

Community Services Reform Council

Communique #2: 15 March 2018

The Community Services Reform Council held its second meeting in Sydney. The Council continued the conversation on productivity and how to shape a new agenda for the community services industry.

The Council reviewed the concept of public value as a way of changing the conversation about the perceived value of the community services industry. They agreed that public value could be a way to change the industry's relationships between organisations, with government, with our service users, across industries and with the wider community.

To explore the practical application of public value, the Council decided to:

- Consider a total value approach: which includes an economic and social lens.
- Influence and position: reframe the role of community services in a way that moves towards a common language and increases the opportunity for cross-sector communication.
- Test and learn and do: apply the first two points to the work of the Community Services Industry Alliance (CSIA) as appropriate and learn how helpful these concepts, ideas and frameworks are to driving paradigm change.

The Council set the following preconditions for success in this work:

- Collaboration
- Innovation
- Voice of customer
- Equitable outcomes for individuals and communities
- Long term systemic focus
- Driving change

Close the Gap

The meeting was held on Close the Gap day, a topic that is important to the Council. A robust discussion was held about the role of industry organisations to support and drive change to close the gap in Aboriginal and Torres Strait Islander outcomes. The Council decided the next step was for CSIA to develop a Reconciliation Action Plan with an industry lens, and to consider how to support aggregation of reconciliation effort at an industry level.

About the Council

Established in October 2017, the Council represents a new way of drawing on thought leadership in the community services industry and further shaping CSIA's approach to Industry leadership, reform and transformation. The Council aims to apply critical thinking to complex issues affecting the business of community services and to refine CSIA's future-focused agenda in supporting an industry driven by social purpose. For further details, [see the CSIA website](#). The Council meets quarterly and will meet again in May 2018. A communique will be released after every meeting.