and to be a partner of the HKT project, please contact iwinact@gmail.com

A social media presence is created for wider community participation in CIAP, please visit facebook.com/iwinact



Footnotes

1. Over the period 2017 – 2058, natural increase (births less deaths) is anticipated to contribute approximately 50% of the ACT's population growth, with net overseas migration contributing 47% (ACT Treasury's Population Projection, January 2019).
2. The CIAP project is funded by ACT Government's ACT Women's Grant 2017-18.

NAIDOC recap:

Albert Barker receives ACT NAIDOC Community Sector Award 2019

Each year, ACTCOSS sponsors the Canberra & District Aboriginal and Torres Strait Islander Community Sector Worker of the Year Award. This year we received 5 nominations. Thank you to everyone who took the time to nominate a worker or volunteer for this award. The panel commends all the nominees for their excellent contributions to the community.

This year 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.

Congratulations, Albert!

Find out about the other [recipients of the Canberra and District NAIDOC Awards](#).

Free event, 14 Oct 2019:

Anti-Poverty Week Keynote

Evidence for (and against) systems change: addressing severe and multiple disadvantage

How can we promote a more critical approach to understanding the interlocking nature of severe disadvantages? How do we increase knowledge in this field without stigmatising and 'othering' people? And what is the relationship of this to systemic change?

In this keynote address, Julian Corner of the Lankelly Chase Foundation will discuss the use and abuse of evidence in social policy. Julian will draw on the work of Lankelly Chase and its approach to change, including the use of action inquiries to explore what it might take to change systems that perpetuate severe and multiple disadvantage.

Find out more and register: apw-keynote-jcorner-14oct.eventbrite.com.au

Growing our own and supporting local community services

By Philippa Moss, Executive Director, AIDS Action Council of the ACT

How do we care for our community, nurture it and help it grow? Buying locally, shopping locally, supporting farmers' markets, businesses and artists? These are all familiar concepts; it helps us feel a part of something bigger, cultivates a sense of belonging, and promotes a feeling of ownership: I support my community; this is where I live and belong. However, there is one way of 'growing our own' often overlooked and undervalued – supporting our local community organisations.

Grassroots community organisations are built and sustained on the foundation of 'by the community, for the community'. With this valuable narrative in mind, I propose that the government commit to supporting local community organisations before funding 'out-of-state' providers.

At the AIDS Action Council, we are scaling up our community work, with the backing and support of our great community. We are also gearing up to respond to the rapid growth of our city and taking the necessary time to strategically review our purpose and re-establish our mandate.

Our sex and gender diverse population is growing – not only with new migrants, interstaters and public servants, but also with record numbers of people who are coming out as gay, lesbian or bisexual. Our sex and gender diverse youth are more visible than ever, and more and more are coming out. Likewise, as our work progresses and people feel they can be themselves, the number of trans and gender diverse people continues to increase. As the city grows and our communities expand, the Council is positioning itself to ensure continued growth in the supply of services to respond to the community and people's needs.

In order to fulfil our commitment, funding needs to be ongoing and sustainable. We rely on the success of tenders to increase our capacity and grow our service offering. The process for obtaining adequate funding is challenging, competitive and time-consuming. Unlike large organisations, we do not have access to grant writers or teams to work exclusively on writing applications. We do this work in, and amongst, all the day-to-day business requirements of running a

community organisation. It feels like we are constantly swimming upstream. But we swim because without this capacity, locally grown and owned organisations will no longer be sustainable. It is a concerning and frustrating outcome, when large interstate providers are then awarded the tenders that would clearly benefit from being offered to community-controlled organisations who are better positioned to deliver higher quality outcomes.

Evidence demonstrates that organisations which are governed, led and supported by people with lived experience can achieve greater outcomes than mainstream, birth-to-death providers without a specialised mandate. Self-determined organisations allow the voice of impacted communities to be heard in a decision-making and decision-influencing capacity, and bring an authoritative voice to co-design and co-production that others are not able to provide. When communities actively inform local responses to need via their community organisations, and stakeholders partner together to create connections between individuals and groups, it makes a community unique, purpose-built and highly beneficial to all its members.

