

QCOSS CONFERENCE 2011

Brisbane Convention and Exhibition Centre

Monday and Tuesday August 8–9

Resilient Communities Fairer Queensland

Building resilience in communities and fairness for disadvantaged people

CONFERENCE PROGRAM



Images:

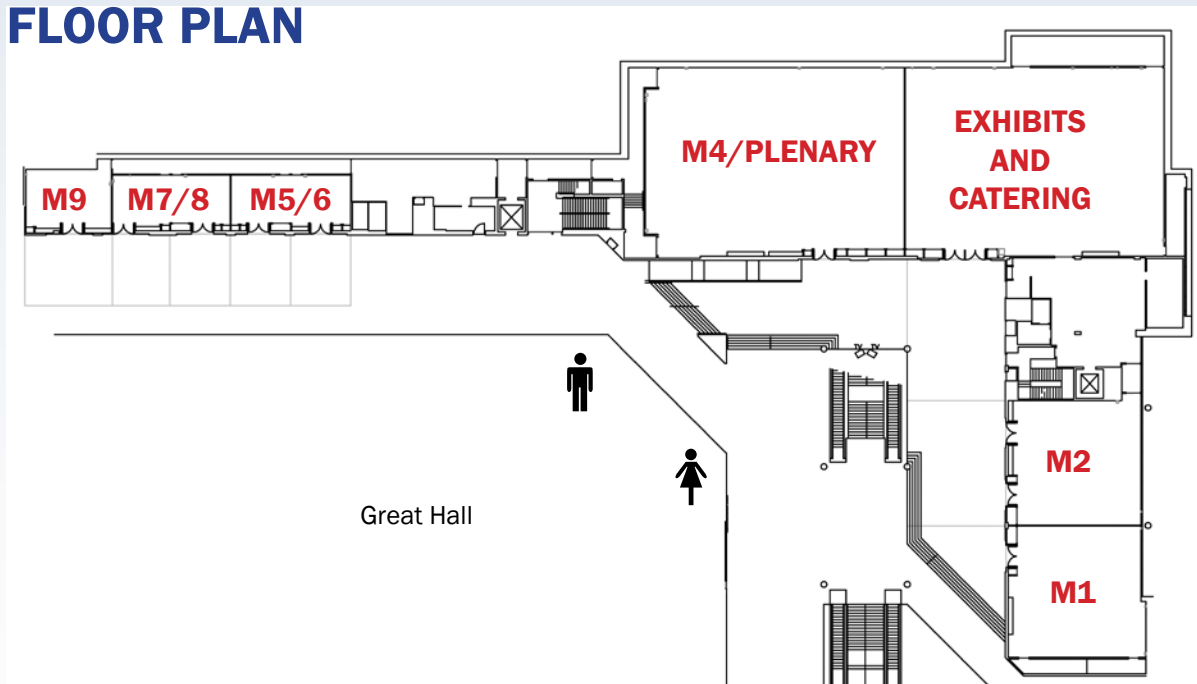
1. The resilience of the Qld community services sector symbolised by a rainforest sapling.
2. An army of people from Gold Coast businesses pitch in to help clean up Brisbane.
Photo courtesy the Gold Coast Bulletin (photographer Kit de Guymer)
3. Water is handed out at an evacuation centre during Cyclone Yasi. Photo (c) Brian Casey

QCOSS

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WORKING FOR A FAIR QUEENSLAND

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LANCIE

PROGRAM

DAY 1

MONDAY 8 AUGUST

- 8:00 – 8:30 Registration
- 8:30 – 8:40 Welcome to Country
- 8:40 – 9:00 Official opening
- 9:00 – 10:30 Plenary
- Possibilities to strengthen Queensland's future – how early intervention is transforming practice in the UK and Canada. What must change in Queensland to make it happen here.
- Cindy Blackstock and Christine Davies*
- 10:30 – 11:00 Morning tea
- 11:00 – 12:30 Concurrent workshops
- 12:30 – 1:30 Lunch
- 1:30 – 3:00 Concurrent workshops
- 3:00 – 3:30 Afternoon tea
- 3:30 – 5:00 Plenary
- Rebuilding in all fairness: The complexity of budgeting for the recovery, where the sector fits and why people need to be the foundation.
- Queensland Treasurer Andrew Fraser MP and Shadow Treasurer Tim Nicholls MP*
- 5:00 – 5:10 Day 1 wrap
- 7:00 Conference dinner at the River Room, South Bank

DAY 2

TUESDAY 9 AUGUST

- 8:00 – 8:30 Registration
- 8:45 – 9:00 Official opening: the future of the sector
- Minister for Community Services and Housing and Minister for Women Karen Struthers MP*
- 9:00 – 10:30 Plenary
- The community sector: our value, our strengths, our future.
- Robert Fitzgerald and Myles McGregor-Lowndes*
- 10:30 – 11:00 Morning tea
- 11:00 – 12:30 Concurrent workshops
- 12:30 – 1:30 Lunch
- 1:30 – 3:00 Concurrent workshops
- 3:00 – 3:30 Afternoon tea
- 3:30 – 5:00 Plenary
- Media frenzy – navigating old and new media to make a difference.
- Melanie Christiansen, Rebekah Russell-Bennett, Margaret Wenham and Jessica van Vonderen*
- 5:00 – 5:10 Conference wrap

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FOR INFORMATION

NAME BADGES: You will be issued with a name tag at registration. For security purposes please wear it at all times.

PHOTOGRAPHY: A photographer will be taking photographs for QCOSS and media during the course of the conference. If you would rather not have your photograph taken please ask at the registration desk for a red dot for your name tag.



The Australian Services Union, Queensland (Services and Administrative) Branch, is the union for community services workers. We are a **growing** and **active** organisation focussed on **improving conditions** in the community services industry. As more and more Community Services workers join the ASU, we become a **stronger** and more **united** industry – making us more **effective in our campaigns and lobbying** for a better paid, better funded and better respected industry.

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WELCOME

WELCOME AND THANK YOU



Hello everyone!

I heartily welcome you to QCOSS's 2011 Conference in Brisbane.

