



Burwood
Inc.1874

Food Insecurity and Cost of Living Impacts

Service Mapping and Engagement
Summary Report

September 2024

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Introduction

In the context of the current cost-of-living crisis, anecdotal feedback from service providers, residents and Council staff indicates that **many Burwood residents are struggling with pressures from the rising cost of living.**

- Household budgets are being stretched by the cost of food, electricity and housing.
- Charities report increasing numbers of individuals and families experiencing food insecurity and seeking emergency relief assistance.
- Domestic and family violence and housing insecurity is also on the rise.
- Young people, families and individuals report struggling to pay bills, rent, child care costs, petrol and food.

Local charity and welfare services are also facing increasing demand on their services and those most vulnerable are slipping further into disadvantage.

This short research project was undertaken to:

- Provide a better understanding of some of the issues impacting Burwood residents, including particularly vulnerable cohorts.
- Map the current provision of emergency and food relief services
- Identify areas for collaboration to support our local service sector.

It presents key findings:

- from a mapping of local emergency and food relief services,
- consultation with providers undertaken in May 2024, as well as previous engagement.

A brief review of the strategic context and literature scan related to the key drivers of cost of living pressures is outlined in Appendix B + C.

This work aligns with key Burwood Council plans as follows:

Policy, Plan or Framework	Relevant Priorities, Actions or Strategies
Community Strategic Plan - Burwood 2036	C.1 A welcoming community that cares and looks after each other
Delivery Program 2022-26	P.2 Provide and support initiatives which facilitate an inclusive community and respond to community needs
Operational Plan 2023-24	A.8 Implement social research program to identify and address existing and emerging community needs
Youth Action Plan 2024 - 2027	2.3 Work with local schools and partners to improve the referral and connection of young people and families to appropriate services and support and respond to emerging needs/gaps in services
Multicultural Burwood Strategy 2024 - 2028	2.9 Seek partnerships to support the delivery of targeted programs that respond to the diverse interests and emerging needs of culturally diverse communities including marginalised, vulnerable, disengaged or special interest groups

Local Cost of Living and Food Relief Initiatives

Initiative	Summary
LOCAL INITIATIVES AND COLLABORATIONS	
Burwood Cost of Living Round Table (June 2023)	<p>In June 2023, Burwood Council facilitated a cost of living Round Table with local service providers. The meeting was attended by representatives of local churches, emergency food relief and welfare providers and not-for-profits providers.</p> <p>Discussions focused on vulnerable communities and the key issues of concern which included affordable/suitable housing, increased homelessness and rough sleeping, DV and gambling impacts and the specific needs of seniors, LGBTQI+ and people with disability. <i>See attached presentation with key data (Appendix A).</i></p>
Burwood Cost of Living Information Hub (August 2023)	<p>In August 2023, St Paul's Burwood (in partnership with local State and Federal MP's¹) hosted a Cost of Living Information Hub. The Hub brought together a range of Government, NGO's and community groups who provide assistance, services and support to the community, to provide information stalls for those impacted by the rising cost of living.</p>
Burwood Strathfield Multicultural Network Cost of Living Working Group (9 May 2024)	<p>A working group, comprising local service providers, CASS and CABL, together with Multicultural NSW and Service NSW representatives, was formed to look at cost of living pressures and available support services.</p>
Burwood Community Relief Café (April 2024 - ongoing)	<p>In April 2024, CABL introduced the Community Relief Café providing a meeting place for families at the end of each month to access support and social interaction. Since the first month of operation, nine agencies have participated in the café, assisting on average around 25 people each month with relief from food insecurity, medical costs, and other stresses caused by inflation and increased living costs.</p> <p>The Café is now regularly held on the last Thursday of the month from 10am - 12pm at Burwood Park Community Centre.</p>
COVID FOOD RELIEF INITIATIVES	
Burwood Cares Food Drive (2021, COVID)	<p>In 2021, during the COVID pandemic, Council led a number of community initiatives to rapidly deliver pandemic support to vulnerable communities through the Burwood Cares program. This included coordination of a local food drive in partnership with supermarkets to ensure local charities and community support services have sufficient supplies to keep up with demand.</p> <p>Supermarket Partners included:</p> <ul style="list-style-type: none"> • Coles, Burwood Westfield – Donation drive pantry items • IGA, Enfield - Donation drive pantry items • Direct donations of food items and PPE (Good 360, Coles and OzHarvest) • Community Partners/Locations for Distribution: <ul style="list-style-type: none"> ○ Burwood Community Welfare Services (now CABL) ○ St Merkorious, Burwood ○ St Pauls, Burwood ○ St Nectarious, Burwood • Transport Partner: Access Sydney Community Transport

¹ Jason Yat-sen Li MP (NSW Member for Strathfield), Sally Sitou MP (Federal Member for Reid)

Emergency Relief Providers (serving Burwood residents)

Funded services

Emergency relief organisations can provide **immediate financial and/or material support** to people in financial crisis. The type of assistance offered by each organisation varies.