For this reason, I strongly urge government to recognise the vast benefits of supporting locally grown, grassroots community organisations before funding and promoting large interstate service providers with no first-hand knowledge or experience working with local community. Ongoing collaboration between local government and local community must be a high priority commitment so we can 'grow our own' and meet the burgeoning needs of our wonderful communities.

AIDS Action Council of the ACT:

aidsaction.org.au



ITDCBR

INTERNATIONAL TENANTS' DAY CANBERRA

What is ITDCBR?

International Tenants' Day Canberra (ITDCBR) is the home of Canberra's celebrations of tenancy and renting across the Territory.

What does this day signify?

International Tenant's Day falls on the first Monday in October and is a day where the world celebrates tenancy. Each year, events are held across the globe to act as a prompt to tenants to be aware of their rights and for the wider community to be aware of tenancy issues.

What events are planned this year?

This year's celebrations coincide with the international date, 7th October 2019, with events running throughout the month. This month is marked with diverse arts and culture activities, including:

- free annual art competition and exhibition with cash prizes,
- gardening for renters workshop,
- pet activities at the Unions Picnic
- a free film screening,
- ... and much more!

How can I get involved?

Join us at one of the fantastic events hosted by organisations all over Canberra. Simply click over to the website: www.itdcbr.com.au to find all the information you need to join in. Share this information and encourage others to be involved.

Join the celebration and help spread the word #ITDCBR

Come along and help us spread the word about this fantastic celebration. Try out a new skill, genre of music or art, and connect with a community of likeminded renters!

Contact us

If you are interested in joining organisations such as the Canberra Environment Centre, ANU Film Group, The Food Co-op and ARF in hosting an event for 2020, please get in touch.

Georgia Hopkins

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e: info@tenantsact.org.au

w: www.itdcbr.com.au



ITDCBR is made possible thanks to funding from Housing ACT

The need for needs analyses

By Camilla Rowland, CEO, Marymead

In times gone by, many community service organisations often had capacity to fund research at local levels to conduct community needs analyses and to tailor their programs and services accordingly to fulfil their missions. We now find that whilst there are still research partnerships available, they are often across jurisdictions and have broader sector-wide approaches, not necessarily focussed on a local needs analysis to understand our fast-growing city.

In past couple of years, Marymead has undertaken a number of targeted innovative project initiatives to address local people's needs; identifying how the organisation should develop services to meet local need, fulfil mission, as well as providing evidence for funding opportunities. These projects have been conducted on a shoe-string budget, and the completion and success of these has relied heavily on pro bono and volunteer contributions! Canberra is so fortunate to have businesses who connect with social value, understand innovation, and give of their time to help their community.

The first Marymead project was the development of a client engagement and participation strategy to inform Marymead's engagement with clients and facilitate their participation both as service users and as contributors to the development and delivery of services. The development of the actual client engagement and participation

strategy took some months to research and develop through internal resources. To test this strategy, research was undertaken by a tertiary student on placement, focussing both on the effectiveness of the strategy at the individual client service level, and then at the program/service level. The research was conducted through surveys and interviews with 54 clients, and was completed in July 2018.

The results found that overall the client engagement strategy is working well at the individual service level and that there were only small numbers of clients seeking to participate in organisation-wide or program design. This is a really interesting finding as often accreditation bodies and policy makers indicate that clients with lived experience are keen to be involved in program design and development, however, our research indicated that clients are primarily focussed on their own service experience, not outcomes for others.

The second project was where Marymead identified a strategic imperative to be better informed about service and support needs for clients with Autism (ASD) due to growth of demand exceeding funding resources available. RSM Canberra provided corporate volunteer services for the project (and they later won the ACT award for corporate volunteering in 2019). The Marymead Autism Centre Committee was engaged to provide advice and insight to the research and report development and their volunteer

commitment to this project was unwavering.

