



Message from the Minister

The Hon. John Ajaka MLC

“On 28 August 2014, I had the pleasure of delivering the keynote address to approximately 120 leaders from the community services sector in the Illawarra and Shoalhaven who came together for a one day workshop aimed at developing a shared vision for the future of the industry.

The workshop was hosted by the Illawarra Forum Inc as the peak body for the community services sector in the Illawarra and featured participants from across industry and all levels of government.

Participants discussed their ambitions for the sector and mapped the routes to achieving this vision. Everyone also explored opportunities to innovate and collaborate to improve outcomes for both clients and communities.

The ‘Roadmap for the Future of Community Services in the Illawarra’ details the outcomes of the workshop and highlights the positive work being done across the Illawarra to drive innovation and growth in the sector.”

‘I commend the Illawarra Forum Inc. on this report and look forward to the Illawarra continuing to lead the way in working collaboratively to promote excellence in community services.’



The Hon. John Ajaka MLC
Minister for Ageing,
Minister for Disability Services,
Minister for the Illawarra.



Roadmap for the Future of Community Services in the Illawarra 2014 - 2020

A shared vision and action plan for the future of the community services industry in the Illawarra and Shoalhaven



This Roadmap represents the results of collaborative input from leaders of all sectors of the community services industry, from government and education.

Our shared vision for the future of community services is:

Regional Excellence in Community/ Human Services Delivery with Strong Organisations, Strong Partnerships, Strong Communities, and Strong Individuals.

Working to achieve this vision will improve outcomes for clients and communities.

The accompanying report documents the activities and outcomes of the one day workshop. This includes 57 of the current collaborations and partnerships working across sectors such as children and early years education, community development, disability and aged care, housing and homelessness, social enterprise, and services for women and young people.

Further opportunities for collaboration have been identified under the following themes;

- Regional service delivery mapping
- Addressing key service provision gaps
- Regional networking
- Addressing workforce issues
- Encouraging innovation



The Roadmap identifies the key steps required to achieving our vision:

- 1 Leverage the combined expertise, resources and social capital to support our most vulnerable communities.
- 2 Work smarter (not harder) to drive partnerships and solutions that promote better social and service delivery outcomes for the region.
- 3 Develop collaborated entities for service delivery excellence.

The key to delivering on the vision will be transparency and accountability and a concrete set of actions have been detailed to achieve that.