[Emergency relief service providers](#) are funded by the Department of Social Services.

They may include one-off assistance such as:

- Food, transport or chemist vouchers;
- Part-payment of utility account/s;
- Food parcels or clothing;
- Budgeting assistance; and/or
- Referrals to other services that help to address underlying causes of financial crisis.

[NSW EAPA Vouchers](#) can help pay for current residential electricity or gas bills if someone is in a short-term financial crisis or emergency.³

Directory of Food and Emergency Relief Providers



Lists both funded and unfunded services based in, or serving Burwood residents, and/or in the surrounding areas.

Emergency and Food Relief Providers

The following organisations are currently funded for services covering the Strathfield - Burwood - Ashfield region.²

Service Type	Organisation Name	Location
Financial Crisis and Material Aid - Emergency Relief	St Vincent De Paul Society NSW	Burwood
	UCA - Burwood Croydon	Burwood
	The Salvation Army	Burwood
	St Pauls Burwood Parish	Burwood
	Metro Assist	Campsie
	Anglican Community Services	Campsie/ Summer Hill
	Prosper (Project Australia)	Strathfield South
	Mission Australia	Sydney
Financial Crisis and Material Aid - Food Relief	Wesley Community Services* * singles mental health package (homelessness support).	Ashfield
	SecondBite	N/A
	Oz Harvest	N/A
	Foodbank Australia	N/A

Energy Accounts Payment Assistance (EAPA) Providers

The following organisations are currently funded for services covering the Burwood LGA:

Organisation	Address	Phone	Phone Assessment
St Vincent de Paul Society	143 Burwood Rd Burwood	9173 1200	N
St Merkorious Charity	Unit 3, 6-20 Braidwood St Strathfield South	9799 9954	N
Together Two	754-756 Darling Street Rozelle	9556 9500	N
Community Action Services Australia (CASA)	Phone service 126 Avoca Road Wakeley	8798 2853	Y

² Accessed via <https://serviceproviders.dss.gov.au>, Last Updated: 28 August 2024. Note tenders for new contracts will open October 2024.

³ Accessed via <https://www.energy.nsw.gov.au>, Last updated 1 March 2024. 5 EAPA providers are also located in surrounding areas such as Ashfield, Summer Hill and Campsie.

Who We Heard From

The following provides a snapshot of various engagement activities and sources to identify cost of living impacts on local families.

Engagement methods		Who we heard from
Food Insecurity and Cost of Living Impacts Survey Survey of Community, Food and Emergency Relief Services (phone, online or in person survey) May 2024	During May 2024, phone, online and face to face surveys were conducted with local charities and food and emergency relief providers.	7 service providers Services who participated in the surveys/interviews: <ul style="list-style-type: none"> • Salvation Army Burwood • St Vincent de Paul Society Burwood • St Paul's Anglican Church • St Merkorious Charity • Asian Women at Work • Chinese Australian Services Society (CASS) • a local volunteer-run seniors service
PREVIOUS ENGAGEMENT RESULTS		
Culturally diverse communities of Burwood stakeholder interviews (2022)	In-depth 1:1 interviews were conducted with a cross section of representatives from Burwood's culturally diverse communities and welfare providers including: Key issues related to food insecurity and cost-of-living impacts on local CALD communities as well as service providers have been extracted.	35 stakeholders were interviewed including the following organisations responding to food or emergency relief needs: <ul style="list-style-type: none"> • St Joseph's Maronite Catholic Church • St Merkorious Charity Association • St Paul's Anglican Church • Salvation Army • Chinese Australian Services Society (CASS)

OTHER DATA SOURCES:

- Engagement with young people, schools and service providers to inform the Burwood Youth Action Plan (2023)
- Informal discussions with families attending Mobile Play Van (2023 - 2024)