RSM's approach involved both completing a desktop analysis of publicly available research reports, and conducting a survey to collate community feedback regarding their experiences of caring for an individual with ASD or as an individual who has been diagnosed with ASD. There was a total of 219 responses from a broad cross section of the community.

Key themes from the research found that:

- **Mental health** is the core challenge for carers as well as for people with ASD
- **Relationship navigation** is very valuable to support peer, sibling and family relationships and there is a need for skills which enable community participation.
- **Carer support** – family support and social work supports are valued more highly by carers than respite.
- **Support to navigate 'the system'** – people feel confused and overwhelmed in accessing and navigating the complex and multi-jurisdictional systems, including NDIS, health, education, justice, housing and employment. Almost a quarter of respondents have not applied for NDIS, with the majority stating a lack of information as the reason for their choice.

It was clear from the research that was completed in July 2019,

that the Marymead Autism Centre services are rated as very important by respondents who also valued an Autism-specific local source of knowledge and experience. The various support groups, the information and referral, the NDIS preparation planning, and support co-ordination all run through the centre, were all rated as very important. This information made it clear to Marymead that the funding to continue this work

for up to 2,000 people needs to be continued.

The points of the innovative research initiatives are to ensure that we are on track in understanding what we need to do going forwards to not just expand services for our fast growing city, but to ensure that need is truly understood and that the expansion is evidenced based and funded accordingly. It is also clear to Marymead that co-

production of initiatives provides richer results and delivers greater awareness of and commitment to growth of services by all parties involved.

Marymead:
marymead.org.au



Are we ready for a growing ageing disability population?

By Bonnie Millen, Senior Policy Advisor, Advocacy for Inclusion

If there is a time to think about how population growth will drive demand for community services in Canberra, it is now. Canberra is a smart city, and to our advantage, we are small and compact as a territory. Unlike larger cities, we are allowed a certain freedom to be innovative and creative with our sectors in a time of rapid growth and new opportunities.

In 2018, the ACT Labor Government handed us a real whopper of a Budget delivery. Most community organisations and sectors got what they asked for, while others missed out. What mattered was that the government focussed on community services, expansion of delivery and more incentives to match a growing Canberra. For those who disagree, it is fair to say; it was a good head-start and one community services needed at the time. However, we are returning to our struggling ways as we try to keep up with demand and trends of disadvantage.

What is evident is that rapid and uncontrolled growth strains many aspects that determine social health and wellbeing. Unplanned and under-resourced community services within rapid urban growth drive poverty. Above all, Canberra is doing well. We are good at thinking outside the box and even better, our community services sector is a

collaborative one when it comes to sharing ideas, recommendations to government, and pushing the agenda on what is needed. We are good at asking for what we want and then sharing the whinge when it goes bung, saying 'next budget time, we will get it right' as we go.

Advocacy for Inclusion is federally funded to provide individual advocacy support for people accessing NDIS Appeals and complaints processes. On top of this work, we are experiencing a growth in the need for advocacy for people with disabilities who have been made ineligible to the NDIS, supporting them to understand why and to access other support services. Due to the complexities under the NDIS, it is highly likely that our Appeals work will expand, our individual advocacy capacity will be further stretched, and people will be in need for increased advocacy in which we will need to accommodate the mental health sector. The NDIS transition in the ACT has led to service gaps for people with mental health who are largely ineligible for the NDIS. Timely and appropriate support is also necessary for those who choose, out of choice and control, not to engage with the NDIS.

If a community services overhaul of mental health, housing and homelessness are ramping up and

getting evaluated for sustainability, a growing Canberra needs to also consider its need for extra support and growth of community services for a rapidly growing ageing population. Believe it or not, this population growth is also going to include ageing people with disabilities – coupled with ageing health issues on top of their disability to include dementia, Parkinson’s Disease, Alzheimer’s disease, physical health declination. For people with disabilities, the support and eligibility of the NDIS stops at 65 and thus, they are handed unceremoniously and without fanfare to My Aged Care to deal with.