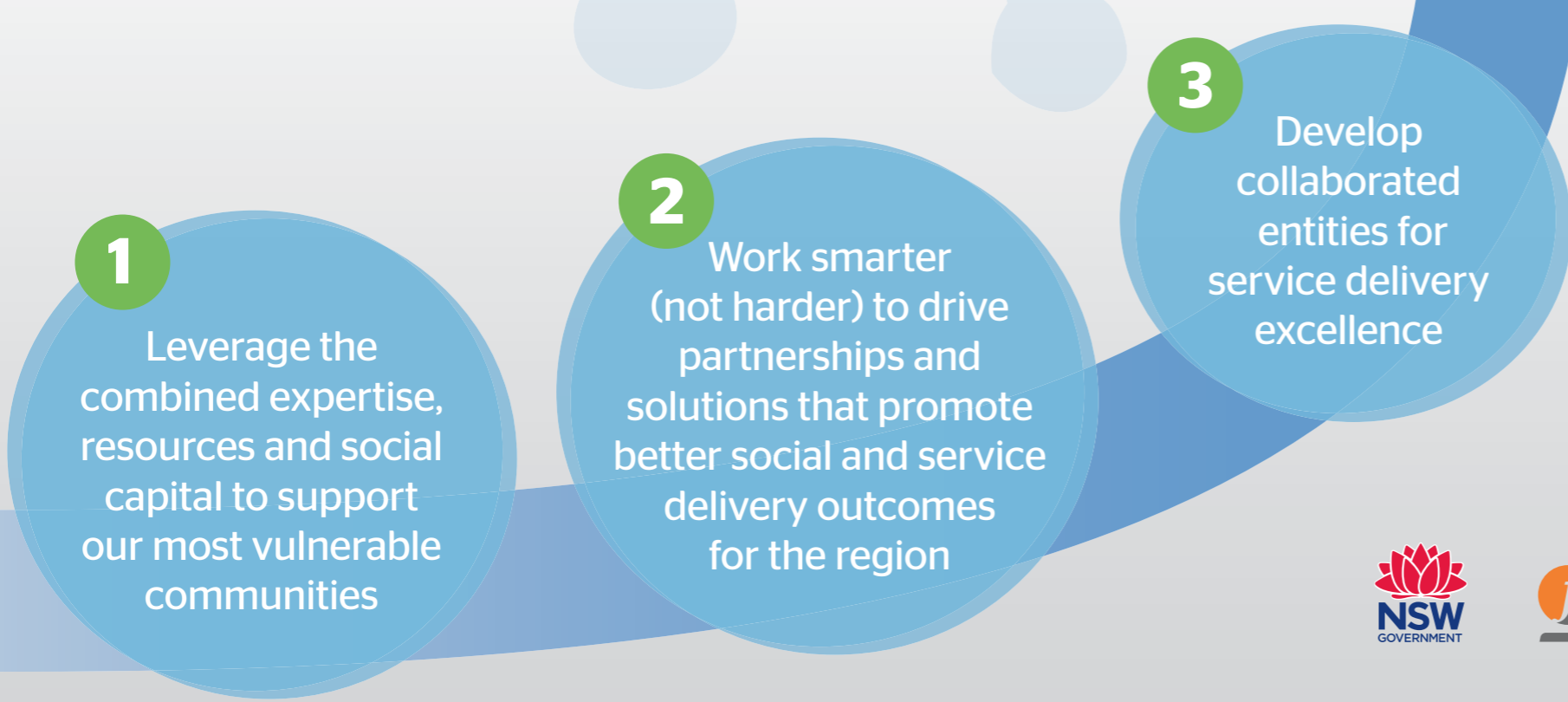
The workshop and subsequent development of the priority actions and Roadmap are the beginning of our efforts to develop and promote a shared vision for the future of community services in the Illawarra and Shoalhaven.

As we work together towards regional excellence in community/human service delivery, the actions and timeframes will inevitably change. This plan will therefore be a living document adapting to the needs of our industry and our community.

For more details see the Roadmap for the Future report at illawarraforum.org.au

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2014

2015

2020

Turf >>

Talk >>

Teach >>

Transition >>

Trust

Action	Timeframe
SUPPORTING COLLABORATIVE PRACTICE <ul style="list-style-type: none"> Development of governance structures and model agreements to facilitate alliances/consortia/partnerships Private sector partnerships to enhance service delivery Development of a comprehensive database of service provision Leveraging back-of-house activities for economies of scale Collective funding - explore opportunities for joint submissions 	January 2015 December 2015 January 2015 June 2015 June 2015
DEVELOPMENT OF A SUSTAINABLE, INTEGRATED, AND SKILLED WORKFORCE: <ul style="list-style-type: none"> Partnerships between Education and Industry Pathways to careers Work-ready passport Shared workforce 	Committee to be formed by December 2015. Action plan and timeframes to be determined by steering committee
ESTABLISH COMMUNITIES OF PRACTICE TO ENCOURAGE PRACTICE EXCELLENCE <ul style="list-style-type: none"> Across all sectors e.g. Children's Services, Aged Care, Youth Services, Home and Community Care 	First community of practice to be established by June 2015
REGIONAL NETWORKING OPPORTUNITIES <ul style="list-style-type: none"> Increase opportunities for collaboration e.g. Cross sectoral 'speed dating' 	Commence November 2015
SOCIAL INNOVATION INCUBATOR <ul style="list-style-type: none"> Develop and deliver a safe place to innovate 	Recruit and convene working party by February 2015
SOCIAL PROCUREMENT <ul style="list-style-type: none"> Regional commitment to social enterprise 	Recruit and convene working party by February 2015