To say "what a year it's been" feels hackneyed ... but I think it does need to be said.

I know the lives of many of you – personally and professionally – have been turned upside down by the Queensland floods and cyclone. So, in shaping up the conference we really tried to make it an oasis in your year – giving you time to reconnect, to think, to reflect, to plan.

We have an exciting range of speakers focused on resilience. Among other things you will hear lessons on disaster recovery from other states (workshop 13), learn how local area planning can help communities recover and develop stronger emergency responses (workshop 3), and discuss how to 'hold it together' – with perspectives on mental health initiatives (workshop 4) and workforce resilience (workshop 20).

We have an equally strong line-up of speakers and workshops themed around fairness. I have no doubt these sessions will be very popular. Some of the 'take-aways' will be how to access help for people on low incomes to manage the cost of living spiral (workshop 5) and what we need to do to link financial services to those who are missing out (workshop 11).

We have timely catch-ups on major reforms – like climate change and the carbon price (workshop 8), and health reform (workshop 18). We also have a "best of" workshop that offers six experts to help brush up your organisation's HR, IT, cultural responsiveness, evaluation processes, and finances (workshop 1).

QCOSS is passionate about improving the lives of Aboriginal and Torres Strait Islander families – so I am delighted that, for the first time, we are partnering with many good friends from the Combined Voices campaign to bring you a special double workshop aimed at taking tangible steps forward in local communities (workshops 12 and 17).

I could keep talking excitedly about the program – but you can read that yourself. (Mind you, our two 3:30pm plenaries will be unmissable: the Treasurer and Shadow Treasurer sparring on Day One, and a formidable panel of media professionals on Day Two. DO NOT skip out early!)

Please enjoy the conference. And take with you strength and friendship.

Karyn Walsh, QCOSS President

PROGRAM

PROGRAM DAY 1

MONDAY 8 AUGUST

8:00 – 8:30 Registration

8:30 – 8:40 Welcome to Country (Room M4)

8:40 – 9:00 Official opening,

9:00 – 10:30 Plenary

Possibilities to strengthen Queensland's future – how early intervention is transforming practice in the UK and Canada. What must change in Queensland to make it happen here.

Cindy Blackstock (First Nations Child and Family Caring Society of Canada)

Christine Davies (UK Centre for Excellence and Outcomes in Children and Young People's Services)

10:30 – 11:00 Morning tea

11:00 – 12:30 Concurrent workshops

- 1 Improving your service – a showcase of practical advice and tools for service evaluations, HR, IT, cultural responsiveness and finances. (Room M4)

Tricia Davis, Louis de Beer, Wallis Westbrook, Stephen Hutchison, John Mikelsons and Caroline Bouten Pinto

- 2 Early education and early intervention for children and families – embedding best practice for tangible outcomes. (Room M1)

Robyn Mildon and Anne Reddell

- 3 Local area planning – ensuring local communities recover and develop stronger emergency responses. (Room M9)

Katie Edmiston, Jo Beadle and Bob Gilkes

- 4 Holding it together – mental health initiatives and practice after the disasters. (Room M7/8)

Brett McDermott and Jeff Cheverton

- 5 Helping people on low incomes manage the cost of living spiral – policy and practice. (Room M2)

Sue Fraser, Roger Church and Allan Cole.

- 6 Campaigning for success – advocacy that works. (Room M5/6)

Michelle Robertson, Lyndal Cairns and Paul Martin

12:30 – 1:30 Lunch

WEDNESDAY 1

1:30 – 3:00 Concurrent workshops

7 Income (in)security – structural causes of marginalisation. How to help, what to advocate for. (Room M5/6)

John Falzon, Gail Middleton and Cassandra Goldie

8 Climate change and the carbon price – impacts for the sector and households. (Room M4)

Karl Mallon and Tony Westmore

9 The National Disability Insurance Scheme – transforming the disability support system. (Room M7/8)

Fiona Anderson and Lisa Bridle

10 Yarning circles – how conversations are making the Early Years Learning Framework happen. (Room M9)

With Roslyn Von Senden and Sally Beddoe

11 Financial exclusion: who is missing out and what we can do about it. (Room M1)

With Fiona Guthrie, Julie Aganoff and Mikala Hehir

3:00 – 3:30 Afternoon tea

3:30 – 5:00 Plenary

Rebuilding in all fairness – the complexity of budgeting for the recovery, where the sector fits and why people need to be the foundation. (Room M4)

With Queensland Treasurer Andrew Fraser MP and Shadow Treasurer Tim Nicholls MP

5:00 – 5:10 Day 1 wrap

7:00 Conference dinner at the River Room, South Bank

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PLENARY

PLENARY SPEAKERS DAY 1



Christine Davies



Cindy Blackstock

POSSIBILITIES TO STRENGTHEN QUEENSLAND'S FUTURE – HOW EARLY INTERVENTION IS TRANSFORMING INTERNATIONAL PRACTICE. WHAT MUST CHANGE IN QUEENSLAND.

International research underlines the obvious: we must invest our funds and energy differently for better outcomes. Experts from the UK and Canada make a compelling case for how early intervention can dramatically cut the need for crisis intervention services, saving money and preventing adverse impacts across the community.

Christine Davies CBE is the Director of C4EO, the UK Centre for Excellence and Outcomes in Children and Young People's Services. She was previously Program Director for the Local Government Association/ Department of Education and Children's Services *Narrowing the Gap* (in children's outcomes) program, which identifies leading practice in improving outcomes for vulnerable children and young people. Before this, Christine was a highly experienced Director of Children's Services for Telford & Wrekin Council. Christine is a member of the National College for Leadership of Schools and Children's Services Guiding Coalition for development of leaders of children's services and is on the National Stakeholder Board for Children and Families.

Cindy Blackstock is Executive Director of the First Nations Child and Family Caring Society of Canada (www.fncaringsociety.com) and Associate Professor, University of Alberta.

A member of the Gitksan Nation, Cindy has worked in the field of child and family services for more than 20 years. An author of over 50 publications, her key interests include exploring and addressing the causes of disadvantage for Aboriginal children and families by promoting equitable and culturally based interventions.