With a rising ageing population, if closed institutions like supported accommodation congregate living spaces are housing people with disabilities, then imagine the growth and necessity for people with disabilities entering (or are already present) in aged care institutional living and retirement villages over time. For ageing carers, what will happen to their child who is an ageing adult with complex and high needs, is scary for them as to what the future holds in terms of community services, support and advocacy – what will happen and where will they go? Will the aged care and disability community sectors be equipped, ready and funded to support them? For anybody not standing in these shoes, it is not being considered as Canberra grows. Often the attitude appears to be, ‘if I cannot see and it doesn’t affect my organisation or myself, it is invisible and not an issue... yet’.

In every consultation, meeting or roundtable I attend, I personally rarely see advocates or community service organisation representing aged care or an ageing population – much fewer are representing ageing people with disability. If we want to match a growing Canberra to a growing ageing population, we need to consider these elements now. A growing population of disability and ageing will be become a gap, and a massive one, over time. Are we ready? No, we are not. Is the

community sector equipped or thinking ahead? I don’t think it is.

Infrastructure such as housing, transport, justice services and health care are vital essentials to a growing, vibrant and sustainable regional city. Housing development needs to grow where the community is fostered and be built to be both affordable and accessible at the highest standard. Shopping, leisure and community entertainment need to be easy and accessible to get to and from, whether by personal or public transport. For people with disabilities, this is vital to their community inclusion and participation in social networks. Transport needs to be truly accessible to ensure people can reach their destination and still be part of society. Canberra will eventually say goodbye to the (f)ugly orange buses where wheelchairs and prams have no hope of getting on and off accessibly and say hello to the new equipped buses and a timetable in actual real-time.

As Canberra grows, the disability individual and systemic advocacy support in the sector is anticipated to grow with it in demand and supply in the disability sector. While we are in a time of great opportunity, the reality remains that it is a hard slog when community services are returning to being under-resourced, under-funded and stretched in their capacity. Canberra prides itself to be human rights compliant, but yet it is difficult to balance when growth is fast, but community services are left lagging behind when cracks appear.

Advocacy for Inclusion:
advocacyforinclusion.org



Save the date!
ACTCOSS AGM - Tue 12 Nov 2019, 4pm
followed by a member celebration.

More info to come

Treating the whole

By Bronwyn Hendry, CEO, Directions Health

There are many benefits associated with the population and economic growth Canberra has achieved over recent years, but there are also impacts on the community needs to be addressed such as increased traffic and pollution, demands on local services, and housing affordability.

The ACT currently has the second highest population growth in the country. However, according to a report by the Australian Housing and Urban Research Institute (AHURI), the number of people experiencing homelessness across the city is increasing faster than the population growth rate.¹

An estimated 1,600 Canberrans do not have a suitable home to return to on any given night, the latest census data revealed.

Homelessness makes it difficult for people to go to school or study, gain and retain a job, and care for their health.

There is much research showing a direct correlation between people experiencing precarious housing and drug and alcohol misuse. Canberrans struggling with alcohol and drug dependence often have associated mental health and chronic health conditions. There are also proven links between homelessness, drug and alcohol issues and criminal offending and reoffending.

As our city grows, so too does demand on existing services.

In its 2017-18 Annual Report, Directions Health recorded a 15% increase in clients accessing Treatment and Support Services for the first time or returning after a break.

For people impacted by drugs and alcohol and homelessness, accessing primary care, and subsequently specialist services, in a timely manner is highly challenging. Despite their significant health needs, people experiencing homelessness tend to mainly access tertiary care. This essentially means they present at hospital only once their health has seriously deteriorated.

People with mental health conditions, experiencing homelessness or who have a history of alcohol and substance abuse are over-represented in Australia's penal system.

Just as an individual's health, housing, recidivism and drug and alcohol use are inter-related, effective service delivery also requires integration.



Pharmacist Augustine Fordjour has recently joined Directions Health Services, expanding its primary health care team.

An AHURI survey found clients support collaborative models that provide streamlined assessment, facilitated referrals, case review and supervision, flexible and supportive governance, relationships and communication and staffing.²

The more services a person has to seek out to receive the support they need, the more cracks there are for them to potentially fall through.

