WACOSS
WA COUNCIL of SOCIAL SERVICE
Ways to make a difference

intERgrated sERvices

the path ahead

WACOSS 2015 ER CONFERENCE

June 3rd & 4th 2015
632 Canning Highway, Alfred Cove, WA

Our Major Sponsors

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Thanks.

Thanks for the great work you do every day. In order to help your clients keep connected, we have a Financial Hardship Policy and team of experts on hand to help.

We offer customised payment plans so your clients can avoid late payment fees and possible disconnections.

Our online energy management tool, My Account, gives our customers more visibility of their energy, so they can better monitor and manage their energy usage to take control of their costs.

And, our website features clear information on concessions available, the eligibility requirements and how those most in need can apply for them.

We understand that for some of our customers, times can be tough. So, the sooner we're contacted with any payment problems, the sooner we can help.

Call us on **13 13 53** or visit **synergy.net.au/support**

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Proudly supporting the WACOSS 2015 ER Conference.

PROGRAM: DAY ONE

9:00-9:30am	**Registrations and Refreshments**
9:30-9:40am	**Welcome**
	Steve Joske CSC, WACOSS President
9:40-9:50am	**Welcome to Country**
	Ingrid Cumming
9:50-10:00am	**Introduction from the Master of Ceremonies**
	Renay Grech, Manager Catholic Service Development - Catholic Archdiocese of Perth
10:00-10:30am	**Conference Opening**
	Hon Andrea Mitchell MLA - Parliamentary Secretary Jacquie Thomson - General Manager, Grants & Community Development, Lotterywest Irina Cattalini - Chief Executive Officer, WACOSS
10:30-11:00am	**The Road to Recovery - Honesty, Understanding and Respect**
	Users of Emergency Relief Services - Joan, Karen, Michael
11:00-11:30am	**Morning Tea**
11:30-12:00pm	**Keynote Address: Food Security in Australia**
	David Adams - Professor of Management in Innovation, University of Tasmania and Professor in the Australian Innovation Research Centre
12:00-1:00pm	**Food Security Panel**
	David Adams - Professor of Management in Innovation, University of Tasmania Matthew Lester - Department of Health WA Greg Hebble - CEO, Foodbank WA Irina Cattalini - CEO, WACOSS
1:00-2:00pm	**Lunch**
	Performance from St Pat's The Starlight Hotel Choir
2:00-3:15pm	**Bridging the Resource Gap**
	Nairn Walker - Social Solutions
3:15-3:45pm	**Afternoon Tea**
3:45-5:00pm	**Bridging the Resource Gap Continued**
	Nairn Walker - Social Solutions
5:00-6:00pm	**Networking Sundowner**
	Refreshments by Foodbank WA

PROGRAM: DAY TWO

9:00-9:30am **Registrations and Refreshments**

9:30-9:40am **Welcome Back to Delegates**

Renay Grech - Master of Ceremonies

9:40-10:15am **Keynote Address: Achieving Personal Resilience through Crisis**

Ajahn Brahm - Buddhist Society of WA

10:15-11:00am **Collaboration within the WA Emergency Relief Sector**

Helen Grinbergs - State Manager, Department of Social Services
Jacquie Thomson - General Manager, Grants and Community Development Lotterywest
Irina Cattalini - CEO, WACOSS
Brian Niedzwiecki - Executive Business Manager, St Vincent de Paul Society

11:00-11:30am **Morning Tea**

11:30-12:15pm **Emergency Relief Networks: The Victorian Experience**

Kate Wheller - Executive Officer, Community Information and Support Victoria

12:15-12:30am **Facilitating Network Collaboration Online**

Candelle Nestor - Program Officer, WACOSS

12:30-1:15pm **Breakout session: Collaboration at Work in Perth**

Integration & Partnerships in the Emergency Relief Sector
Pamela Bond - Financial Counsellor, MIDLAS
Doorways Balga
Kris Halliday - Director, Doorways Perth and Jo Ineson - Manager, Children's Services from The Salvation Army
Migration Support
Faisal Khan - Migration Support Programs Team Leader, Red Cross

1:15pm-2:00pm **Lunch**

2:00-2:45pm **Navigating and Collaborating with Aboriginal Services**

Mary Cowley - CEO, Aboriginal Family Law Service
Daniel Morrison - CEO, Aboriginal Alcohol and Drug Service
James Back - Executive Officer, Reconcilitation WA

2:45-3:15pm **Afternoon Tea**

3:15-3:45pm **Collaboration to Improve Client Outcomes**

Dr Karin MacArthur - Community Partnership Broker,
South West Metropolitan Partnership Forum
Traci Cascioli - Day Centre Manager
St Patrick's Community Support Centre

3:45-4:00pm **Conference Closing & Evaluation**

WELCOME

WACOSS is proud to welcome you to the WACOSS 2015 Emergency Relief Conference, intERgrated sERvices - the path ahead.