What We Heard About Food insecurity and Cost of Living Impacts

Engagement source	Engagement Findings	
Food insecurity and Cost of Living Impacts Survey (May 2024)	<p>Community, Food and Emergency Relief Service providers identified:</p> <ul style="list-style-type: none"> • Significant/exponential increase in demand for services • Increase in house insecurity • Cost of living impacts from increases in utilities, petrol, rental increases, public transport costs, etc. <p>Priority and emerging groups seeking assistance</p> <ul style="list-style-type: none"> • More families and elderly, especially women escaping from domestic violence • Seniors, young families, women, international students, single parents, temporary residents, new migrants, Chinese and CALD people. • Families, young people, self-funded retirees and pensioners <p>Emerging needs</p> <ul style="list-style-type: none"> • Overall demand has increased • hot meals because of cost of protein, increased demand for staples (rice, pasta), dairy products. • Increasing number of families seeking DV assistance. • Assistance for family/relationship support, tenancy and mental health issues • Family/relationship issues, language issues, 'sickness' and mental health. • English language support and social connection <p>Other Issues Identified</p> <ul style="list-style-type: none"> • Vulnerable individuals and families who are not on Centrelink have a difficult time receiving assistance from other charities as they are unable to prove their financial circumstance. • Asian seniors are isolated and not living with their children. They are not eligible for income or financial support. Local charities have difficulty engaging this group. They are 	<p>Sector Challenges</p> <p>INCREASED DEMAND</p> <ul style="list-style-type: none"> • Exponential increase in demand for services and some services are having to turn people away • Demand has stretched us, we needed to restrict access to those who live either in the electorates of Reid or Strathfield <p>STAFFING</p> <ul style="list-style-type: none"> • Organisations are facing staff shortages and are too reliant on volunteers due to decreased funding. • Other organisations have had to reduce staff levels • Lack of Chinese speaking and bilingual workers/volunteers. <p>FINANCIAL PRESSURES:</p> <ul style="list-style-type: none"> • The majority of service providers have experienced a decrease in government/external funding. Many charities provide food relief and other support without regular sources of funding and are heavily reliant on donations, volunteers and other fundraising initiatives. • Increased costs for purchasing goods and produce for food charities. For example, St Merkorious were paying <i>“\$600-700 per week for food last year. This year it’s \$2,000 per week.”</i> • Local grocery stores would rather give their donated goods to large name organisations like FoodBank and OzHarvest instead of nearby charities like St Merkorious. So food charities have to travel much farther to distribution site rather than their local store. • Applying and reporting for very small grants is too tedious and not worth receiving, especially given such significant demand for case work/support

Engagement source	Engagement Findings		
	<p>unaware of services or aide such as Medicare, charities and hampers.</p> <p>Service Demand Data</p> <p><u>Approximately how many people do you service each week from Burwood?</u></p> <ul style="list-style-type: none"> Chinese Australian Services Society (CASS) – 10 people St Merkorious – 52 individuals and families Asian Women at Work – 70 to 100 people Salvation Army – 40 to 50 people 		<p>SERVICE AWARENESS/COORDINATION</p> <ul style="list-style-type: none"> Many services simply do not have a high profile and people are not therefore aware of them. Lack of a service directory for the LGA Service providers in the area are not communicating with each other There is very little support from government Better coordination of service providers would be useful as would better program and project management. <p>Referral pathways</p> <p>Referrals to other service include:</p> <ul style="list-style-type: none"> Salvation Army, Bill Crews, Metro Assist (for emergency relief) St Paul's Church Pantry, Uniting Church, Wesley Mission Police Centrelink (Special Benefit) CASS In-house referral specialists Link2Home (crisis accommodation)
<p>Burwood Strathfield Multicultural Network</p> <p>Cost of Living Working Group (May 2024)</p>	<p>Significant cost of living challenges from various communities were identified. Diverse communities, in particular, are struggling because they often lack access to resources and are unaware of available support from organisations.</p> <p>Key issues identified included: food insecurity, rising rents, difficulties in finding rental properties, high costs of water and electricity, and unemployment. Many people, especially refugees and those on temporary visas, are not receiving the benefits they need due to a lack of awareness and available support.</p>		
<p>Culturally diverse communities of Burwood stakeholder interviews (2022)</p> <p>In-depth interviews were conducted as with a cross section of representatives from Burwood's culturally</p>	<p>Cost of living, food insecurity and financial pressures were commonly identified.</p> <p>Identified needs/gaps for key cohorts are summarised below:</p>		
	<p>Food insecurity and financial pressures</p>	<p><u>Identified Need/Gap</u></p> <ul style="list-style-type: none"> Food insecurity has increased The demand on food banks has increased significantly and pushed to near capacity Financial stressors (debt, loans, housing, cost of living) most community 	<p><u>Examples of what we heard</u></p> <p><i>"Cost increase of food has limited what we can buy"</i></p> <p><i>"Not enough donations, now have to buy food weekly, numbers are pushing us to our limited"</i></p> <p><u>What would help?</u></p>