Current professional interests include holding fellowships with the Atkinson Foundation, the Ashoka Foundation and the J W McConnell Family Foundation.

SPEAKERS



Andrew Fraser MP



Tim Nicholls MP

REBUILDING IN ALL FAIRNESS -- THE COMPLEXITY OF BUDGETING FOR THE RECOVERY

No strangers to head-to-head conflict in the political arena, our Treasurer and Shadow Treasurer will discuss where fairness fits into their budget agenda, how they see the sector's role in building a more resilient Queensland and how they intend to fund this role.

Andrew Fraser MP is the Queensland Treasurer, with additional responsibilities for State Development and Trade. He was appointed to the role of Treasurer in 2007 after overseeing the most important program of reform to local government in Queensland's history during his term as Minister for Local Government, Planning and Sport. Following the 2009 election, Mr Fraser was reappointed Treasurer and also held the Ministries of Employment and Economic Development.

First elected to the electorate of Mt Coot-tha in 2004, Mr Fraser became the youngest ever Parliamentary Secretary in Queensland during his first term as an MP.

Tim Nicholls MP is Queensland's Deputy Opposition Leader, Shadow Treasurer, Shadow Minister for Finance, Shadow Minister for Trade and Shadow Minister for Racing.

A former Brisbane City Councillor and member of the Council's finance committee, he entered State politics in 2006 and has held numerous positions and shadow portfolios within the Liberal Party and the LNP. He was elected Deputy Leader of the Opposition in March this year.

SESSION CHAIR

Lexy Hamilton-Smith is a senior reporter and news presenter on Channel 10 in Brisbane. Queensland's 2009 Journalist of the Year, Lexy's television experience spans more than 25 years. She worked with Channel 10 in Adelaide, SBS and Seven News in Sydney, then as presenter of Today Tonight on Seven in Brisbane. She became the face of Australia Television, a nightly news show beamed into Asia by Channel Seven and watched by more than 40 million viewers. She later presented Channel Nine's popular Brisbane Extra program, before returning to Ten as a news reporter and presenter. She has won numerous awards including the Queensland Mental Health Media Award for a story on suicide prevention.



Lexy Hamilton-Smith

CONCURRENT

MORNING WORKSHOPS DAY 1

11:00 TO 12:30

WORKSHOP 1 (Room M4)

Chair Peter Emery (MD PASE Enterprises Pty Ltd)

Improving your service – a showcase of practical advice and tools for service evaluations, HR, IT, cultural responsiveness and finances.

This is an opportunity for managers, coordinators and others in the sector to get one-on-one advice from experts in service management. This new workshop format has no presentations, just five-minute introductions from each expert. You then get the opportunity to take as much time as you like to mine the brains trust on how to conduct service delivery reviews and program evaluations, governance, workforce planning, structuring your finances, online collaboration and embedding cultural competence in your organisation.

Tricia Davis is the Managing Director of SANDBOX – a marketing management and business development consultancy that specialises in the government and not for profit sectors. An Associate Fellow and Certified Practising Marketer of the Australian Institute of Marketing, Tricia has a special interest in conducting service delivery reviews and program evaluations for not for profits.

Louis de Beer is CEO of Lands Community Services and Treasurer of QCOSS. He is an accountant and lawyer with more than 10 years experience in corporate and commercial law. Louis has an interest in finance and financial systems and third sector development in these areas.

Wallis Westbrook is the Executive Director of the Health and Community Services Workforce Council. He is responsible for leading and influencing emerging ideas, supporting collaborative practice and advocating for a better understanding of the economic and social contribution of

the Health and Community Services workforce. He has more than 25 years' experience building partnerships across the public, community and private sectors.

Stephen Hutchison is Web Development Officer at QCOSS and is responsible for maintaining and developing the communitydoor.org.au web portal. He has a degree in Computer Science and worked in the IT industry for 15 years in Perth, Kuala Lumpur and Darwin. He also managed an Aboriginal Community Art Centre in Arnhem Land.

John Mikelsons is the Deputy Director of QCOSS. He has worked in a number of senior management roles at QCOSS and has experience working in local, state and federal government, unions and the community sector in a range of policy, operational, personnel, management, strategic and governance roles.

Caroline Bouten Pinto is passionate about enabling people to work effectively with cultural diversity. She has more than 25 years experience as a manager and diversity consultant in the private, not for profit, government and health sectors. She is currently the Consulting Manager at ECCQ's Partners in Cultural Competence.

WORKSHOP 2 (Room M1)

Chair Karyn Walsh (CEO Micah Projects)

Early education and early intervention for children and families – embedding best practice for tangible outcomes.

Our understanding of child development has grown to the point where we can anticipate problems and predict risk factors. Best practice is all about earlier and more effective connections with families, long before children have been notified to child protection authorities. Hear about current evidence and improved practice; and early childhood reforms in Queensland.

Robyn Mildon, PhD, is the Director of Knowledge Exchange and Implementation at the Parenting Research Centre in Melbourne. Her work focuses on strategies to improve the use of evidence-based information and practice in parenting education, family support, and child welfare programs; and on closing the gap between 'what we know' and 'what we do' by improving the implementation of evidence-based practices and programs.

Anne Reddell is Executive Director, Policy and Performance at the Queensland Government's Office of Early Childhood Education and Care. She has extensive experience in Queensland Government policy and service delivery and has played a lead role in early childhood development for the past 20 years. Anne recently represented Queensland in national negotiations to improve the quality of early childhood services.

WORKSHOP 3 (Room M9)

Chair Sarah Coles (Policy Advocacy, QCOSS)

Local area planning – ensuring local communities recover and develop stronger emergency responses.

The community services sector is still firmly in the middle of the "summer of natural disasters" recovery. Hear reflections from the Reconstruction Authority, LGAQ, and major disaster-response provider Lifeline – as they discuss how local experiences, local lessons, and local networks must come first in any plans for recovery and future resilience.

Bob Gilkes is the Executive Director of Lifeline Community Care. For the past 28 years he has worked in the human services area in both government and non-government organisations. Bob strongly values family, has been married for 30 years and has five children and eight grandchildren, with more on the way.