The theme of the conference will explore the role of ER as part of a continuum of services, assisting people to build financial and personal resilience and wellbeing. Emergency Relief is often seen as a gateway, or link to a range of other services that can support people through the serious impact of social issues such as unemployment, domestic violence, mental health and others, which have significant effects on the wellbeing of individuals, families and communities.

The conference will focus on how collaboration and coordination can prevent crises from escalating or recurring, through the tailoring of services to meet consumer needs. The essential role of all these services is to address the underlying cause of individual and family crisis.

WACOSS would like to acknowledge the enthusiastic response from all those who will be presenting and facilitating discussions throughout the conference, as well as thank all of our sponsors; this event wouldn't have been possible without your support.

Finally, thank you for being part of the next two days. We hope you enjoy the conference and leave feeling inspired and energised to continue the invaluable work that you do for our community.

Irina Cattalini, WACOSS CEO

Renay Grech – Master of Ceremonies

Renay Grech is currently the Manager Catholic Service Development for the Catholic Archdiocese of Perth. He holds Bachelor degrees in Business and Social Work and post graduate qualifications in Counselling as well as being a graduate of the Australian Institute of Company Directors.

Renay has worked within both the government as well as the community sector in a professional career spanning 38 years. He has worked in a number of areas including disability, child protection, residential care, victim services and humanitarian care in both program as well as senior executive roles.

SPEAKER PROFILES

David Adams - University of Tasmania

David is the Professor of Management in Innovation at the University of Tasmania and Professor in the Australian Innovation Research Centre. He was head of strategy in the Premier's Department in Victoria with the Brack's Government and was instrumental in establishing the Department for Victorian Communities and the Governments social policy framework 'A Fairer Victoria'. David researches and publishes widely on the changing nature of communities and the importance of local knowledge to social and economic innovation. He was the inaugural Social Inclusion Commissioner for Tasmania and as Chair of the Food Security Council developed the first State Government food security strategy in Australia.

Nairn Walker - Social Solutions

Nairn Walker has worked across Australia, New Zealand, the US and the UK with over fifty thousand professionals to raise awareness into the issues presented by economic disadvantage at every level of society. Her audiences have ranged from politicians, corporations and police, to doctors, welfare workers and family support professionals. Nairn has been engaged with Dr Ruby Payne's Framework for Understanding Poverty for fifteen years and has over twenty years' experience in community development. She has a passionate commitment to social, emotional and spiritual wellbeing and the raising of awareness and understanding of achieving outcomes, through the sharing of strategies that make a difference.

Ajahn Brahm - Buddhist Society of Western Australia

Ajahn Brahmavamso Mahathera (Ajahn Brahm) was born Peter Betts in London in 1951. He came from a working-class background and after graduating in Theoretical Physics from Cambridge University in the late 1960s, he trained with the Venerable Ajahn Chah Bodhinyana Mahathera in Thailand during which time he compiled an English-language guide to the Buddhist monastic code the 'Vinaya'. He was invited to Perth by the Buddhist Society of Western Australia to assist Ajahn Jagaro in teaching duties. Currently the Abbot of Bodhinyana Monastery, Ajahn Brahm is the Spiritual Director of the Buddhist Society of Western Australia, Spiritual Adviser to the Buddhist Societies of Victoria and South Australia, and Spiritual Patron of the Buddhist Fellowship in Singapore.

SPEAKER PROFILES

Kate Wheller - Community Information & Support Victoria

Kate is the Executive Officer of Community Information & Support Victoria (CISVic), the peak body for generalist support services. She has worked in the community sector since 2001, and prior to that in the corporate sector. Her community based roles have included direct service delivery in a range of settings, coordination of an Emergency Relief service, and program management. Kate is passionate about the emergency relief sector; in the key role it plays in supporting socially and financially excluded people in personal and financial crisis, its capacity to assist people falling through the gaps, and its volunteer participation. She has relished the opportunity to participate in the development and implementation of professional case work in the emergency relief setting, a model which has enhanced support services and improved client outcomes.

Traci Cascioli - St Patrick's Community Support Centre

Traci Cascioli is the Day Centre Manager at St Patrick's Community Support Centre and has been with the organisation since 2009. She also manages the Emergency Relief program at St Pats day centre, is a member of the c oordination of wrap around service working group of the South West Metropolitan Partnership Forum, has been actively involved with the Fremantle Partners in Recovery program since its inception and has recently joined the membership of SERC (State Emergency Relief Committee). Previous to her work at St Pats, Traci was a lecturer in the field of Behavioural Science at University of Notre Dame, Perth and The University of Glamorgan, Wales, U.K.

Dr Karin MacArthur - South West Metropolitan Partnership Forum

Dr Karin MacArthur has led Western Australia's South West Metropolitan Partnership Forum since September 2013. Previously she worked for the WA Government where she was Executive Director of Community Engagement at the Department for Communities. In this role she was responsible for, progressing the Government's partnership agenda with not-for-profit organisations. Before emigrating to Australia, Karin was based in Brussels where she worked on various projects concerned with building community capacity in Latin America and French-speaking Africa.