Engagement source	Engagement Findings		
<p>diverse communities and key stakeholders.</p> <p>Cost-of-living related sections of the paper are extracted for this summary.</p>		<p>programs cost money but some things are free</p> <ul style="list-style-type: none"> • Visa issues - cost of process and legal support for expired visas (e.g. single mothers who don't have a visa, Student visa - application is really expensive) <p><u>Service gaps</u></p> <ul style="list-style-type: none"> • No community meal service in Burwood (offering meals as well as showers, haircuts, connection). • Wrap around services (e.g. mental health, housing, wellbeing, nutrition, clothing) - one stop shop and forums/ways to increase awareness 	<ul style="list-style-type: none"> • Food donations or money • Need financial support - grants to employ staff and provide food • Help with recruiting and training volunteers especially skilled, bi-lingual and younger volunteers e.g providing hospitality (food handling/preparation) training to help recruit volunteers. • Help with promoting service to raise awareness of services to local residents. • Facilitate connections to other local services for referral as well as wrap around services (coordination of community hub for the community to access support as a one stop shop) • Support in coordination and identifying referral pathways and collaboration opportunities
	Domestic & family violence	<p><u>Identified Need/Gap</u></p> <ul style="list-style-type: none"> • Secure housing: affordable housing; eligibility for transitional housing requires permanent residency, shortage of crisis and transition accommodation and people don't feel safe • Financial independence - no income, lots of debt, payday loans • Employment barriers - no opportunities to re-skill or skill themselves for work, English language barriers • Child care - costs are prohibitive but there is a need for short term childminding to attend medical appointment or attend meetings with lawyer etc 	<p><u>Examples of what we heard</u></p> <p><i>"Some women have been living more than 2 years in the refuge, with nil or limited income - totally reliant on others"</i></p> <p><i>"Women on temporary visas have precarious status when they escape DV - some have been with no income for more than two years and are totally reliant on charities and NFP organisations to support them"</i></p>
	Homelessness and need for safe, stable, affordable housing	<p><u>Identified Need/Gap</u></p> <ul style="list-style-type: none"> • Lots of couch surfing and exploitative boarding house situations - people charging lots for inadequate conditions in area, renting by the bed 	<p><u>What would help?</u></p> <ul style="list-style-type: none"> • More regulation and monitoring of boarding houses to protect vulnerable people • Inclusionary zoning and affordable housing in all new development

Engagement source	Engagement Findings		
		<ul style="list-style-type: none"> Cost of housing / housing affordability. 	<ul style="list-style-type: none"> First a Home program Feeling sense of belonging, connection
	Seniors	<u>Identified Need/Gap</u> <ul style="list-style-type: none"> Lack of financial independence Welfare - some isolated seniors living in squalor and neglect 	<u>Examples of what we heard</u> <i>"Some of the clients are new migrants and on parent visas don't have financial support (rely on their children), difficulty accessing programs due to transport costs. Even \$2.50 to go on the bus is a financial burden for them."</i>
	International students and temporary visa holders	<u>Identified Need/Gap</u> <ul style="list-style-type: none"> Unstable accommodation, rental stress, overcrowding and homelessness (couch surfing, sleeping in cars) Insecure employment Financial stress and poverty Can't afford international student fees to send their children to school or child care. Many children are isolated and missing out on an education. Rely on public transport but have to pay full fare – no student concession <u>Service gaps:</u> <ul style="list-style-type: none"> Very few dedicated services for international students - ineligible for most government / community services Conversational English classes Child care (cost prohibitive) 	<u>What would help?</u> <ul style="list-style-type: none"> Access to free childcare or playgroups with bilingual worker, safe spaces and support for families Volunteer run conversational English classes (practice English and build trust) Safe and free activities/events Welcoming initiatives - connection, inclusion, opportunities to practice English, share a meal. Learn to swim classes for women only (many can't swim) Affordable accommodation for international students Bring visibility (e.g. City of Sydney did a welcome event for international students) Work placements within Council <u>Examples of what we heard</u> <i>"International students are really impacted by rising rents. They tend to be very mobile and hard to keep track of where they are living. There are no data sets that break down international students by LGA."</i> <i>"Cost of living is having a big impact. e.g. need food vouchers to save money for school fees, arranging, payment plan as no way to pay fees or rent."</i> <i>"Students with children are most vulnerable. Can't afford international student fees for school and cost of living is disrupting education for kids. People don't have family support and are not eligible for local support payments."</i>