WORKSHOPS

Katie Edmiston is State-wide Coordinator of the Local Government Association of Queensland's Community Development and Engagement Initiative. Through this new role she will support and coordinate 22 newly-appointed Community Development Officers in 17 of the most disaster affected communities and report on and evaluate the initiative.

Lieutenant Commander Jo Beadle is the Executive Officer of the Operations and Plans Branch in the Reconstruction Authority and is the lead planner for the Human and Social Line of Reconstruction. She joined the RAN in 1982 and is a qualified hydrographic surveyor. Recently she has focused her professional interests in emergency management.

WORKSHOP 4 (Room M7/8)

Chair Grahme Whiting (QCOSS Policy Advocacy)

Holding it together – mental health initiatives and practice after the disasters.

Living with the stress of natural disasters can trigger or exacerbate mental health issues many months or even years after the event. Our experts discuss mental health service delivery and practice in the aftermath of the Queensland disasters. Response to disasters often focuses on physical infrastructure whereas we will discuss how advocacy can generate responses to the social and emotional needs of communities.

Brett McDermott is the Executive Director of the Mater Child and Youth Mental Health Service in Brisbane and Associate Professor of Child and Adolescent Psychiatry at the University of Queensland. He is also a Director of *beyondblue* and a member of the Australian National Mental Health Disaster Response Committee and Taskforce.

Jeff Cheverton is the Chief Executive of Queensland Alliance for Mental Health, peak body for the mental health community sector. He is the Deputy Chair of the Mental Health Council of Australia and is a Fellow of the

Australian Institute of Management. Jeff is committed to building and inspiring a broader movement for social change.

WORKSHOP 5 (Room M2)

Chair Linda Parmenter (Low Income Consumer Advocacy, QCOSS)

Helping people on low incomes manage the cost of living spiral – policy and practice.

Many low income households can no longer afford even a basic standard of living. Where is it all heading and what can the business, community and government sectors do? Our Cost of Living Report author and speakers from the community sector and industry examine the development of informed and supportive approaches to customer hardship. Electricity and water businesses will be invited to join with the sector in a discussion on assisting customers in difficulty.

Sue Fraser is Senior Manager of Enterprise Partnerships at Kildonan UnitingCare. She has 30 years' experience working across the welfare sector in Queensland and has pioneered work that addresses disadvantage and builds on the strength of vulnerable consumers. This has included developing community/business partnerships with emphasis on industries that impact on vulnerable consumers.

Roger Church is a Senior Policy Officer at QCOSS and is the principal author of the QCOSS Cost of Living report, which estimates the costs of a basic standard of living for several low income households. He studied forestry and economics and has worked on energy policy, but prefers to keep working with QCOSS on social justice problems.

Allan Cole is Manager Billing & Collection at Yarra Valley Water and is responsible for meter reading, billing, debt collection, customer payments and customer support. Yarra Valley Water has a successful and extensive package of policy and programs to support customers experiencing financial difficulty. The organisation has won a Prime Minister's Award for its partnership with Kildonan

United Care which was the model recommended in the Victorian Government Response to the Hardship Policy Enquiry in 2006.

WORKSHOP 6 (Room M5/6)

Chair Jenny Whitworth (Communication and Membership, QCOSS)

Campaigning for success – advocacy that works.

Queensland led Australia in the fight for pay equity in the sector and the Queensland Association for Healthy Communities' recent sexual health campaign has won tens of thousands of supporters. Discover the strategy and structure behind these vastly different but ultimately successful campaigns and take away pointers for your own local advocacy.

Michelle Robertson has been active in the community services industry for more than 25 years. As an experienced advocate for the Australian Services Union, she has continually pursued improved wages and working conditions for community services workers. She has been at the forefront of establishing union/community partnerships to build a stronger industry and to achieve pay equity.

Paul Martin is Executive Director at the Queensland Association for Healthy Communities. He has worked in the HIV and LGBT sector for the past 20 years in Brisbane, nationally and in England. Originally the volunteer chair of Toehold gay & lesbian youth service in the early 90s, Paul has been on the Boards of Brisbane Youth Service, YANQ, Prospect House and the Queensland AIDS Council.

Lyndal Cairns is a journalist and news media specialist with a social justice bent. As Online and Social Media Coordinator at the Queensland Association for Healthy Communities, she is developing a framework so health promotion officers can better use social media to help prevent the spread of HIV. She is dedicated to building community and changing the world but is still surprised to wake up and realise she gets paid to surf Facebook.

CONCURREN

AFTERNOON WORKSHOPS DAY 1

1:30 – 3:00

WORKSHOP 7 (Room M5/6)

Chair Helga Biro, (Executive Director, Centacare, Cairns)

Income (in)security – structural causes of marginalisation. How to help, what to advocate for.

Marginalisation and income insecurity could be avoided if we understood and addressed the fundamental causes. Learn what our expert advocacy groups are recommending, and how to access advice and representation when problems with Centrelink arise.

John Falzon is Chief Executive Officer of the St Vincent de Paul Society National Council of Australia. He has written and spoken widely on the structural causes of marginalisation and inequality in Australia and has long been an advocate for a fairer and more equitable society. John has worked in academia, in research and advocacy with NGOs, and in community development in large public housing estates.

Gail Middleton is the Executive Director of the Welfare Rights Centre in Brisbane. She has held paid and unpaid jobs within the community services sector since 1976, primarily in welfare rights and advocating on behalf of more vulnerable persons and union members. Gail is a social work graduate and has undertaken post graduate studies in Industrial Relations and Adult Learning. She has been on the executive committees of both QCOSS and ACOSS.

Cassandra Goldie is CEO of the Australian Council of Social Service and has had an extensive career in the community sector in Australia and internationally working in human rights and law and justice. Cassandra joined ACOSS in July 2010 from the Australian Human Rights Commission where as Director of the Sex and Age Discrimination Unit she

played a pivotal role in the inquiry into pay equity and paid parental leave.

WORKSHOP 8 (Room M2)

Chair Linda Parmenter (Low Income Consumer Advocacy, QCOSS)

Climate change and the carbon price – impacts for the sector and households.

