

QCOSS Governance Manual	Governance System
Number: 2-4	Member And Stakeholder Engagement Service Charter

Purpose of Queensland Council of Social Service

Queensland Council of Social Service (QCOSS) provides a voice for and with Queenslanders affected by poverty and inequality and acts as the state-wide council that leads on issues of significance to the social, community and health sectors. QCOSS is a member of a nation wide network of State and Territory Councils and the Australian Council of Social Service (ACOSS).

We work for a Fair Queensland, where individuals and communities across the State have the resources they need to participate in and benefit from social and economic life by:

- Developing and advocating socially, economically and environmentally responsible public policy and action by government, community and private sectors;
- valuing, promoting, supporting and developing the capacity of non government organisations in providing assistance to vulnerable Queenslanders and contributing to policy making, and
- contributing to an informed public opinion on social issues

Promotion of our mission and values

QCOSS will pursue its purpose through:

- Policy development and advocacy, and
- Sector development.

A critical element of this work is successful engagement with our members and stakeholders through:

- Consultation;
- active participation in agenda setting, policy dialogue, and
- the development, and evaluation of policy, program and service settings.

QCOSS will lead by example in a demonstration of the unique strengths of the sector namely:

- A strong focus on the needs of service users;
- knowledge and expertise to meet complex community needs and difficult social issues;
- an ability to be flexible and innovative;
- the experience and independence to innovate;
- engagement with the skills and experience of volunteers;
- an ability to involve local people to build community ownership;
- trust-building within and across communities, and
- cost-effectiveness and responsiveness in service delivery.

We engage to :

- Value local difference and diversity;
- think with care about enquiries and approaches made to QCOSS;
- be positive, effective and efficient in our communication and services provided;
- apply principles of continuous quality improvement to our service provision and respond to constructive input from members and others;
- maintain confidentiality in all our activities;
- behave ethically in all our dealings, and
- undertake to provide information and resources to assist members to engage in sector development, policy and advocacy processes.

We expect from members and stakeholders:

- Partnership relationships which acknowledge the independence of the community sector organisations, and the importance to democratic vitality of the sector;
- constructive advice when we do not abide by this charter.
- a recognition that engagement is a two-way process, and that QCOSS is reliant on a strong and engaged membership in the enterprise to bring about a Fairer Queensland
- an acknowledgement that it is not always possible for QCOSS to engage with multiple issues in many locations and that QCOSS' primary role is to strategically position itself to impact on policy at a Statewide level, and
- affirmation and celebration of success.