Engagement source	Engagement Findings		
			<i>“Need food vouchers to save money for school fees, need a job, payment plan as no way to pay fees or rent”</i>
Burwood Youth Survey (2021)	<p>Cost of living pressures and housing was identified as a priority issue for young people engaged during the development of the Burwood Youth Action Plan.</p> <div> <div data-bbox="432 363 801 432">Young people 18 - 24 years</div> <div data-bbox="801 363 2123 496"> <p>Young people expressed concerns about managing cost of living pressures, housing security in an escalating rental market and trying to accumulate savings. The need to prioritise spending on housing and food has an impact on life balance and mental wellbeing, often leading to isolation. There is also a high level of newly arrived young adult migrants.</p> </div> </div> <div> <div data-bbox="432 515 801 616">International students & temporary visa holders</div> <div data-bbox="801 515 2123 719"> <p>Burwood has a high number of overseas students on temporary visas living, studying and working in the area. Secondary students generally live with extended family, family friends or in homestay accommodation. In many cases, students have no family support in Australia. They are ineligible for access to health and community supports due to visa conditions. Other challenges including work restrictions, financial pressures, overcrowding or unsafe living conditions, vulnerability to exploitation and social isolation.</p> </div> </div>		
Mobile play van family discussions (2023/2024)	<p>Conversations with families attending mobile play van indicate many young families are struggling to pay bills, rent, child care costs, petrol and struggle with the high costs of food.</p> <p>Families report:</p> <ul style="list-style-type: none"> • Not being able to afford to send their children to early education/child care • Barriers in accessing early intervention support (or initial diagnosis) for children with disabilities due to the high costs associated with assessments and long wait lists • Renting rooms in their houses to students to help cover the rent • Having to move out of the area, or moving in with their parents (3 generations together) or moving to cheaper accommodation in the LGA due to increased cost of housing • Working excessive hours to pay the bills – one mother works two jobs in addition to freelance work, one father works until midnight • Food insecurity e.g. young people getting food from their friends or the school donating food • Living simply, growing their own vegetables to supplement meals • The high costs associated with caring for their ageing parents and difficulties navigating the aged care support system 		

Opportunities to improve collaboration and support

What would help?

Suggestions of practical ways to improve collaboration or support local services to respond to this need or other comments included:

- Better coordination of service providers would be useful as would better program and project management.
- Directory of services translated into key languages
- Improve awareness of local services – by residents and other services to get to know each other, support quicker referrals.
- Help with promoting service to raise awareness of services to local residents.
- Community tours to local organisations (open day), organise a community or migrant expo.
- Food or financial donations.
- Funding to provide more support, and not just small grants (note: the amount of reporting for small grants is so onerous especially when there is so much need), grants to employ staff and provide food.
- Help with recruiting and training volunteers especially skilled, bi-lingual and younger volunteers e.g. providing hospitality (food handling/preparation) training to help recruit volunteers.
- Facilitate and coordinate connections to other local services for referral as well as wrap around services (one stop shop)
- Support in coordination and identifying referral pathways and collaboration opportunities
- Larger spaces - before COVID Burwood had lots of large space to organise big events (workshop room can only accommodate 30 - 35 people) but need a bigger space.

Next Steps

- **Service provider forum** - Bring service providers together to discuss get to know one another, and discuss ideas to improve collaboration (planned for 16 October 2024).

Burwood Region Emergency Relief Forum

Summary Report

(Offers and Needs, Contacts + Action Plan)

Compiled by Burwood Council following Burwood Region Emergency Relief Forum held on Wednesday 16 October 2024



Background

The **Burwood Region Emergency Relief Forum** was held on Wednesday 16 October 2024 at Burwood Library and Community Hub.