Evidence suggests climate change is likely to impact disadvantaged Australians harder than anyone else. ACOSS is leading the push to ensure compensation measures are fair, equitable and adequate. These two speakers are dynamic experts who will demystify much of the current media hype. Take away practical tips for supporting low income households now and into the future, and learn how to more cost-effectively steer your service into this new era.

Karl Mallon is principal at Climate Risk Pty Ltd and the director of Science and Systems. He is also a director and co-founder of the London-based Climate Bonds Initiative. Climate Risk is a specialist company established in 2005 to look specifically at climate change risk issues for government and industry. Karl himself entered climate change analysis in the run up to Kyoto. He specialises in the quantification of climate change impacts and response.

Tony Westmore is a Senior Policy Officer at the Australian Council of Social Service, where his work is focused on issues affecting low income households in the national energy markets, including regulation of retail customer matters, affordability, energy efficiency and amenity, intelligent networks and climate change and related policy responses.

WORKSHOP 9 (Room M7/8)

Chair Mark Henley (Director, QCOSS)

The National Disability Insurance Scheme – transforming the disability support system.

Seen as the light at the end of the tunnel, the National Disability Insurance Scheme proposes a true paradigm shift that could affect every aspect of disability support. While tens of thousands are supporting the campaign, find out from the experts what it would actually entail, how it would impact you and your organisation, and how you can contribute.

Fiona Anderson is a business communications practitioner and former journalist. As the mother of a teenager with disability she has 15 years experience of how Australia's dysfunctional disability system damages people's emotional, physical, psychological and financial health. She combines her personal experience and professional background to articulate the potential of the NDIS to transform hundreds of thousands of lives.

Lisa Bridle is Senior Consultant at Community Resource Unit, a small state-wide organisation which promotes positive change in the lives of people with disability. A social worker with a background in community development, domestic violence support and disability advocacy, she has worked in the community sector for most of the past 25 years. She has a PhD in disability ethics and is passionate about creating communities where people with disability will routinely experience welcome.

WORKSHOPS

WORKSHOP 10 (Room M9)

Chair LEEANNE ENOCH (Indigenous Partnerships Manager, Red Cross)

Yarning circles – how conversations are making the Early Years Learning Framework happen.

You get “two-for-one” in this workshop. From a policy perspective, hear about the new national Early Years Learning Framework and how it is reforming early childhood education and care. Then from a process perspective, experience how Queensland’s Indigenous Professional Support Unit is using “yarning circles” to support children’s services through the framework’s implementation. Yarning circles are a traditional way for Aboriginal and Torres Strait Islander people to share information. They are much less structured than formal meetings but are just as valuable in imparting information and knowledge.

Roslyn Von Senden is the QCOSS Townsville Office Manager and Manager of the Indigenous Professional Support Unit. Ros has many years in office administration, has worked as an Inclusion Facilitator of Children with Additional Needs, as a Cultural Coordinator for the Kalkadoon Tribal Council and as an educational tutor. She is from the Kalkadoon Tribe and was born in Mt Isa.

Sally Beddoe is the Child Care Team Leader within the Department of Employment, Education and Workforce Relations. She has been employed in various departments within the federal government for 22 years, including time spent in the Education Unit and the Australian Agency for International Aid.

WORKSHOP 11 (Room M1)

Chair LOUIS DE BEER (CEO LANDS Community Services)


Financial exclusion: who is missing out and what we can do about it.

Groundbreaking research from the National Australia Bank shows that up to 15 per cent of Australians are excluded from mainstream financial services. The research has important, and in some ways, surprising implications for the banking industry, the community sector and government. Find out what we need to do to address this problem.

Fiona Guthrie is the Executive Director of Financial Counselling Australia, the peak body for financial counsellors. Fiona has been involved with the community sector for more than 20 years and was one of the first financial counsellors in Queensland (as a volunteer at Caxton Legal Centre).


Julie Aganoff, Director, Client Service Development at Lifeline Community Care, is a psychologist who has worked in child protection, domestic violence and trauma with adults and children since 1992. Julie has worked at every level of Lifeline Community Care, beginning as a volunteer group facilitator in the Freedom from Violence program of Lifeline Brisbane in 1993. One of her passions is providing quality training to new psychology graduates.

Mikala Hehir is a Senior Manager, Community Finance and Development, at National Australia Bank where she manages the bank’s financial inclusion agenda and microfinance programs. In partnership with Good Shepherd, governments and other community organisations, NAB operates one of the largest microfinance programs in the developed world and provides capital for the No Interest Loan Scheme (NILS) and delivers StepUP, AddsUP and microenterprise loans.



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PROGRAM

PROGRAM DAY 2

TUESDAY 9 AUGUST

8:00 – 8:30 Registration

8:45 – 9:00 Official opening: the future of the sector

Karen Struthers MP, Minister for Community Services and Housing and Minister for Women

9:00 – 10:30 Plenary

The community sector: our value, our strengths, our future

Robert Fitzgerald and Myles McGregor-Lowndes

10:30 – 11:00 Morning tea

11:00 – 12:30 Concurrent workshops

12 Combined Voices special workshop 1 – improving outcomes for Aboriginal and Torres Strait Islander children (the evidence and the current steps forward). (Room M4)

Cindy Blackstock, Cindy Shannon, Dianne Harvey, Garth Morgan and Lindsay Wegener

13 Disaster recovery – lessons from other states. (Room M2)

Carolyn Atkins and Andrew Coghlan

14 Output costing – initiatives and tools for costing services. (Room M5/6)

Geoff Rowe, Ruth Brown and Anne Curson

15 Beyond economic indicators – establishing true measures of community wellbeing and resilience. (Room M7/8)

Geoff Woolcock and Mike Salvaris

16 Social enterprises and asset building – local community service solutions. (Room M9)

Belinda Drew and Judy Abernethy

12:30 – 1:30 Lunch



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WEDNESDAY 2

1:30 – 3:00 Concurrent workshops

17 Combined Voices special workshops 2 – improving outcomes for Aboriginal and Torres Strait Islander children. (Room M4)