Currently in the ACT, innovative services are building partnerships and expanding programs to provide increasingly holistic packages of care and funding models are starting to support these initiatives.

Directions Health, for example, currently provides a range of alcohol and other drug (AOD) services, primary health care both on-site and via outreach and is looking to offer legal services.

As Canberra grows, it isn't enough to simply provide more health, housing, and AOD services. Expansion of holistic service provision must be prioritised.

Footnotes

1. S Parkinson et. al., *The changing geography of homelessness: a spatial analysis from 2001 to 2016*, AHURI, 2019.
2. P Flatau et. al., *How integrated are homelessness, mental health and drug and alcohol services in Australia?*, AHURI, 2013, p.69.

Directions Health:
directionshealth.com



Learning & development calendar

Training / Forum	Date / Time	Cost: Member / Non-member / Corp. or Govt.
Reconciliation		
Reconciliation Peer Network Facilitated by ACTCOSS	7 Nov 2019 10am-11.30am	Free
Cultural Awareness on Country Tour Facilitated by Richie Allan, TOAC	22 Nov 2019 9am-4pm	\$540 / \$600 / \$660
Building Better Boards		
Session 1: Board Governance & Strategy Facilitated by ACTCOSS	Nov 2019 (date TBC) 9.30am-12.30pm	\$110 / \$140 (one session)
Session 2: Financial Management Facilitated by ACTCOSS	Nov 2019 (date TBC) 1.30pm-4.30pm	\$180 / \$240 (both sessions)
People Powered Programs		
Opening Up Equality in the ACT: The New Discrimination Grounds, and Beyond Facilitated by the ACT Human Rights Commission	21 Oct 2019 9.30am-1pm	Free
Improving Quality and Impact of Services		
ACT Community Development Peer Network Facilitated by ACTCOSS	17 Oct 2019 5 Dec 2019 9.30am-11.30am	Free
Leading Social Change: A Networking Event for Community Sector Board Members Facilitated by ACTCOSS	31 Oct 2019 5.30pm-6.30pm	Free
ACT Social Enterprise Peer Network Facilitated by ACTCOSS	Oct 2019 (date TBC) 12.30pm-2pm	Free
ACT Communications Peer Network Facilitated by ACTCOSS	Nov 2019 (date TBC) 9.30am-11am	Free

Find out more about our learning and development opportunities and how to register at the ACTCOSS website: actcoss.org.au/learn

Next issue:

Update Issue 90, Summer 2019-20 edition

2020 is on the horizon – is it the view we imagined?

Members are welcome to contribute articles on the theme.

Copy deadline: 11 November 2019

Space is limited! To guarantee your spot, let us know as soon as possible.

Email: suzanne.richardson@actcoss.org.au

Ph: 02 6202 7200

Issue 90 will be distributed in December 2019.

Advertise in Update

Would you like ad space? Contact us!

Size/Type	Member	Non-member
1/4 page	\$25	\$60
1/2 page	\$40	\$85
Full page	\$60	\$120

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Anthony Egeland, Anglicare NSW South, NSW West and ACT

Alicia Flack-Konè, ACT Down Syndrome Association

Andrew Scotford, CIT Student Association

If you would like to contact the Committee, please contact us:

www.actcoss.org.au



The ACT Council of Social Service Inc. (ACTCOSS) is the peak representative body for people living with low incomes or disadvantage, and not-for-profit community organisations in the Australian Capital Territory.

ACTCOSS acknowledges Canberra has been built on the land of the Ngunnawal people. We pay respects 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 ongoing contributions to the ACT community.

ACTCOSS

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Facebook: facebook.com/actcoss

ACTCOSS welcomes feedback. Please visit the 'Contact' page on our website for our feedback form, or contact us using the details above.

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Capability team

Samantha Quimby (Capability Manager)

Ryan Joseph

Tara Prince

Update is a quarterly journal that provides an opportunity for issues relevant to ACTCOSS' membership to be discussed and for information to be shared. Views expressed are those of individual authors and do not necessarily reflect the policy views of ACTCOSS.