The Forum aimed to bring local providers of emergency and food relief together to:

1. **Get to know others working in the area**
2. **Understand what others have to offer and share knowledge, resources and ideas**
3. **Identify key needs and explore possibilities for collaboration**

The need for the forum was identified during consultations and service mapping undertaken by Burwood Council with local service providers earlier this year (refer to [Service Mapping and Engagement Summary Report](#)).

Summary Report

The following provides:

- **list of attendees** (contact details and key offers and needs for collaboration and referrals)
- a summary of the **draft Action Plan** developed by attendees at the Forum.
- the updated **Food and Emergency Relief Providers Service Directory** (for public distribution)

Who attended

29 people attended the forum, representing 15 charities, churches, community service providers and agencies.

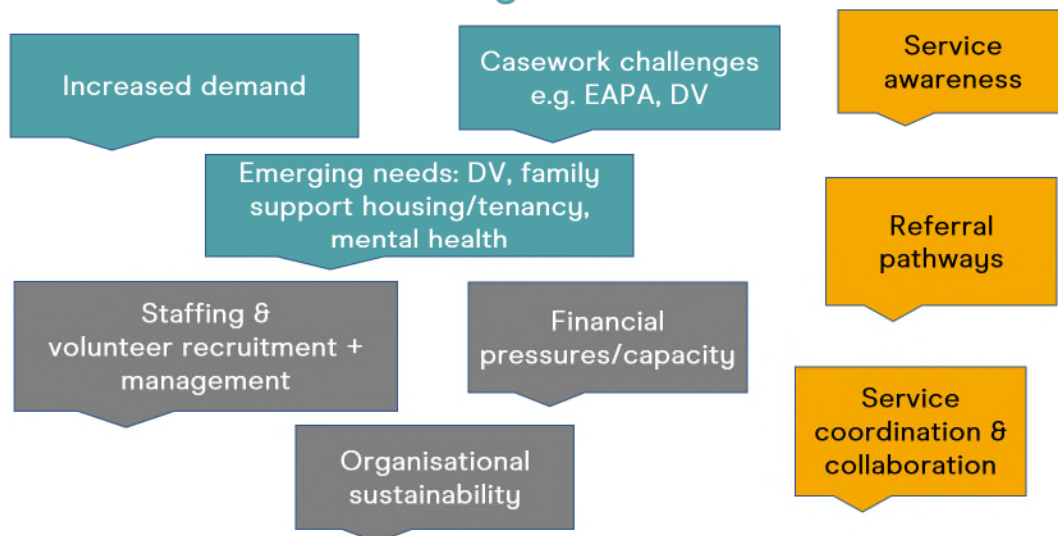


Refer to page 6 for a list of attendees and contact details.

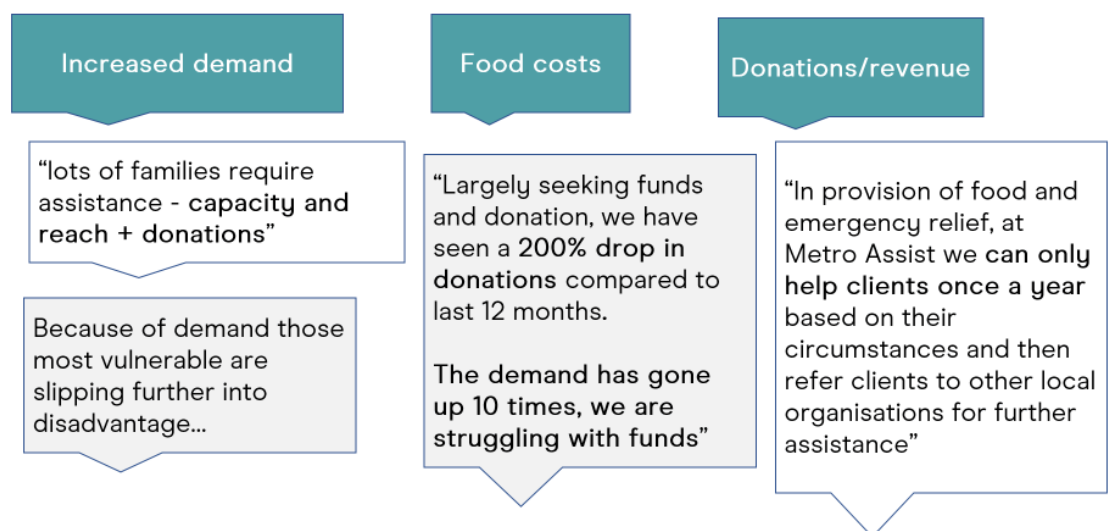
What we heard

Common challenges identified by emergency relief providers included:

Service/sector challenges:



Most significant issue for your service:



An 'Offers' and 'Needs' exchange identified the following amongst attendees (refer to page 6 for further detail):

Key offers

Support with:

- Emergency relief
- Accommodation
- Travel/removalist costs
- Advocacy
- Clothing
- Volunteers
- Social connection
- English classes
- Grants

Key needs

- Funding and grants
- Food (more)
- Volunteers (skilled, ongoing, bi-lingual)
- Referrals (and overcoming eligibility limitations)
- Awareness of services
- Up-to-date information
- Organisation sustainability and capacity

Summary of Discussions

Service providers/forum participants identified similar support needs and opportunities.

Challenge/Need	Ideas for action
AWARENESS OF LOCAL SUPPORTS	
Greater awareness/promotion of services and support	<ul style="list-style-type: none"> • Create a Service Directory or website - local agencies to register/update details on Ask Izzy and Service Seeker • Council to update and distribute Emergency and Food Relief Directory • Council to promote platform • Presentations to inform smaller organisations how / where to refer • Education at forums or interagencies
Sector connections and referrals	<ul style="list-style-type: none"> • Service visits each quarter/6 months to get to know other service providers and understand what they do • Sector forums – bringing all sectors together to network • Each service to host a visit, could align with COP meeting
SECTOR SUPPORT	
Recruitment, training and support for Volunteers (including bi-lingual, regular and skilled volunteers)	<ul style="list-style-type: none"> • Broker recruitment of: <ul style="list-style-type: none"> ○ bi-lingual volunteers ○ regular/ongoing volunteers • Provide training workshops (free or subsidised) on volunteer management and recruitment* • Develop a local forum, platform or network for volunteers • Organise a forum focused on volunteer management where others can share their knowledge, experiences and strategies <p><i>Consider:</i></p> <ul style="list-style-type: none"> • <i>Running training during the daytime and/or after hours to accommodate volunteers who also have paid work</i> • <i>Use of word of mouth to contact volunteers</i> • <i>How to connect with like-minded organisations e.g. men's shed contacts</i>
Upskilling volunteer-run services and volunteers/workers and sector Knowledge Sharing	<ul style="list-style-type: none"> • Provide training: <ul style="list-style-type: none"> ○ for smaller organisations with volunteer or non-professional staff on topics such as Accidental Counselling and Vicarious Trauma ○ to increase cross cultural awareness, skills and sensitivity of volunteers to engage with multicultural community members • Develop a local forum, platform or network for volunteer-run organisations to share knowledge and experiences • Topic-based forums or share case studies on common issues such as: <ul style="list-style-type: none"> ○ Funding (how to apply, opportunities, networking, joint applications) ○ Good practice financial management ○ Marketing strategies • Regular check-in for members of this group to connect and troubleshoot service challenges • Platform or website to share resources • Pilot a 'Community of Practice' with virtual meeting option to facilitate attendance and some face to face meetings. Perhaps 1 hr every 2 months •
Demonstrating impact for grants / funding	<p>Explore ways to capture the impact of service and encourage funders to place less emphasis on numbers and more emphasis on the amount or quality of supports</p> <p><i>(For example: a service providing 50 x meals with wrap around supports and having significant impact may lose a grant to a service providing 500 x meals with no extra service)</i></p>

Challenge/Need	Ideas for action
SERVICE REFERRALS AND CLIENT AGENCY	
<p>Help with other/chronic issues not just emergency or crisis support, including access to:</p> <ul style="list-style-type: none"> • DV • family support • housing/tenancy • mental health services • financial independence <p><i>(overcoming eligibility restrictions & lack of awareness of what's available)</i></p>	<ul style="list-style-type: none"> • Improved referral system - knowledge of what's available • Dealing with many organisations can be overwhelming – warm referrals and one-stop shop model • Increase capacity of organisations such as Metro Assistant or Flourish to help support vulnerable people - Community Hub model works well (one-stop shop approach) but needs to be regular and a coordinator to drive - Education at forums - Presentations to inform smaller organisations how / where to refer • How to break dependence positively .e.g Job Board (skills, needs, PD, availability)

Use the QR Code for a copy of the updated [Food and Emergency Relief Providers Service Directory](#) (for public distribution) available on Council's website:

