

## News from Western Sydney Community Forum

### Forum Flash

1 September 2009

#### WSCF Conference / Regional Conferences

Thanks to everyone who responded to our Conference Survey – as a result of your feedback WSCF has decided to resource your regional events and to hold regional Forums rather than hold a WSCF Conference this year. It seems that time pressures and the number of competing interesting demands make it difficult for workers in the sector to attend a two day Conference. WSCF are eager to resource your work effectively and to work more in partnership with you. Consequently we offer to help you organise events in your area eg, the Blue Mountains Congress event, the Liverpool Human Service Planning Forum, the Hawkesbury Action Resource Consortium Funding Forum, the Gangari “Understanding Reconciliation” Workshop in Blacktown and the FLAAG (Fairfield Local Area Aboriginal Access Group) “How to From Here” – Focusing on Access Plans in South West Sydney. We encourage you to talk at Interagencies about possible sector events that you would like to hold and to contact us for partnership and involvement. The updated Interagency list is on our website [Click here for the list.](#)

#### Connecting with Buses

Western Sydney Community Forum is proud to let you know that we have released the report that was developed from the work done in the Connecting With Buses Project. The report has been in development for well over 1 year.

In August 2008 WSCF convened a transport forum at Granville Community Centre which was attended by representatives of many key stakeholder groups, maybe including yourself: bus companies, the Ministry of Transport, local Councils, the RTA and some community service agencies. A paper was prepared for that meeting which canvassed many of the topics now discussed in this paper. The participants at this meeting provided comments on the topics and these comments have been considered in the writing of this paper. WSCF acknowledges and thanks all the participants at that forum for their contributions. You can access the report via the WSCF website: [www.wscf.org.au](http://www.wscf.org.au)

Or you can download it directly by clicking here:

[Connecting With Buses - Full Report and Recommendations: click here PDF \(974kb\)](#)  
[Executive Summary and Recommendations: click here PDF \(218kb\)](#)

#### Sydney's Transport

WSCF encourages all Western Sydney organisations who are concerned about access

to transport in Western Sydney to register for more information about the Independent Public transport Inquiry to build a long term Sydney Transport Plan, initiated by the Sydney Morning Herald. Find out more on [www.transportpublicinquiry.com.au](http://www.transportpublicinquiry.com.au) and send an email to [townhallmeetings@transportpublicinquiry.com.au](mailto:townhallmeetings@transportpublicinquiry.com.au) This is a great opportunity to highlight the inequities of transport distribution in Sydney and to increase access for disadvantaged residents.

### Training Opportunities

#### ROLES AND RESPONSIBILITIES OF MANAGEMENT COMMITTEES

Facilitated by: Miguel Ferrero

8<sup>th</sup> September 2009 (Tuesday)

5:30 pm – 7:00 pm

Western Sydney Community Forum

Level 4, 146 Marsden St, Parramatta

**Cost: Free**

Have you recently joined a Board or a Management Committee? Do you want to know more about your roles and responsibilities? This session will provide introductory information on these issues, especially for those who do not have much previous knowledge and experience with Management Committees.

At the information session participants will have the opportunity to:

- Understand the difference between Governance and Management
- Find out more about the basic roles of Chairperson, Vice-chairperson, Secretary and Treasurer
- Find out more about subcommittees and roles of Management Committee members

#### SYDNEY ALLIANCE 2 DAY ALLIANCE BUILDING INSTITUTE

The Sydney Alliance is working to build a stronger civil society links between community organisations, unions, faith-based organisations . WSCF is partnering with Sydney Alliance to hold this two day Leadership training on September 10<sup>th</sup> and 11<sup>th</sup> – [Please click here to download the application form \(140KB PDF\)](#). Ring Paul at WSCF for more information 96878937 ring Rathana Chea, the Community Organiser at Sydney Alliance 02 8007 6052 | Mobile: 0432 561 787 Find out more about Sydney Alliance on [www.sydneyalliance.org.au](http://www.sydneyalliance.org.au)

#### TENDER TRAINING – PUTTING IDEAS INTO PRACTICE

Facilitated by : BCA National Training Group

30<sup>th</sup> September 2009 (Wednesday) 9:30 am – 4:30 pm

Sector Connect, 351 Welling Drive, Mt Annan

Cost: WSCF Member: \$25 AND Non member: \$50

This training will provide a hands on approach to writing tender submissions and the Facilitators encourage participants to bring a current request for funding or request for tender on the day of training.

