TasCOSS Conference 2025

Shaping our future together

Tailrace Centre, Launceston

12-13 August 2025

Conference Handbook



TasCOSS

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Welcome Message



Adrienne Picone
Chief Executive Officer
Tasmanian Council of Social Service (TasCOSS)

It is with great pleasure that I welcome you to the TasCOSS Conference 2025, held at a time of both opportunity and urgency for our industry, our communities and our state. The theme of this year's conference — *Shaping our future together* — could not be timelier.

This theme invites us to lift our gaze beyond the urgent challenges of today and instead consider the long-term forces that will shape Tasmanian communities over the next five to ten years and beyond.

At the heart of the theme is the recognition that no single organisation or industry can address the complex and interwoven challenges we are facing, alone. Shaping our future together calls for new forms of collaboration, coalition building and partnership across the industry, government, business and community.

As we come together over these two days, I invite each of you to reflect on what kind of future we want to co-create and the role we all play in building it.

This conference is an opportunity not only to share knowledge and spark new ideas, but to also strengthen our connections. It's also a chance to engage with decision-makers and each other in thoughtful, solutions-focussed dialogue. Together, we can champion a future where every Tasmanian has the opportunity to live a good life — no matter who they are or where they live.

The TasCOSS team and board are excited to play host to what we hope will be an enjoyable and thought provoking two days here at the Tailrace Centre in Launceston. We also hope that you leave the conference inspired, having made new connections and energised for the journey ahead as we shape our future together.

Finally, I'd also like to use this opportunity to thank our generous partners who have made this conference possible.

Warm regards,

Adrienne Picone

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General Information

Acknowledgement

In recognition of the deep history and culture of this Island, TasCOSS would like to acknowledge and pay our respects to the people of the *Kanamaluka*; the traditional owners of the land upon which we are meeting, and we pay our respect to Aboriginal Elders, past and present.

Registration Desk

The registration desk is located in the foyer of the Tailrace Centre.

The registration desk will be open at the below times to assist with any of your conference enquiries:

Tuesday 12 August:	8:30am to 5:00pm
Wednesday 13 August:	8:00am to 2:00pm

For all enquiries outside of these designated times, please contact Conference Manager, Naomi Will on 0439 336 511.

Conference Name Badges

All delegates, speakers and partners will be provided with a name badge, which we kindly ask you to wear at all times within the conference venue.

Partners and Trade Exhibition

We are deeply appreciative of the support of our Conference Partners.

Please visit them in the Exhibition Hall in the Tamar Room during catering breaks to add extra value to your conference experience and to thank them for their support of the conference.

St Luke's Health and Wellness Zone

St Luke's are running a Health & Wellness Zone throughout the conference in the reimagined Kids Paradise area. Here you will find yoga and stretch zones, as well as a 'find the treasure' activity each refreshment break, with your chance to win some great prizes!

Networking Bingo

At registration you will be given a networking bingo card. Please follow the prompts and tick off the elements on the card, fill in your contact details and drop your completed entry form into the box at the registration desk. All entries go in the draw to win two second row courtside seats to a Tasmanian JackJumpers game, kindly donated by EventSphere.

Dietary Requirements

The Tailrace Centre has been advised of any special dietary requirements you indicated during your registration. Please make yourself known to the staff – they will be happy to assist in providing you with your appropriate food.

Mobile Phones

As a courtesy to other delegates, please ensure that all mobile phones are switched off or put on silent mode during all sessions.

Parking

There is complimentary parking available onsite at the Tailrace Centre, in both the top carpark and the bottom overflow carpark.

Photography

A professional photographer will be taking photos throughout the conference. These will be used across various TasCOSS platforms, such as social media, annual reports and future event promotion.

Please let staff at the registration desk know if you wish for your photo not to be taken.

Conference Manager

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For all conference enquiries, please contact:

Naomi Will – EventSphere
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TasCOSS Conference 2025

Conference Program



TasCOSS

Day 1 – TasCOSS 2025 Conference Program

Tuesday 12 August 2025

8:30am–9:30am	**Registration desk open**	Tailrace Foyer
9:30am–11:10am	**Day 1 – Opening plenary session**	Freycinet Room
9:30am–9:40am	**Celebration of Country** **Daisy Allan** Tasmanian Aboriginal Centre	
9:40am–9:50am	**Welcome to Day 1** **Jane Longhurst** Conference facilitator	
9:50am–10:00am	**Official opening** **Adrienne Picone** CEO, TasCOSS	
10:00am–10:05am	**Welcome message** **Hon Jeremy Rockliff MP** Premier of Tasmania	
10:05am–10:25am	**Setting the scene for developing a future vision for community services** **Katy Cooper** Disruptive Consultant	
10:25am–11:10am	**The new shape of Australian politics** **George Megalogenis** Journalist and author	
11:10am–11:40am	Morning refreshments and trade exhibition *Proudly supported by* Safety Forward	Tamar Room, Café and Foyer
11:40am–1:00pm	**Concurrent sessions**	

11:40am–1:00pm	**Stream #1** **Future thinking** *Session proudly supported by Brand Tasmania* TASMANIAN	**Stream #2** **Collaboration and impact** *Session proudly supported by Primary Health Tasmania* phn TASMANIA | primary health TASMANIA	**Stream #3** **Industry sustainability**
Room	**Freycinet**	**Chapel**	**Cradle**
11:40am–12:00pm	1.1 **National and international best practice examples of community support for at-risk children** **Meg Tait** TasCOSS **Jack Davenport** Children's rights advocate	2.1 **Shaping better futures by elevating brave young parent voices** **Peta Ajkunic and Chanell Wynwood** Brave Foundation	3.1 **Volunteering: A thriving culture of community participation** **Mel Blake and Fiona Cameron** Volunteering Tasmania

Day 1 – TasCOSS 2025 Conference Program

12:00pm–12:20pm		2.2 **Positive outcomes for young people: A focus on service responses to harmful sexual behaviour** **Renae Pepper and Ebony Griggs** Sexual Assault Support Service	3.2 **Pathway to impact: Anglicare Tasmania's 2024 Unsafe and Unhoused report** **Mary Bennett and Ginny Toombs** Anglicare Tasmania
12:20pm–12:40pm	1.2 **Safe, seen, and supported: Embedding trauma-informed practice to create compassionate and impactful organisations** **Tracey Groombridge** Lifeline Tasmania	2.3 **Social impact: Fad or future?** **Belinda Witter** Social Impact Strategies + Solutions	3.3 **Recognising resilience: A case study of Nepali migrants' contributions to social cohesion and leadership in Tasmania** **Dr Santosh Adhikari** University of Tasmania; Nepali Society of Northern Tasmania
12:40pm–1:00pm	1.3 **Our children, our community, our culture, our collective change: Transforming systems in place through community voice and leadership in Lutruwita** **Raylene Foster and Chloe Woolnough** Connected Beginnings Lutruwita/Tasmania		3.4 **Transport: Building on great work to create a network of solutions** **Dr Lisa Stafford** Griffith University **Veronica Terry** Cradle Coast Authority
1:00pm–2:00pm	**Lunch and trade exhibition** *Proudly supported by*		Tamar Room, Café and Foyer

