

Action and impact

January to March 2017

QCOSS advocacy means wins for Queenslanders

 <p>Language</p>	 <p>SPER</p>	 <p>Energy</p>	 <p>HEEAS</p>	 <p>Solar</p>
<p>Services provided to people from various cultural backgrounds are improved by the Language Services Policy being embedded into the Human Services Quality Framework -</p> <p>Queensland Multicultural Action Plan</p>	<p>Queensland Parliament considers options for some with a SPER debt to undertake financial counselling, community service or relevant drug and alcohol treatment to reduce their debt -</p> <p>Queensland Government</p>	<p>AGL offers hardship and concession customers reprieve from late fees and losing a discount because of late payments, helping to make energy more affordable to everyone -</p> <p>AGL Energy</p>	<p>The Home Energy Emergency Assistance Scheme's application process is simplified to make it easier to get emergency assistance for paying gas and electricity bills -</p> <p>Queensland Government</p>	<p>Solar panel trial on public housing announced for Woodridge, Rockhampton, Cairns and Lockhart River. This will help to make electricity cheap for the low-income households in trial areas -</p> <p>Queensland Government</p>

Action

Energy Savvy Families



10 community organisations in regional Queensland



In partnership with the Department of Energy and Water Supply, Ergon and CitySmart



Community forums build connections in many communities



Helps families better manage their electricity costs

Policy and advocacy



Centrelink debt collection issue

53 responses and stories, work with national COSS network



Policy position developed and used in advocacy



Budget priorities determined with members

More than 100 responses and numerous comments



Six priorities for action for the Queensland Government in the Budget Priority Statement

Strengthening our Place phase two

3

Community projects progressing in Rockhampton and on the Fraser Coast



Better outcomes children and families



Working together alongside community and the Queensland Family and Child Commission

Domestic and family violence information needs



Identify the communication needs of multicultural communities and Aboriginal and Torres Strait Islanders

9 Locations

Focus groups 14

190 People



Robust conversations informed recommendations to government

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Activity

17

Events held across the state and online. Topic areas including: cost-of-living, domestic and family violence, art of hosting, Queensland budget, Energy Savvy Families, Switched on Communities, tender writing, multicultural inclusion.

570

More than 570 people engaged with in QCOSS activities. Including consultation to improve policy responses, professional development or local engagement to address local issues.

5000

More than 5,000 people reached through communication channels. Information including news, resources, publications, tools and community service announcements to support the community sector and their communities.

Four focus areas for QCOSS



Place

Continue place-based work and advocacy to improve community outcomes

Continue to build the capacity of citizens to engage in and lead policy development



Citizens

Sector



Connect people and share resources, tools, ideas, evidence and training for a stronger sector

Continue advocacy to address cost-of-living pressures

Costs



Wellbeing for all

"Underpinned by the understanding that equity and inclusion for individuals, self-determination for communities, access to a standard of living and services to support an identified need are the keys to social and economic wellbeing for all."