VENUE INFORMATION

Tompkins on Swan

Cnr Dunkley Ave & Canning Hwy Alfred Cove, Perth, 6154

By Bus

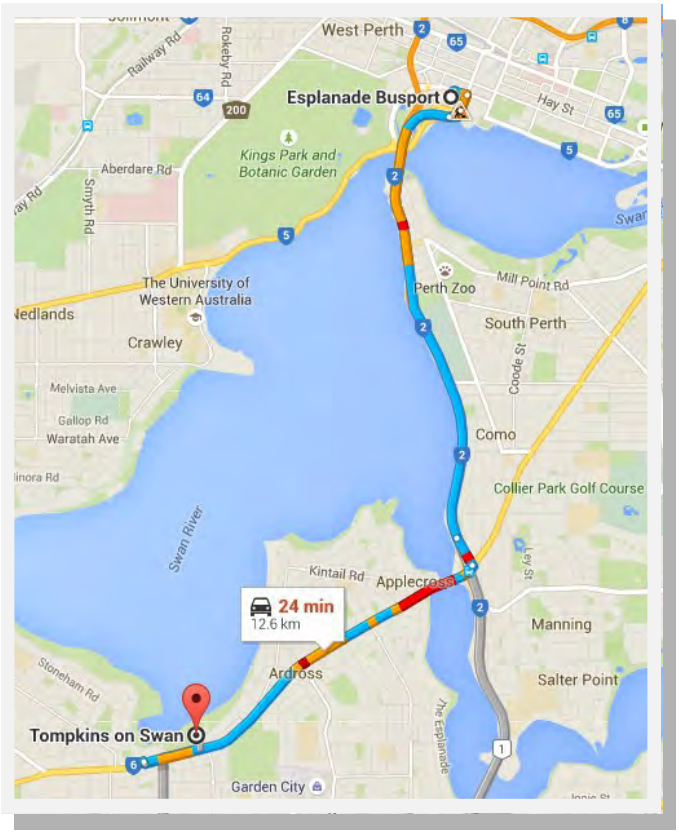
Transperth buses 111 & 158 leaving from Perth Esplanade Bus Port every 15 minutes. Exit at the corner of Dunkley Ave.

By Car

Take the Kwinana Freeway and exit via Canning Highway towards Fremantle.

Parking

There are parking bays available at the main entrance of the conference venue as well as over flow parking along Dunkley Avenue and at the Melville Bowling and Recreation Club.



EMERGENCY RELIEF

WACOSS Metro Emergency Relief Forum

The WACOSS Emergency Relief Forum is held on the first Wednesday of every month. The Forum is an information sharing and networking opportunity to which guest speakers are regularly invited to attend. The Forum starts at 9.30am and is held in: Conference Room 7, at Lotteries House, 2 Delhi Street, West Perth. Everyone is welcome.

To RSVP and receive a copy of the agenda please contact Bernie Fisher on 9420 7222 or bernie@wacoss.org.au

State Emergency Relief Committee (SERC)

The State Emergency Relief Committee (SERC) was formed in 2006 to act as a representative body for all ER services across WA. The committee is made up of representatives from a range of agencies based in Perth, including a number of large organisations that deliver ER services throughout the State.

The primary objectives of the SERC are to provide a representative forum for the ER sector, develop a collaborative response to issues relevant to WA and to help build capacity in the sector.

Further information is available on the WACOSS website; www.wacoss.org.au

Utility Assistance Schemes

Currently in Western Australia there are a number of utility assistance schemes for people having difficulty paying their Electricity, Water and Gas bills. These schemes can be accessed via a Welfare/ Emergency Relief Agency or a Financial Counselling service.

- Power Assist

The Power Assist Scheme is an initiative of Synergy and Horizon Power and the WACOSS Emergency Relief Forum.

The scheme is aimed at assisting members of the community experiencing financial difficulties with the payment of their electricity accounts and in particular to prevent electricity disconnection. This scheme is available through agencies that provide Emergency Relief or Financial Counselling and is administered by the St Vincent De Paul Society.

- AlintaCare Scheme

AlintaCARE Scheme is administered by Jacaranda Community Centre and assists people experiencin financial difficulties with payment of their gas accounts, and in particular to prevent disconnection.

Further information is available on the WACOSS website: www.wacoss.org.au

Jacaranda Community Centre website: www.jacarandacommunitycentre.org.au

Hardship Utility Grant Scheme (HUGS)

HUGS is a State Government Scheme which provides financial assistance to help people with financial difficulties who are unable to pay their electricity bills, gas, and water accounts. Further information on this scheme is available on The Department of Child Protection & Family Services website: https://www.dcp.wa.gov.au/servicescommunity

"The 2015 WACOSS Emergency Relief Conference wouldn't have been possible without the support of our sponsors". Irina Cattalini - CEO, *WACOSS*

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