The training content will cover:

1. Assessing your options
2. Evaluation your strengths
3. Deciding on whether to tender
4. Preparing a tender proposal
5. Meeting the expectations
6. Developing and using a tender writing toolkit
7. Quality control
8. Managing a contract
9. Developing partnerships

A popular segment in training delivered by the BCA National Training Group is the evaluation of previous tender submissions, both successful and unsuccessful. This always assists participants in developing their techniques. Trainers conduct this segment towards the end of the day once participants have become familiar with good tendering practices. The aim is not to single out a particularly good or bad example but rather work together as a group providing feedback, incorporating the skills recently learnt.

### **A Conversation about RBA project**

WSCF has had a partnership with Family Worker Training and Development and Community Services Network to mentor community workers in understanding Results Based Accountability (RBA). Miguel Ferrero of Western Sydney Community Forum interviewed Sharmila Falzon, Project Officer-Capacity Building from Community Resource Network on her experience of the Result Based Accountability Project.

Sharmila has a Bachelors in Nursing, 6 years paid work experience in the sector as a youth worker, community development worker and as a service coordinator/manager. She is currently in the midst of completing her Masters in Social Development (Community development) at the University of New South Wales.

- 1) What is your involvement with the RBA mentoring project?  
I was one of the 'mentors'. I am the key contact person for RBA support in the Blacktown-Baulkham Hills LGAs.
- 2) What are the issues/challenges management committee members, workers and managers in the sector are finding regarding implementing RBA?

- Implementing RBA is about organizational change. Organizational change is very hard to do when you have limited resources and time. That is one of the challenges small agencies have in using it.
- Using it in a community development framework where the direct outcomes of your actions aren't very clear immediately. The actions may have good outcomes however; they may only be seen a few months/years after the client has left your service. How do you measure that when, in reality you may no longer be in contact with that client?
- Finding relevant research about your practice and then combining it/ using it with your work

3) What specific RBA assistance are you currently providing to services located in the Blacktown area?

I am providing one-on-one assistance to services so that they can develop the 'four boxes', understand performance measures and develop outcomes. I am also providing training to management committees on 'what is RBA' etc

4) What tips do you have for organizations wanting to implement RBA in their services?

- Get training-- you need to know the basics first.
- Then find yourself a mentor/ 'expert'—There are several peaks are running RBA support projects, so just call your peak and ask for the appropriate resource person to assist you. A second best option is just someone who is a bit further along the RBA journey than you, is usually good enough to begin with. However, be careful that you don't both lead each other astray. Referring back to your training materials is always a good idea.
- Just start! You really learn this material through experience. Start small and basic, then build up to using research, better performance indicators and better outcomes. Then incorporate another program/service. This is where having a mentor/ 'expert' really comes in handy because you can use them as a sounding board for your work-did I do this right? Is this an outcome? etc.
- Don't worry about getting right on the first go. Remember RBA is a process. Therefore, you need to see it as a continuous learning journey. RBA is a continuous improvement tool. So you need to realize that the performance measures you write, the strategies that you undertake and the data you get are not static-- they need to be reflected upon and changed accordingly to what you

want to achieve (outcomes), what is best practice, etc.

### **Updated Interagencies List**

This list provided by WSCF will help community service workers make contact with the interagencies, networks and forums in Western Sydney that are relevant to their work. [Please click here to access the updated Interagencies List \(140KB PDF\)](#). This list will be reviewed again in the new year.

If you would like a copy of our publication "Making Great Interagencies, Networks and Forums", please email your request to us, [wscf@wscf.org.au](mailto:wscf@wscf.org.au) or [download your own copy \(1.6MB PDF\)](#)

For further information or comments you can email Miguel Ferrero: [miguelf@wscf.org.au](mailto:miguelf@wscf.org.au) or ring 96879742

### **Joke Spot**

Why is "abbreviated" such a long word?

### **For a full copy of the WSCF HACC Flash**

[Click link to HACC Flash in Flash file](#)