Cindy Blackstock, Cindy Shannon, Dianne Harvey, Garth Morgan and Lindsay Wegener

18 Planning and partnering that makes a difference in healthy outcomes – what we've learned and what works. (Room M5/6)

Marcia Dwonczyk, Coralie Kingston and Mark Reimers and Alisa Hall

19 The modern award – where to after the national wage case. (Room M7/8)

Michael Pegg and Michelle Robertson

20 Workforce resilience – keeping yourself and your staff strong under stress. (Room M2)

Melalie Collie and Matthew Gillett and Brian Sullivan

21 Linking locally for results – Queensland's coordination methodology for ending homelessness. (Room M9)

Tanya Hall and Bryan Jamison

3:00 – 3:30 Afternoon tea

3:30 – 5:00 Plenary (Room M4)

Media frenzy – navigating old and new media to make a difference, a panel discussion

Melanie Christiansen, Rebekah Russell-Bennett, Margaret Wenham and Jessica van Vonderen

5:00 – 5:10 Conference wrap



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PLENARY

PLENARY SPEAKERS DAY 2



Myles McGregor-Lowndes



Robert Fitzgerald

THE COMMUNITY SECTOR: OUR VALUE, OUR STRENGTHS, OUR FUTURE

Two experts from very different backgrounds shine the spotlight on the community services sector, its role, its value and its future. Together they take a long, hard look at the sector and particularly its role in Queensland's disaster recovery. They reveal the true value of the sector to Queensland and Australia, how it can capitalise on its strengths and how it can build a secure and valued future for itself and those it works with.

Professor Myles McGregor-Lowndes OAM is the Director of The Australian Centre of Philanthropy and Nonprofit Studies. He has advised and held board positions in a large variety of nonprofit organisations over a period of 30 years. He has written extensively about nonprofit tax and regulation, nonprofit legal entities, government grants and standard charts of accounts as a means of reducing the compliance burden. He is a founding member of the Australian Taxation Office Charities Consultative Committee.

Robert Fitzgerald AM has been a full time Commissioner with the Australian Government's Productivity Commission since 2004 and has undertaken 13 national inquiries. He is currently a Commissioner on the Inquiry into Australia's Aged Care and A Study into Early Childhood Development workforce. He recently completed the Inquiry into the Not for Profit Sector. Robert has also been the convenor of the Working Group responsible for the production of the Overcoming Indigenous Disadvantage Report for COAG.

Robert practiced as a commercial solicitor for more than 20 years and served on a number of government bodies including roles as NSW Community and Disability Services Commissioner and Deputy Ombudsman and

a member of the National Competition Council. Robert has recently been appointed by the Australian Government as the prospective Chair of the Australian Charities and Not for Profits Commission Advisory Board.

He also has more than 30 year's voluntary involvement in the community services sector, is a previous President of the Australian Council of Social Services and is currently on the Board of The Benevolent Society and Foyer Foundation and on various university advisory bodies.

SPEAKERS

MEDIA FRENZY – NAVIGATING OLD AND NEW MEDIA TO MAKE A DIFFERENCE

Community service issues seldom grab the headlines and when they do it may be for all the wrong reasons. Is all publicity good publicity? What's the best way to put the issues that matter in the public arena? How can we generate and control public debate? Our panel of traditional and new media experts explores these and other issues impacting the relationship between our sector and the media.



Margaret Wenham

Margaret Wenham is a senior, award-winning journalist with *The Courier-Mail* newspaper in Brisbane. In her 12 years at the paper she has reported extensively in the areas of child protection, disability and mental health services and Indigenous affairs. She currently edits the paper's Viewpoint pages and Saturday features section.

news and current affairs and social affairs for *The Courier-Mail*. She has also held the role of Chief of Staff for ABC radio news in Queensland and acting assistant Chief of Staff for *The Courier-Mail*. Currently she is Executive Producer of the Australia Talks program on Radio National.



Rebekah Russell-Bennett

Professor Rebekah Russell-Bennett is the National President of the Australian Association of Social Marketing and is also a marketing academic at Queensland University of Technology. One of Rebekah's research areas is the use of social media for behaviour change. She also works with government and NGOs to use new technology to assist individuals in leading healthier lives.



Melanie Christiansen

Melanie Christiansen is a journalist with nearly 30 years experience in the Australian media. She has covered state and federal politics for ABC radio



Jessica van Vonderen

Jessica van Vonderen is the host of 7.30 QLD. She's also the State Political reporter for ABC TV news. Jessica joined the ABC News team in 1999 and a year later won a Queensland Media Award for her coverage of a fatal dingo attack on Fraser Island. Jessica has covered three Queensland elections and the 2007 Federal election. She presented Queensland's *Stateline* since 2009. She reported from cyclone-ravaged Innisfail in 2006 and this year covered south east Queensland's floods and Cyclone Yasi.

SESSION CHAIR



Stefan Armbruster

Stefan Armbruster is the Queensland correspondent for SBS television and radio news. He travels around the state reporting on Aboriginal, Torres Strait and multicultural issues.

CONCURRENT

MORNING WORKSHOPS DAY 2

11:00 TO 12:30

WORKSHOP 12 (Room M4)

Chair – Eileen Heywood (Heywood Consulting)

Combined Voices special workshop 1 – improving outcomes for Aboriginal and Torres Strait Islander children (the evidence and the current steps forward).

This session will re-state the evidence demanding better outcomes for Aboriginal and Torres Strait Islander children, young people and families. It will examine the work done over the past two years, the positives achieved, what we're still hoping to achieve and how local services can participate for better practice. Be inspired by the work done in Queensland and overseas and hear about *Together – Keeping our Children Safe and Well*, the comprehensive plan for promoting the safety and wellbeing of Aboriginal and Torres Strait Islander children and young people.

Cindy Blackstock is the Executive Director, First Nations Child and Family Caring Society of Canada and Associate Professor, University of Alberta. A member of the Gitksan Nation, Cindy has worked in the field of child and family services for more than 20 years.

Professor **Cindy Shannon** is the Director of the Centre for Indigenous Health at the University of Queensland. She is a descendent of the Ngugi people from Moreton Island and guided the development and implementation of Australia's first degree-level program that specifically targeted Aboriginal health workers.