Day 1 – TasCOSS 2025 Conference Program

2:00pm–3:10pm	Concurrent sessions		
2:00pm–3:10pm	**Stream #4** **Future thinking** *Proudly supported by the University of Tasmania* UNIVERSITY of TASMANIA	**Stream #5** **Collaboration and impact**	**Stream #6** **Industry sustainability**
Room	**Cradle**	**Chapel**	**Freycinet**
	4.1 **Future thinking: Community development practitioners and researchers** **Dimitra Papavassiliou** Menzies Institute for Medical Research, University of Tasmania	5.1 **Creating a connected and respectful Tasmania through conversations: Shaping a shared vision** **Dr Michael Kelly and Le-ella Doyle** Relationships Australia Tasmania	6.1 **Making good decisions in uncertain times** **Melinda Maddock** melindamaddock.com **Dr Lisa Schimanski** Just Beyond
3:10pm–3:40pm	**Afternoon refreshments and trade exhibition** *Proudly supported by*	NATIONAL ASSISTANCE CARD®	Tamar Room, Café and Foyer
3:40pm – 4:30pm	**Day 1 – Closing plenary session**		Freycinet Room
3:40pm–3:55pm	**Breathe: Refresh: Rebalance** **Trisha Dixon** Join long-term yoga teacher Trisha for a short guided breathwork and mindfulness session designed to shake off stress, sharpen focus and lift your energy for the afternoon ahead. *Proudly supported by St Lukes* st.lukes		
3:55pm–4:30pm	**Is demography destiny? Shaping our future** **Dr Lisa Denny** Systems thinker, demographer, researcher and educator		
4:30pm	**Day 1 close** **Jane Longhurst** Conference facilitator		
4:30pm–5:30pm	**Conference networking function** *Proudly supported by*	POWER PEOPLE PROJECT Supported by: Aurora Energy & TasNetworks	Foyer and Café

Day 2 – TasCOSS 2025 Conference Program

Wednesday 13 August 2025

8:00am–9:00am	**Registration desk open**	Tailrace Foyer
9:00am – 11:00am	**Day 2 – Opening plenary session**	Freycinet Room
9:00am–9:10am	**Welcome to Day 2 and recap of Day 1** **Jane Longhurst** Conference facilitator	
9:10am–9:40am	**Technology advances and AI: Opportunities and risks for community services** **Ian Lim** The Project Lab	
9:40am–10:15am	**The economy we need: The why, what and how of a wellbeing economy** **Dr Katherine Trebeck** Political economist	
10:15am–11:00am	**Leadership Panel Discussion: The future sustainability of Australia's community services industry** • **Dr Cassandra Goldie AO,** Australian Council of Social Service (ACOSS) • **Cara Varian,** NSW Council of Social Service (NCOSS) • **Sally Sievers AO,** Northern Territory Council of Social Service (NTCOSS) • **Adrienne Picone,** Tasmanian Council of Social Service (TasCOSS) • **Greg Ogle,** South Australian Council of Social Service (SACOSS) • **Juanita Pope,** Victorian Council of Social Service (VCOSS)	
11:00am–11:30am	**Morning refreshments** *Proudly supported by* futago.	Tamar Room, Café & Foyer
11:30am–1:10pm	**Concurrent sessions**	

	Stream #7 Future thinking *Proudly supported by the Alcohol, Tobacco and other Drugs Council (ATDC) Tasmania* atdc Alcohol, Tobacco and other Drugs Council Tasmania	Stream #8 Collaboration and impact	Stream #9 Industry sustainability
11:30am–1:10pm			
Room	**Chapel**	**Cradle**	**Freycinet**
11:30am–11:50am	7.1 **How the climate crisis is impacting social services, and what's your role?** **Steve Willing** Growth in Mind	8.1 **The success of collaboration: Supporting young people and the future** **Dr Aleisha Davis and Hannah Katz** The Shepherd Centre	9.1 **Cultural diversity: Key to future workforce success** **Darya Kuznyetsova** Multicultural Council of Tasmania

Day 2 – TasCOSS 2025 Conference Program

11:50am–12:10pm	7.2 **Courage to change: Trans and gender diverse inclusion in women's services** **Lucinda Shannon** Women's Health Tasmania **Yalei Wilson** TGD Advisors Group **Yvette Cehtel** Women's Legal Service Tasmania	8.2 **Better Together; understanding how shared decision-making and community-led governance supports transformational change** **Deanna Hutchinson and Taylor Woodward** Burnie Works	9.2 **A sustainable industry for all Tasmanians** **Bronwyn Tilbury** TasCOSS and the Tasmanian Coalition of Community Service Peaks
12:10pm–12:30pm	7.3 **Best practices in living/ lived experience story telling** **Dr Jackie Hallam and Lily Foster** Alcohol, Tobacco and other Drugs Council (ATDC) Tasmania	8.3 **The About Me Project: Fostering a culture of inclusion through innovative information sharing practices and collaboration** **Bill Fulton** Brain Injury Association of Tasmania	
12:30pm–12:50pm	7.4 **Leading through reflection: Cultivating a culture of critical practice in community services** **Ben McGregor** Anglicare Tasmania	8.4 **Lived experience co-design for impact: Knowledge gaps and evidence from lived experience realities** **Professor Sharon Lawn** Lived Experience Australia **Aislin Gleeson** National Mental Health Consumer Carer Forum	9.3 **Workforce planning across the care and support sectors** **Olivia Greenwell** HumanAbility
12:50pm–1:50pm	**Lunch and trade exhibition**		Tamar Room, Café & Foyer
1:50pm–2:35pm	**Leadership Panel Discussion: Collaborating for impact** • **Christine Finnegan,** Tasmania JackJumpers • **Vaughn Bennison,** Disability Voices Tasmania • **Jacqui Parker,** TasWater • **Deanna Hutchinson,** Burnie Works • **Lisa Coulson,** Tasmanian Aboriginal Centre		
2:35pm–2:55pm	**Defining our future together** **Katy Cooper** Disruptive Consultant		
2:55pm–3:00pm	**Official close** **Adrienne Picone** CEO, TasCOSS		


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Keynote and invited speakers



Daisy Allen

Celebration of Country

Daisy Allan is a Language Worker in the palawa kani Language Program at the Tasmanian Aboriginal Centre. Daisy has worked at the Tasmanian Aboriginal Centre since 2007. She teaches palawa kani Tasmanian Aboriginal language to the Tasmanian Aboriginal community in early years learning facilities as well as children and family programs. Daisy first began learning palawa kani in her early 20s from elders and family and is now a proud speaker. Her passions include advocating for Aboriginal rights as well as promoting the aspirations of the Tasmanian Aboriginal community. A large part of her work includes advocating for Aboriginal language and promoting language awareness in the public domain.