Dianne Harvey is a Kooma/ Mandandanji woman from South West Queensland. She is CEO of the Queensland Aboriginal and Torres Strait Islander Child Protection Peak, representing Aboriginal and Torres Strait Islander child protection

and family support agencies in Queensland. Dianne has worked in community and human services for the past 30 years.

Garth Morgan is Executive Director of the Aboriginal and Torres Strait Islander Human Services Coalition. Prior to joining the coalition he held a number of senior roles in the community, government and not-for-profit sectors. Garth is committed to human service system reform, specifically as it relates to improving the delivery of services to disadvantaged Queenslanders.

Lindsay Wegener has been Executive Director of PeakCare Queensland since May 2011. A social worker by profession, his 30-year career includes working within Queensland's Government, non-government and private sectors as a child protection practitioner, policy-maker, service administrator, educator and consultant.

WORKSHOP 13 (Room M2)

Chair – Kristine Van (Project Manager, Sunshine Coast Family Networks Association)

Disaster recovery – lessons from other states.

The scale and nature of natural disasters may differ enormously but the long-term impacts on communities are often very similar. The lessons learnt and methodologies developed to manage and recover can be shared.

Carolyn Atkins is Deputy Director of VCOSS. She has a long involvement and commitment to promoting social justice, human rights and community wellbeing in both non-government and government settings, and has a strong focus on exploring how improved outcomes can be achieved through more integrated and collaborative approaches.

Andrew Coghlan is the National Manager, Emergency Services, for

Red Cross. He works to promote resilience and build community capacity, both in preparation for and response to disasters throughout Australia. Andrew has played a pivotal role in coordinating the Red Cross response to a number of major emergencies and disasters.

WORKSHOP 14 (Room M5/6)

Chair – Jody Tunnicliffe (Sector Development, QCOSS)

Output costing – initiatives and tools for costing services.

We may know what we want our services to achieve and even how to get there, but without the tools to work out what it will cost, we are powerless to bid accurately for funds or to make effective cases to funders about the money we already receive. We may even be threatening our organisations' longer-term sustainability.

Geoff Rowe is the General Manager, Policy Research Planning and Strategy with the Endeavour Foundation. He has worked in the human services area for more than thirty years. Much of his work has focused on the funding relationship between the government and non-government sectors. In 2010 Endeavour become the first Queensland agency to transition to an output based service agreement. He will share the learnings and costing methodology developed.

Ruth Brown is General Manager, Service Delivery Improvement and Support, at the Department of Communities. Through senior roles in Disability Services and Housing and Homelessness Services, as well as in key corporate roles in financial management, grants management and governance. Ruth has developed a keen appreciation of the contribution of the non-government sector. Her current role extends to implementing sector-wide continuous improvement of the funding

UNIT SESSIONS

relationship between the government and non government sectors and includes the introduction of output based funding.

Anne Curson is a Sector Development Project Officer at QCOSS and is currently working on the Unit Costing Project. She has a background in social work and has previously worked in the youth and disability sectors. She is also completing a Masters of Communication for Social Change.

WORKSHOP 15 (Room M7/8)

Chair – Sarah Coles (Policy Advocacy, QCOSS)

Beyond economic indicators – establishing true measures of community wellbeing and resilience.

For too long the focus has been on economic indicators alone as a measure of community wellbeing. Through the Australian National Development Index and the Community Indicators Queensland project we are moving towards more meaningful measures of community wellbeing and resilience.

Associate Professor **Geoff Woolcock** is a Research Fellow at Griffith University's Urban Research Program and is particularly interested in both

indicators of social sustainability and the factors that contribute to building child- and youth-friendly communities. His work with large-scale public and private sector organisations concentrates on developing measures of communities' strengths, closely collaborating with local communities.

Mike Salvaris is Adjunct Professor, Applied Human Rights and Community Wellbeing Research at RMIT University in Melbourne. He has worked with international and Australian bodies for more than 30 years in the measurement of progress and wellbeing; democracy, social justice and human rights; community engagement and development; and strategic public policy.

WORKSHOP 16 (Room M9)

Chair – Mark Tucker-Evans (CEO, Council of the Ageing, Qld)

Social enterprises and asset building – local community service solutions.

"Social Enterprises" elicit a great deal of enthusiasm. But can they solve our social problems? Can they get us off the funding treadmill? Hear our speakers answer with a resounding "no" – then hear

them talk enthusiastically and knowledgeably about the niche that is effectively filled by social enterprises.

Hear also how community organisations (often asset poor and unable to access traditional finance) are planning and investing their way to property ownership – benefiting the organisation, their clients, and their community.

Belinda Drew is CEO of Foresters Community Finance Ltd, a community development finance institution. She has considerable experience in the fields of community development finance and is committed to catalysing the community finance and social investment sector in Australia with a view to building on traditional sources of funds that deliver social value.

Judy Abernethy is the Community Banking Manager, Queensland with mecu Limited. Her work in banking has crossed the eco-friendly development industry and community-based projects, and now focuses on developing business in the not-for-profit sector. She previously worked in business development and fundraising within the arts industry and has extensive experience in executive recruitment.

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Get in touch with Tim Gleeson at Community Services.net Pty Ltd to make enquiries (Email – tim.gleeson@csnet.net.au or phone – 07 3726 1049)

CONCURRENT

AFTERNOON WORKSHOPS DAY 2

1:30 TO 3:00

WORKSHOP 17 (Room M4)

Chair – Eileen Heywood (Heywood Consulting)

Combined Voices special workshop 2 – improving outcomes for Aboriginal and Torres Strait Islander children (practical, local steps forward).

With **Cindy Blackstock, Cindy Shannon, Dianne Harvey, Garth Morgan and Lindsay Wegener.**

See Biographies on page 18.

WORKSHOP 18 (Room M5/6)

Chair – Roslyn Walker (Health Policy, QCOSS)

Planning and partnering that makes a difference in healthy outcomes – what we've learned and what works.

Have your questions answered in this interactive session which aims to empower community sector organisations to drive planning and partnering to meet the needs of disadvantaged groups. The session explores successful partnerships between community sector and health organisations and highlights the need for planned approaches.

Marcia Dwonczyk works for the Gold Coast Primary Care Partnership Council, promoting and supporting effective partnerships which improve the health and wellbeing of the community. Marcia brings extensive experience from health and community services across government and non government sectors in a range of policy, direct service, and senior management roles.

Coralie Kingston is a project worker with Micah Projects and has worked in various roles in community service, government and church-based organisations for more than 30 years. She is guided in her work by principles of social justice, respect

for all, making sure women and girls get a fair go and enjoying being part of the diversity of life.

Alisa Hall is Deputy Director of the Health and Community Services Workforce Council and has more than 15 years' experience working in the acute and primary health care sectors in a variety of delivery, management and leadership roles across government and non government agencies. Alisa specialises in strategy design and implementation, stakeholder engagement and management and workforce planning and development.

WORKSHOP 19 (Room M7/8)

Chair – Lyndall Hulme (QCOSS)

The modern award – where to after the national wage case?

What is the modern award and how will it impact on community sector organisations? Is the modern award still on the horizon or has it already delivered what it promised? Will it make a difference to your organisation? Find out the answers to these questions and many more at this session. You will hear about the possible impacts of the application of the modern award on the community sector across Australia, and particularly in Queensland.

Michael Pegg is manager of the Community Sector Industrial Relations team at Jobs Australia, providing assistance for non-profit community sector employers across Australia. He acted as an advocate for community sector employers in the Queensland and national equal pay cases and has wide experience in the industrial issues facing the sector.

Michelle Robertson has been active in the community services industry for more than 25 years. As an experienced advocate for the Australian Services Union, Michelle

has continually pursued improved wages and working conditions for community services workers. She has been at the forefront of establishing union/community partnerships to build a stronger industry and to achieve pay equity for community workers.

WORKSHOP 20 (Room M2)

Chair – Ken Morris (Director, Jabiru Community Youth and Children's Services)

Workforce resilience – keeping yourself and your staff strong under stress.

The management and staff of community service organisations often suffer both personal and vicarious trauma during disasters. Learn how to help your staff manage their wellbeing and keep your organisation healthy in the months and years after the event.

Melalie Collie is Policy and Products Officer at the Health and Community Services Workforce Council, where she has worked for the past four years. She is currently leading the development of the Disaster Management Workforce Planning Guide to support non-government health and community services organisations to plan for future disaster events in conjunction with current recovery efforts.

Matthew Gillett is Business Development Manager at the Health and Community Services Workforce Council, where he has worked for the past six years. Matthew is responsible for research and policy development that leads workforce planning in these industries across Queensland. Matthew has 20 years experience in the community and health sectors including more than twelve years managing small and medium-sized community-based organisations.

NT SESSIONS

Brian Sullivan is a Counsellor Educator in the University of Queensland's Master of Counselling program. He emphasises the importance of self-care and organisational care for human service professionals, believing that there are predictable costs and benefits to the work we do. He is interested in the personal and professional impact on human service practitioners of working with trauma-related issues and traumatised clients.

WORKSHOP 21 (Room M9)

Chair – Jody Tunnicliffe (Sector Development, QCOSS)

Linking locally for results – Queensland's coordination methodology for ending homelessness.

Across seven Queensland regions unique partnerships have been developed in the fight to end homelessness. Together local communities, QCOSS and the Department of Communities have worked to identify local issues, plan how to tackle them, and begin implementing those plans. Learn how the methodology behind the project can apply across the sector.

Tanya Hall is Manager for the QCOSS Homelessness Planning and Coordination project which commenced in July 2010. Prior to this she was in the position of Queensland SAAP Network Coordinator, also based at QCOSS, working to improve linkages between SAAP (now specialist homelessness) services across the state to strengthen the sector's voice into homelessness policy and planning, and facilitating local discussions around improving regional homelessness 'services systems'.

Bryan Jamison is the Homelessness Community Action Planner within the Homelessness Programs area of the Department of Communities. In this role Bryan has led the development of the framework to guide the Homelessness Community Action Planning initiative being implemented in partnership between the Department of Communities and QCOSS in seven locations across the state.

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For further information

Patrick Herd
Principal Consultant



JOIN QCOSS

MAKING A DIFFERENCE

For more than 50 years QCOSS has worked with and on behalf of disadvantaged Queenslanders and community service organisations to eliminate inequity and disadvantage in our society.

We are the peak Queensland body for individuals and organisations working in the sector and work alongside our national affiliate ACOSS and interstate councils of social service. We advocate to government for social justice, equality and related issues.

HOW YOU CONTRIBUTE AND BENEFIT

By working with us, individuals and community sector organisations contribute towards a fairer and more equitable Queensland through:

- participating in campaigns
- staying informed
- accessing research, advice and support
- networking at events and conferences
- accessing management and governance information
- access to free job promotion
- access to our free register of providers, consultants and supervisors
- A 15 per cent discount off Management Support Online

HOW OTHERS BENEFIT

You can play a crucial role in helping us lobby for changes and initiatives such as:

- funding for homelessness and housing issues
- funding for pay equity
- funding for early intervention
- the work of the Queensland Futures Forum
- the Queensland Compact
- improving consumer protections for disadvantaged people
- changes to gambling regulation.
- expansion of programs for long-term unemployed people.

QCOSS welcomes Richard Fidler for a 'fairly' fun time on the couch at Monday night's special conference dinner.

Richard will lead a panel discussion that is guaranteed to be light-hearted and completely lacking in 'evidence-based practice as they look at the big question: how does Queensland become fairer?

Venue: River Room, South Bank (opposite the Piazza)



With special thanks to our dinner sponsor the National Australia Bank.



THANK YOU

Sincere thanks to our conference plenary speakers, workshop presenters and workshop chairs, and to all our sponsors. Without your sponsorship, energy and commitment this conference would not have been possible. We thank you on behalf of the entire community services sector.

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Special thanks to the Department of Communities for their regional and remote subsidy which enabled many people to be here who would otherwise have been unable to attend.

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