Jane Longhurst

Conference Facilitator

Jane is an award-winning actor, broadcaster, voice artist and popular presenter of events big and small. She has worked extensively in theatre, television and radio since graduating from the Victorian College of the Arts. Her television credits include Bay of Fires, Deadloch, Rosehaven, Death or Liberty and Blue Heelers. Jane is well known and loved from her regular fill-in roles presenting for ABC Local Radio across Tasmania for the past 13 years. In that time she has presented all the programs on the local radio schedule, plus ABC Rural, ABC Classic and ABC Grandstand.



Katy Cooper

Disruptive Consultant

Katy is passionate about helping organisations, communities and sectors to understand the future they can't see yet. Katy works with organisations to develop programs to support systems change and strategy execution.

Katy focusses on leading the design of collaborative, sustainable strategies that deliver our preferred futures. She is passionate about shaping strategies that support thriving sectors and drive collaboration to meet the opportunities of our potential futures through innovation.

She is a certified Futurist, trained through Institute for the Future, POLI-Design (Milan) and Copenhagen Institute for Future Studies. She has also studied Disruptive Innovation with INSEAD and is a member of the Association of Professional Futurists (APF).

Keynote and invited speakers



George Megalogenis

Journalist and author

George Megalogenis is one of Australia's leading political and economic thinkers. He is an author and journalist with more than three decades' experience in the media. His book, The Australian Moment, won the 2013 Prime Minister's Literary Award for Non-fiction and the 2012 Walkley Award for Non-fiction, and formed the basis for his ABC documentary series Making Australia Great.

His recent Quarterly Essay No 96: Minority Report — The New Shape of Australian Politics was published in November 2024. Among the newspapers he has written for are The Australian, The New York Times, The Age and The Sydney Morning Herald.



Dr Lisa Denny

Systems thinker, demographer, researcher and educator

Dr Lisa Denny is a systems thinker, demographer, researcher and educator. She works with clients to better understand the inter-related nature of socio-demographic change through research, data analysis, and interpretation of complex economic and social issues using a systems thinking lens.

Together with clients, Lisa helps identify and articulate challenges and opportunities using a systems thinking approach and then works with clients to develop informed strategic policy directions.



Ian Lim

Consultant, The Project Lab

With a career spanning over 30 years, Ian has built a wide and diverse range of skills working for public, private and not-for-profit organisations. With IT at the heart of his roles, Ian is also highly experienced in sales and marketing, technical support, training, business analysis and project management. The ability to apply his knowledge across many sectors means Ian has worked in local government, utilities, healthcare, education and small business development.

Having worked at every level of an organisation and naturally a people person, Ian approaches every project he works on with a wide-angle lens, encompassing the perspective of multiple roles so a system or solution has a positive impact from bottom to top. The gift of experience empowers Ian to confidently lead projects and introduce tried and tested solutions that are not just based on theory but are proven through implementation.

Keynote and invited speakers

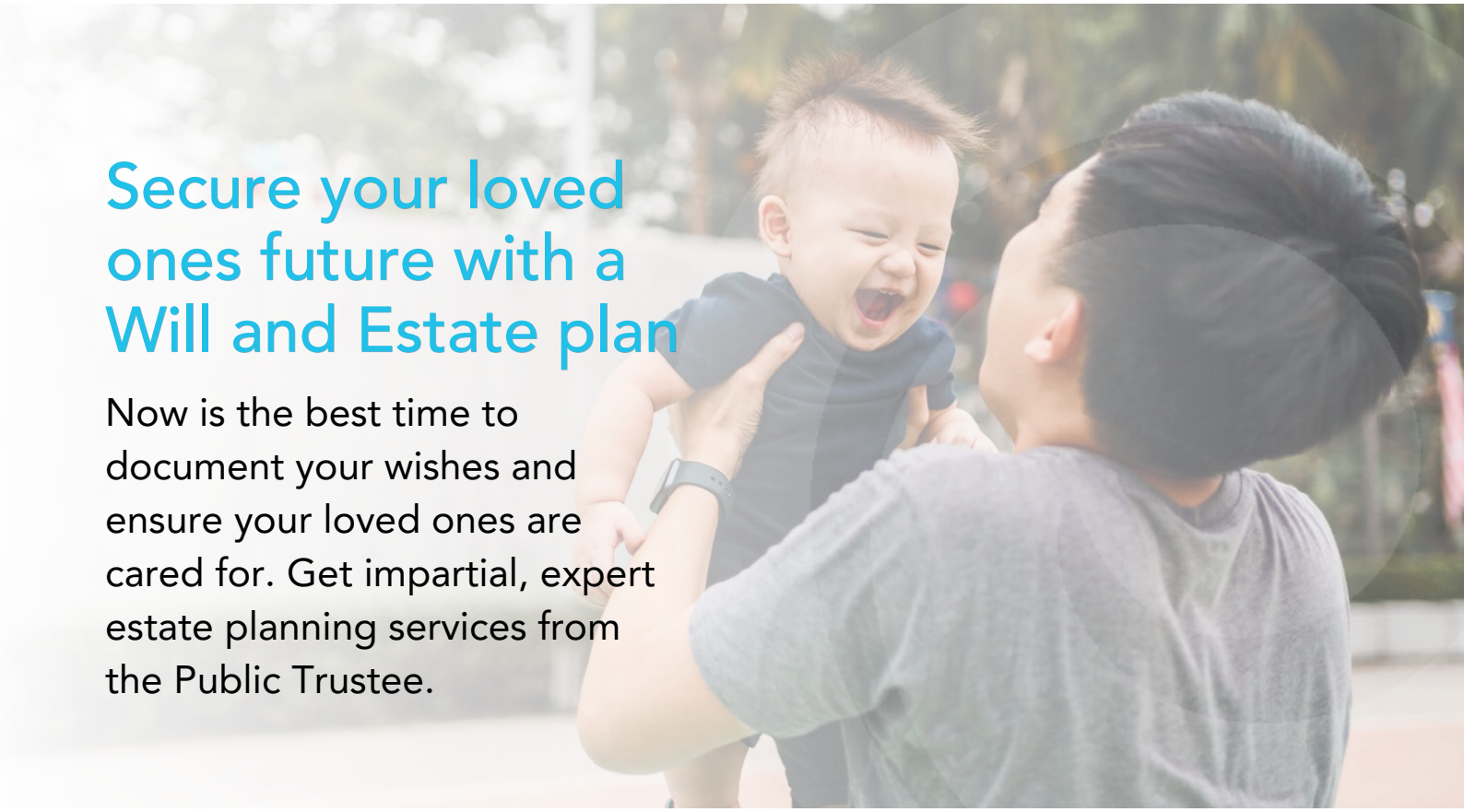


Dr Katherine Trebeck

Political Economist

Dr Katherine Trebeck is a political economist, writer and advocate for economic system change. Her roles include writer-at-large and co-director of the Compassion in Financial Services hub at the University of Edinburgh, Economic Change Lead for The Next Economy, and Strategic Advisor for the Centre for Policy Development. She co-founded the Wellbeing Economy Alliance (WEAll) and WEAll Scotland, its Scottish hub, and she instigated the group of Wellbeing Economy Governments (WEGo).

She is a member of the Club of Rome and her board roles have included a range of groups such as Hands Across Canberra, Denmark's Wellbeing Economy Lab, the Centre for Understanding Sustainable Prosperity, and The Democracy Collaborative. She is Distinguished Visitor at ANU's Planetary Health Hothouse, a New Economics Senior Fellow at the ZOE Institute and was 2024 thinker-in-residence at the Australian Health Promotion Association.



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Day 1 – Opening session

The new shape of Australian politics

The two-party system is dead, but what will replace it? At the last federal election in May, voters completed the eviction of the Liberal Party from the nation's capital cities and delivered Labor its biggest victory since the Second World War.

The result echoed a pattern long established on the mainland for Labor to enter office at a state level with a narrow margin and then win a second term landslide. But the Albanese government's landslide was achieved with a near-record low primary vote for a winning party. The vote for minor parties and independents increased for the sixth consecutive election in 2025.

Our democracy faces multiple internal and external shocks. Trust in institutions, and support for the major parties had been falling in trend terms since the global financial crisis. Author and journalist George Megalogenis will unpack the federal and Tasmanian election results to show where a new political centre is forming beyond the old Labor versus Liberal contest.

George Megalogenis

Journalist and author

George Megalogenis is one of Australia's leading political and economic thinkers. He is an author and journalist with more than three decades' experience in the media. His book, The Australian Moment, won the 2013 Prime Minister's Literary Award for Non-fiction and the 2012 Walkley Award for Non-fiction, and formed the basis for his ABC documentary series Making Australia Great.

His recent Quarterly Essay No 96: Minority Report — The New Shape of Australian Politics was published in November 2024. Among the newspapers he has written for are The Australian, The New York Times, The Age and The Sydney Morning Herald.

Stream 1 – Future thinking

Session proudly supported by Brand Tasmania

TASMANIAN

1.1

National and international best practice examples of community support for at-risk children

In this session, Jack and Meg will share some examples of communities working in innovative ways to support children and families to stay safe and well in their communities, preventing involvement in the formal child protection and criminal legal systems. They will also explore common themes from initiatives and projects that are working well and consider how these models might be implemented in *Lutruwita*/Tasmania.

Meg Tait

TasCOSS

Meg Tait is a lawyer and policy officer with over a decade of experience working in the community and not-for-profit sector. Meg recently received a Churchill Fellowship to travel and investigate how other countries are preventing the criminalisation of children in out-of-home care or with care experience, and is looking forward to sharing her learnings with her community at home in *Lutruwita*/Tasmania. Alongside her work at Youth Law Australia and TasCOSS, Meg volunteers as a writer with About Time, a prison-based newspaper, and also co-hosts Done by Law, a show on 3CR Radio in Melbourne. She loves spending time outdoors camping, swimming and bushwalking in the beautiful place she is lucky to call home.

Jack Davenport

Children's rights advocate

Jack Davenport is a social worker, with over 15 years' experience in child protection working in a variety of roles across Australia and in the UK. In 2022 he gave evidence to the Tasmanian Commission of Inquiry, and has been an outspoken campaigner for children's rights in Tasmania ever since. Jack identifies as neurodivergent, and as a Survivor of child sexual abuse. He is employed as a School Social Worker in Northern Tasmania.

1.2

Safe, seen, and supported: Embedding trauma-informed practice to create compassionate and impactful organisations

This engaging session explores how organisations can integrate trauma-informed practice to build a culture of compassion and resilience. Participants will gain an understanding of the core elements of trauma-informed practice—safety, trust, choice, collaboration, empowerment, and cultural responsiveness—and how these principles can be effectively applied across different industries.

The presentation will provide practical strategies for embedding trauma-informed approaches into leadership, policies, and everyday interactions, supported by real-world examples of successful implementation. Attendees will also learn how to navigate common challenges, sustain long-term cultural change, and create environments where both employees and service users feel genuinely safe, seen, and supported. The session will conclude with actionable steps for fostering a more compassionate and high-impact workplace.

Tracey Groombridge

Lifeline Tasmania

With over 25 years of dedicated service in the not-for-profit sector, Tracey is a seasoned expert in trauma-informed practices, particularly within the realms of domestic and family violence, mental health, and leadership development. Her extensive experience has been pivotal in shaping and delivering comprehensive training programs that empower organisations to adopt compassionate, effective approaches to client care and staff wellbeing.

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Tracey's unwavering commitment to continuous learning and her deep-seated belief in the transformative power of trauma-informed methodologies drive her mission to foster environments where both clients and professionals can thrive. Her work not only enhances organisational capabilities but also instils a culture of empathy and resilience.

1.3

Our children, our community, our culture, our collective change: Transforming systems in place through community voice and leadership in Lutruwita

Raylene Foster and Chloe Woolnough, proud Palawa women, will explore how their innovative ways of working in the Connected Beginnings program have profoundly impacted communities across Lutruwita. With a shared and deep passion for driving action with community voice and empowering community leadership, they have actively challenged systems to foster transformative solutions and work collaboratively. These innovative ways of working, embedded in Aboriginal ways of working, have driven positive change for children, their families and communities across Lutruwita.

This presentation will discuss how building a shared vision with the community in place is leading to transformation and high-level system change and action. By actively involving the people most affected by these systems within the community, the designed solutions are relevant, equitable, and sustainable.

Through collaboration, community-driven solutions and innovative ways of working, the Connected Beginnings program has challenged traditional silos between the health and education sectors, creating a unified, holistic approach that has strengthened a shared agenda between organisations to create positive outcomes. Through sustained collective action, the collaboration between service providers, philanthropic partners, government and community has led to measurable educational achievement and overall health improvements, guiding other regions aiming for transformative, community-led change.

Raylene Foster and Chloe Woolnough

Connected Beginnings Lutruwita/ Tasmania

Raylene Foster is a proud Palawa woman from Lutruwita/Tasmania and a highly respected leader in the Aboriginal community-controlled sector. With over 30 years of service at the Tasmanian Aboriginal Centre (TAC), Raylene now holds the role of Health Manager, where she leads with both experience and a deep commitment to the health, wellbeing, and self-determination of her community.

Raylene is deeply passionate about Aboriginal-led, place-based approaches that reflect and respect the unique needs, strengths, and aspirations of Aboriginal communities. She has spent her career strengthening self-determination, building culturally strong systems, and ensuring the lived experiences of Aboriginal families are at the centre of service design and delivery.

As Director of Connected Beginnings Lutruwita/ Tasmania, Raylene leads one of the state's most successful place-based early years initiatives, working to close the gap for Aboriginal children aged 0–5 by aligning health, education, and family services through Aboriginal governance and community co-design, elevating Aboriginal voices to embed collective strategic and lasting changes on both a state and national level to improve community outcomes.

Chloe Woolnough is a proud Palawa woman who is passionate about early childhood education, known for her commitment to improving outcomes for Aboriginal children and families across Lutruwita/Tasmania. With over twelve years of experience at the Tasmanian Aboriginal Centre, Chloe brings deep cultural insight and lived experience to her work, grounded in community connection and service.

As Project Manager for Connected Beginnings Lutruwita, a program funded by the Australian Government through the Department of Education and the Department of Health and Aged Care, Chloe leads statewide efforts to drive positive, lasting change in the early years. Her role focuses on aligning systems, strengthening integrated service delivery, and elevating the voice of Aboriginal communities to ensure children thrive.

Chloe is a passionate advocate for systems-level change and is recognised for her ability to lead with vision, integrity, and impact. She has been instrumental in creating a cohesive and shared agenda across Lutruwita, building partnerships and facilitating collaboration that leads to meaningful, community-led outcomes in health, education, and wellbeing.

Stream 2 – Collaboration and impact

Session proudly supported by Primary Health Tasmania

2.1

Shaping better futures by elevating brave young parent voices

This presentation will provide an overview of Brave's Model of Participation, a novel framework that integrates evidence-informed principles from influential youth participation models and contemporary research and outlines the processes through which Brave

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involves young parents in organisational processes, including service design. The presenters will share how these evidence-based principles and research insights were incorporated into Brave's Model of Participation and how they are being applied in practice to shape continuous improvement initiatives and the organisation's future directions. The presentation will include lessons learned from the establishment and implementation of Brave's Representative Advisory Group. A young parent who is part of the Advisory Group will co-present and share her perspective on Brave's model and experiences within the group. Audience members will leave with an understanding of processes and tools they could use to translate the presentation insights into action to amplify the impact of young people's voices within their own organisations.

Peta Ajkunic and Chanell Wynwood

Brave Foundation

Peta Ajkunic is the Southern Team Leader at Brave, overseeing the management and support of mentors within the Supporting Expectant and Parenting Teens Program (SEPT) across Tasmania, Victoria, and Western Australia. With over 25 years of experience in family services—including roles in child safety and family support—Peta brings deep expertise and unwavering dedication to her work. Passionate about empowering young parents, Peta believes in fostering confidence, resilience, and personal growth. She finds profound fulfillment in walking alongside young parents on their journey, witnessing their development and the realisation of their full potential. Even in the face of challenges, Peta is continually inspired by their strength and determination, reinforcing her commitment to creating a supportive environment where they can thrive.

Chanell Wynwood is a Lived Experience young parent of three Aboriginal children who has been member of Brave's youth advisory, the Empowering the Voices of Young Parents (EVYP) program, for 12 months. Prior to this, Chanell was a participant in the Brave Supporting Expectant and Parenting Teens Program (SEPT). Having been through the highs and lows of raising children from a young age, Chanell has developed a strong sense of resilience, adaptability, and empathy and has a passion for helping other young parents. Chanell has been a guest speaker at multiple forums where she has shared her experience.

2.2

Positive outcomes for young people: A focus on service responses to harmful sexual behaviour

The PAST program, which is delivered by SASS in collaboration with Laurel House and Mission Australia, is a statewide program working with young people who have engaged in harmful sexual behaviour. The program primarily provides clinical and case management support to young people, their families and other stakeholders. The program incorporates primary prevention education, clinician assessment and intervention, consultation and case management.

The presentation is designed to provide an overview of harmful sexual behaviour (HSB) and to offer attendees valuable insights into some of the complexities surrounding HSB. Its aim is to enhance attendees' and service providers' understanding of HSB, highlighting the importance of a shared understanding, and a coordinated response to support young people and their families. The presentation will also promote reflection about current sector responses to HSB and explore opportunities for change. It will emphasise the importance of information sharing and collaboration to improve outcomes for the young person, their family and the broader community.

Renae Pepper and Ebony Griggs

Sexual Assault Support Service

Renae Pepper is a registered psychologist and currently the State Clinical Lead at the Sexual Assault Support Service (SASS) overseeing the PAST Harmful Sexual Behaviour Program. Renae previously worked in a specialised role in the Department of Education assisting schools in responding to sexual harm and has experience working in adolescent mental health and child safety services. Renae has formal qualifications in psychology, child protection practice and is currently studying forensic mental health.

Ebony Griggs is currently an educator and therapeutic specialist in the PAST Harmful Sexual Behaviours program at SASS, working with young people engaging in HSB and supporting professionals to understand and respond to HSB within their workplaces. Ebony has worked in various crisis settings,

including on the SASS after-hours team and has previously supported women and children escaping family violence and experiencing homelessness in the greater Hobart area. Ebony is about to complete her Master of Counselling.

2.3

Social impact: Fad or future?

The term "social impact" is increasingly used by organisations and governments; however, it is not a consistently used or understood term. The practical implications for adopting a social impact approach requires further clarification, particularly if it is going to be implemented as an approach to measure and assess organisation and program value. The presentation will unpack the concept of social impact and foster an understanding of how social impact approaches and thinking, can be developed and used to address complex problems and challenges effectively. Areas that will be explored include, foundational principles of a social impact approach, the relationship between social impact and system change, theories of change, the challenges and opportunities of becoming a social impact organisation, and the specific data and more data issue. Real learnings and examples, not always successes, will be used throughout the presentation, which will conclude with ideas on how to travel the social impact journey together.

Belinda Witter

Social Impact Strategies + Solutions

Belinda is an accomplished leader and social entrepreneur with expertise across housing, community services, construction, the arts, education, and health care. Known for her cross-sector approaches, creative thinking and values-based leadership, Belinda developed and led multiple initiatives to address barriers to thriving, intergenerational poverty and social inequity, earning national recognition. Belinda

Real Voices. Real Change. Connect with a Lived experience Advocate to strengthen your work...



2022 Course in Consumer Leadership

The Lived Experience Advocate Service (LEAS) connects organisations with Tasmanians with a lived or living experience of alcohol and other drugs. Lived Experience Advocates (LEAs) bring diverse, first-hand insights to drive positive, meaningful change. Whether you're developing a strategy, improving a service or program, recruiting to your team, or challenging stigma in your community - partnering with a LEA can help create a more person-centred, and inclusive Tasmania.

Want to learn more or request a Lived Experience Advocate?

atdc
Alcohol, Tobacco and other Drugs Council Tasmania

has been published widely on social impact, education, community services, and leadership. With over 25 years of executive experience across multiple sectors, Belinda now runs her own business, Social Impact Strategies + Solutions which supports diverse entities to co-design and deliver strategies and initiatives that drive positive change.

Stream 3 – Industry sustainability

3.1

Volunteering: A thriving culture of community participation

The Tasmanian community services industry estimate that they are comprised of a workforce of 17,800 paid employees, and more than 35,000 volunteers. This session will provide Volunteering Tasmania with a valuable opportunity to present current volunteering trends and initiatives to a sector who rely heavily on volunteers. Through an interactive and engaging workshop session, we will support sector representatives to understand what conditions need to be in place for volunteering to thrive. This will also be an opportunity for the sector to inform the peak body for volunteering in Tasmania about current challenges and opportunities. This information will feed into Volunteering Tasmania's advocacy, project and program activities. We will also provide participants with practical resources and actions they can take back to their workplace and apply to their volunteer programs and workforce.

Mel Blake and Fiona Cameron

Volunteering Tasmania

Mel is the CEO of Volunteering Tasmania (VT) and has worked in the community services sector for over 20 years. Her deep commitment to volunteering is evident not only in her professional role but also in her personal life as a dedicated volunteer and previous volunteer manager. This dual perspective gives her a unique understanding of the needs and challenges faced by volunteers and volunteer managers. Mel is passionate about fostering a thriving volunteering culture in Tasmania, with a focus on best-practice, co-design, and place-based programmatic responses. Since joining VT in 2021, Mel has managed several key programs, including the Volunteer Management Activity, Inclusive Volunteering Program, and Youth Volunteer Army. Her work extends beyond Tasmania, collaborating with national colleagues on significant projects such as the refresh to the National Standards for Volunteer Involvement.

Fiona is VT's Advocacy and Engagement Manager, and has over 20 years stakeholder engagement, policy and advocacy experience across a range of membership organisations and government. With a keen interest in social and public policy, Fiona works alongside VT's members, fellow peaks, the community and government to highlight the voices of our volunteering industry. Through the development of policy submissions, strategic advocacy and the Future of Volunteering Project, Fiona is committed to driving positive outcomes to support Tasmania's thriving culture of community participation. Prior to joining Volunteering Tasmania, Fiona held various roles including General Manager Policy, Consumer Outcomes for a national industry association within the financial services sector, senior policy advisor within a state government and judge's associate.

3.2

Pathway to impact: Anglicare Tasmania's 2024 Unsafe and Unhoused report

Anglicare Tasmania's Social Action and Research Centre (SARC) carries out research and advocacy to address poverty and disadvantage. We listen to the views of our frontline community service practitioners and the experiences of people they work with and share what we learn with others including government decision-makers.

Why do some projects have more impact than others? This presentation will walk participants through how SARC thinks about and measures impact. Using our 2024 research project 'Unsafe and Unhoused: Barriers to addressing domestic and family violence in North West Tasmania' we will explore how the project achieved impact with a focus on the role of collaboration. This includes working with internal

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Image by Moon Cheese Studio

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practitioners to understand and communicate issues observed in service provision, and working with external stakeholders to explore systemic issues. The presentation will unpack some learnings from this project, including the benefits of:

- building on existing research and drawing on what your organisation knows
- identifying and responding to opportunities for impact
- narrowing focus to increase impact
- collaborating with internal and external stakeholders to develop better policy recommendations
- collaborating with external stakeholders to provide a united voice for change
- building engagement with policy makers
- feedback from decision makers.

Mary Bennett and Ginny Toombs

Anglicare Tasmania

Mary Bennett is the Coordinator of SARC and an economist. She grew up on the North West coast of Lutruwita/Tasmania and before joining Anglicare Tasmania worked as a policy manager in the State Service and as a veterinarian in private practice. Mary is passionate about applying economics and systems thinking to develop better policy, break cycles of disadvantage and advocate for a flourishing future for all Tasmanians. She loves people's stories as well as communicating ideas through charts and infographics.

Ginny Toombs is a Policy and Advocacy Officer at Anglicare's Social Action and Research Centre (SARC). She is passionate about social justice and enjoys collaborating with the team at SARC. She previously worked as an advocate for people with disability, older people, and people with mental health issues and alcohol and other drug issues. Ginny has worked hard to improve the guardianship and administration system in Tasmania to protect the rights of people with disability. She feels privileged to be surrounded by the incredible nature in Lutruwita/Tasmania.

3.3

Recognising resilience: A case study of Nepali migrants' contributions to social cohesion and leadership in Tasmania

This presentation is based on the ethically approved research in studying social cohesion of migrant and Nepali communities in Tasmania. It examines the sustainability of Nepali migration to Tasmania, Australia, through the lens of the Aspiration-Ability-Engagement framework and a PESTLE (Political, Economic, Social, Technological, Legal, Environmental) analysis. Drawing on over 100 online survey responses, ten interviews, and five community consultations, the study uncovers a nuanced picture of Nepali migrants—one of high social engagement, economic contribution, and professional resilience, put together with systemic barriers. Despite being among the most active and resilient migrant cohorts, Nepali migrants face significant challenges in sustaining and progressing in their careers, largely due to non-recognition of overseas qualifications, limited employment opportunities, and persistent discrimination. Their under-representation in political and institutional leadership further marginalises their voices in public discourse. Additionally, a lack of cultural awareness and understanding of the strength of diversity hinders their full inclusion. Nevertheless, the community is vibrant in its cultural expression, actively involved in multicultural festivals and social events, brought their unique arts, foods and culture, hardworking in the workplace, and businesses. The presentation argues that unless there is meaningful policy attention to integration, recognition, and representation, the sustainability of Nepali settlement in Tasmania remains uncertain. It offers policy recommendations aimed at harnessing their potential for Tasmania's inclusive and regional development.

Dr Santosh Adhikari

University of Tasmania; Nepali Society of Northern Tasmania

Dr Santosh Adhikari, Regional Lead North at the University of Tasmania, is a passionate community advocate and champion of the strength of diversity. With a strong commitment

to social inclusion and migrant wellbeing, Dr Adhikari currently leads the Scanlon Foundation funded research project "Building Social Cohesion and Leadership Potential: Community Consultations with Nepali Migrants in Tasmania".

Dr Adhikari brings extensive experience in community development and multicultural engagement, having previously worked with the Multicultural Council of Tasmania and registered and led the first Nepali community organisation in Launceston, the Nepali Society of Northern Tasmania Inc. which is among the most active community organisation with multiple projects for Nepali and migrant communities.

Through his leadership, research, and advocacy, Dr Adhikari continues to play a vital role in shaping inclusive community strategies, fostering intercultural understanding, and building pathways for culturally and linguistically diverse communities to thrive Tasmania.

3.4

Transport: Building on great work to create a network of solutions

As a regional development advocacy organisation that represents eight member councils on the North West and West Coast of Tasmania, the Cradle Coast Authority (CCA) commenced work to understand the transportation needs of our region and its impact on the economy and wellbeing of diverse individuals and communities. CCA was the primary catalyst for the Shared Coastal Pathway, and were determined to understand how their active transport network can effectively connect with their public transport network.

Through the initial desktop research phase, Dr Lisa Stafford's report Trips Not Made – Anglicare Tasmania was discovered and utilised as an important foundation stone, along with other key research such as Dr Sharon Bessell and

Safety Update: Community Services in Australia

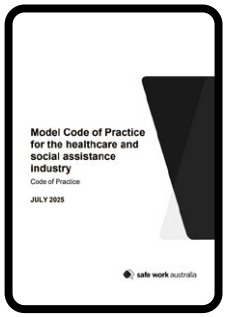
In 2024:

- 16 workers didn't make it home from their community services jobs.
- 20.7% of all serious workers compensation claims were in community services.
- 26,500 claims in health and social assistance, at an average cost of $11,700.

Safe Work Australia Key Work Health and Safety Statistics Australia 2024

BREAKING NEWS

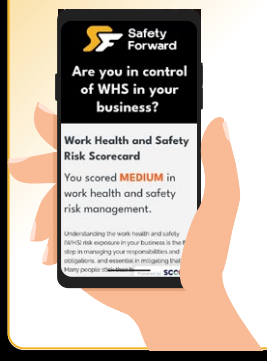
- The regulator is taking action.
- New Code of Practice, and compliance obligations for community and social services effective July 2025.



Free WHS Risk Scorecard

Check safety capability in your organisation in **just 5 minutes** using our **free** WHS Risk Scorecard. You will:

- Know how protected your people and your organisation really is.
- Spot gaps before they become injuries, fines or prosecutions.
- Start or strengthen your approach to safety, fast.



Safety Forward

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Cadhla O'Sullivan's Children Issues Paper 1 – Transport, from the Children's Policy Centre. Through CCA's collaboration with Lisa's expertise and connection with peak bodies, industry, councils and the transport sector, an understanding of the framework that underpins the dysfunction of Tasmania's public transport system was built.

This presentation will showcase how community understanding can be built in different contexts to address problems that impact both industry and community. The presentation will argue that the transportation network dysfunction in Tasmania will require a network of solutions and a strong network of support to achieve inclusive, sustainable regions for all.

Dr Lisa Stafford

Griffith University

Dr Lisa Stafford is passionate about inclusive, sustainable communities and transport equity. With over 25 years of experience as a researcher, educator, planner and facilitator across government, non-government and university sectors, Lisa continues to lead change at the intersection of disability participation, urban planning and transport equity.

Her work also champions inclusive participatory co-creation methods and practice-led research to ensure the voices of all people are heard in research and public planning. Lisa also brings her own perspective as a chronically ill, disabled woman.

She is an ARC Future Fellow with Griffith University and a member of the Planning Institute of Australia (MPIA) and the Transport Australia Society (TAs).

Veronica Terry

Cradle Coast Authority

Veronica Terry combines finance and agriculture expertise in her role as Manager for Regional Development at the Cradle Coast Authority, driving economic growth across North West Tasmania.

She holds a Bachelor of Business and a Graduate Diploma in Finance, and contributes to her community through Business North West and Burnie Works.

Outside of work, she and her husband, Rob, enjoy farming in Tasmania's fertile agricultural region.

Stream 4 – Future thinking

Session proudly supported by University of Tasmania

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4.1

Future thinking: Community development practitioners and researchers

Tasmanian community development practitioners are invited to join an open circle discussion about the future of Community Development (CD) in Tasmania.

In early April, Dimitra attended a national roundtable in Melbourne as part of the 60th Anniversary celebration of Community Development. The roundtable explored key themes shaping the future of the field, including:

- Coloniality and First Nations
- Civil society and the rise of the far right
- Dialoguing through difference
- New technology and its impact on practice

The open circle will also provide space for broader conversations around local priorities and future thinking in the field. It will be an opportunity to collectively reflect on the challenges and opportunities ahead, and how the community development sector in Tasmania can continue to evolve in alignment with local values, priorities, and the needs of diverse communities.

The aim is to foster a collaborative, inclusive environment where ideas and experiences can be shared, and where the future of community development in Tasmania can be thoughtfully and intentionally shaped. Whether the focus is on emerging technologies, the role of civil society, or strengthening engagement with First Nations communities, this discussion will provide space for dialogue, reflection, and shared visioning.

Dimitra Papavassiliou

Menzies Institute for Medical Research (University of Tasmania)

Dimitra Papavassiliou (she/her) is a community development practitioner with over 15

years of experience working nationally and internationally, including in board and leadership roles. She is currently a co-editor for New Community Journal.

Drawing from her own experiences with the healthcare system, Dimitra has become actively involved in maternity and health advocacy. Her volunteer roles include serving on the Tasmanian Health Senate and as a Consumer Panel member for the Living Clinical Guidelines on Maternity, Birth, and Postpartum care.

For over two years, Dimitra has had the privilege of working at Menzies Institute for Medical Research, where she promotes consumer involvement in health and medical research. Her work focuses on ensuring that research is shaped by the voices and experiences of those it impacts, driving meaningful change in healthcare.

Stream 5 – Collaboration and impact

5.1

Creating a connected and respectful Tasmania through conversations: Shaping a shared vision

Relationships Australia Tasmania's vision is for a Tasmania where every individual feels connected, respected, and valued. To truly understand what this means, Relationships Australia Tasmania embarked on an inspiring mission—holding 75 community conversations across the state, where they asked Tasmanians: What does a connected and respectful Tasmania mean to you?

Working with you. Supporting you.

WHO WE ARE

Primary Health Tasmania (Tasmania PHN) is a non-government, not-for profit organisation working to connect care and keep Tasmanians well and out of hospital.

We are one of 31 similar organisations under the Australian Government's Primary Health Networks Program.

We are proud to be a session partner for the *TasCOSS Conference 2025: Shaping our future together*. We believe collaboration – drawing on a range of expertise and experience – is key to achieving better health and wellbeing for Tasmanians.

We value our work with TasCOSS and the community sector on activities including primary care support and training on family and sexual violence; improving primary care for people with intellectual disability and people from different cultural backgrounds; and helping people with dementia find support.

WHAT WE DO

Support preventive health strategies	**Develop** resources for health professionals and the community	**Commission** services to improve the health of Tasmanians
Contribute to sector reform	**Run** education events and training	**Promote** health literacy
Include lived experience in healthcare design and reform	**Support** community-led activities	
Assess the health needs of local communities	**Encourage** and support service providers to measure clients' experiences of services	**Share** primary health sector developments through our *Primary Health Update* eNewsletter

WANT TO KNOW MORE?

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Call **1300 653 169**
Email **providersupport@primaryhealthtas.com.au**

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An Australian Government Initiative

primary health TASMANIA

In their efforts to ensure every voice was heard, we specifically focused on engaging vulnerable and priority groups, including First Nations peoples, people with disabilities, LGBTIQA+ communities, older people, young people, culturally and linguistically diverse communities, and those living in remote areas. The design of this project ensured that these groups were not only invited to participate but were truly central to the conversations, reflecting their unique experiences and perspectives.

At this workshop, you will hear firsthand the powerful stories and insights shared by Tasmanians from across these diverse communities. You'll gain a deeper understanding of what it means to live in a connected and respectful Tasmania, what barriers prevent this vision from being fully realised, and what actions we can take to foster greater connection, understanding, and respect.

Together, you will explore how as a sector, can make sure that every Tasmanian feels valued, nurtured, and supported. You will discuss how to create environments where all communities thrive, ensuring that no one is left behind. This workshop is a crucial part of the ongoing project to shape a vision for a more inclusive, connected, and respectful Tasmania.

Your voice and input are essential in ensuring we create the greatest impact and deliver the most successful outcomes for all Tasmanians.

Dr Michael Kelly and Le-ella Doyle

Relationships Australia Tasmania

Dr Michael Kelly is an experienced not-for-profit leader with 19 years at Relationships Australia Tasmania, including as CEO. With a doctorate in Education and a passion for suicide prevention, Michael brings deep expertise in leadership, governance, and empowering others to create solutions. Michael is a lifelong learner dedicated to driving positive social impact.

Le-ella brings over 30 years of experience in service delivery, social policy, and leadership roles. With a wealth of expertise, Le-ella is a skilled facilitator known for creating an engaging and inclusive atmosphere, where every voice is valued. Le-ella excels at linking theory and practice to strategy and implementation, ensuring that insights gained are translated into meaningful actions.

Stream 6 – Future thinking

6.1

Making good decisions in uncertain times

Making Good Decisions in Uncertain Times is a workshop for senior managers and board members who are trying to make the best decisions they can in complex, uncertain environments.

Even decisions being made in the most highly regulated environment, tightest constitution and most robust governance framework still come down to how we show up as individuals and the relationships we foster.

This workshop will cover:

- How we show up – insights into ourselves and each other, and how to be an emotionally healthy leader
- How we decide – tools for embracing divergent thinking, understanding risk and making good decisions

In this highly interactive session through creatively facilitated conversations participants will gain:

- Knowledge about themselves as decision-makers and how to be open to other perspectives; and
- Practical resources for managing risk and guidance on developing a robust-values based decision-making framework.

Melinda Maddock

melindamaddock.com

Melinda Maddock is facilitator of workshops and professional learning where she helps people use their power to make change. She works with a broad range of clients on leadership development, strategy, planning, public policy, advocacy and organisational culture. She is an executive coach and Leadership Fellow with the Global Leadership Foundation and author of How to Train Your Political Animal: A power handbook for changing yourself and your world.

Day 1 – Session outlines

Tuesday 12 August

Dr Lisa Schimanski

Just Beyond

Dr Lisa Schimanski, Principal, Just Beyond. Simply put – what we are doing is not working. So, let's be brave! Let's go Just Beyond where we think we can, where we think we are allowed. And let's see if the path opens up in front of us. I have a lot more questions still than I do answers, but I am absolutely willing to go on that journey to see if we can break the systems and structures that are not working for organisations and certainly not working for people living in disadvantage. I will walk alongside you and share my experience in governance, operational leadership, collective impact, program design and evaluation to support you to find a new and better way of doing things.

Day 1 Closing plenary session

Breath: Refresh: Rebalance

Join long term yoga teacher Trisha for a short guided breathwork and mindfulness session designed to shake off stress, sharpen focus and lift your energy for the afternoon ahead. By consciously working with the breath, we can directly influence the nervous system – enhancing mental clarity, emotional balance, and overall wellbeing.

Trisha Dixon

St Lukes

Trisha Dixon has spent her life moving and helping others do the same. With over 20 years' experience as a professional contemporary dancer and qualified Pilates and Yoga instructor, Trisha is passionate about helping people feel good in their bodies and more connected in their lives. Trisha is currently working as the

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auroraenergy

Events Team Lead for St Lukes in Launceston curating health and wellbeing events for the whole community.

Is demography destiny? Shaping our future

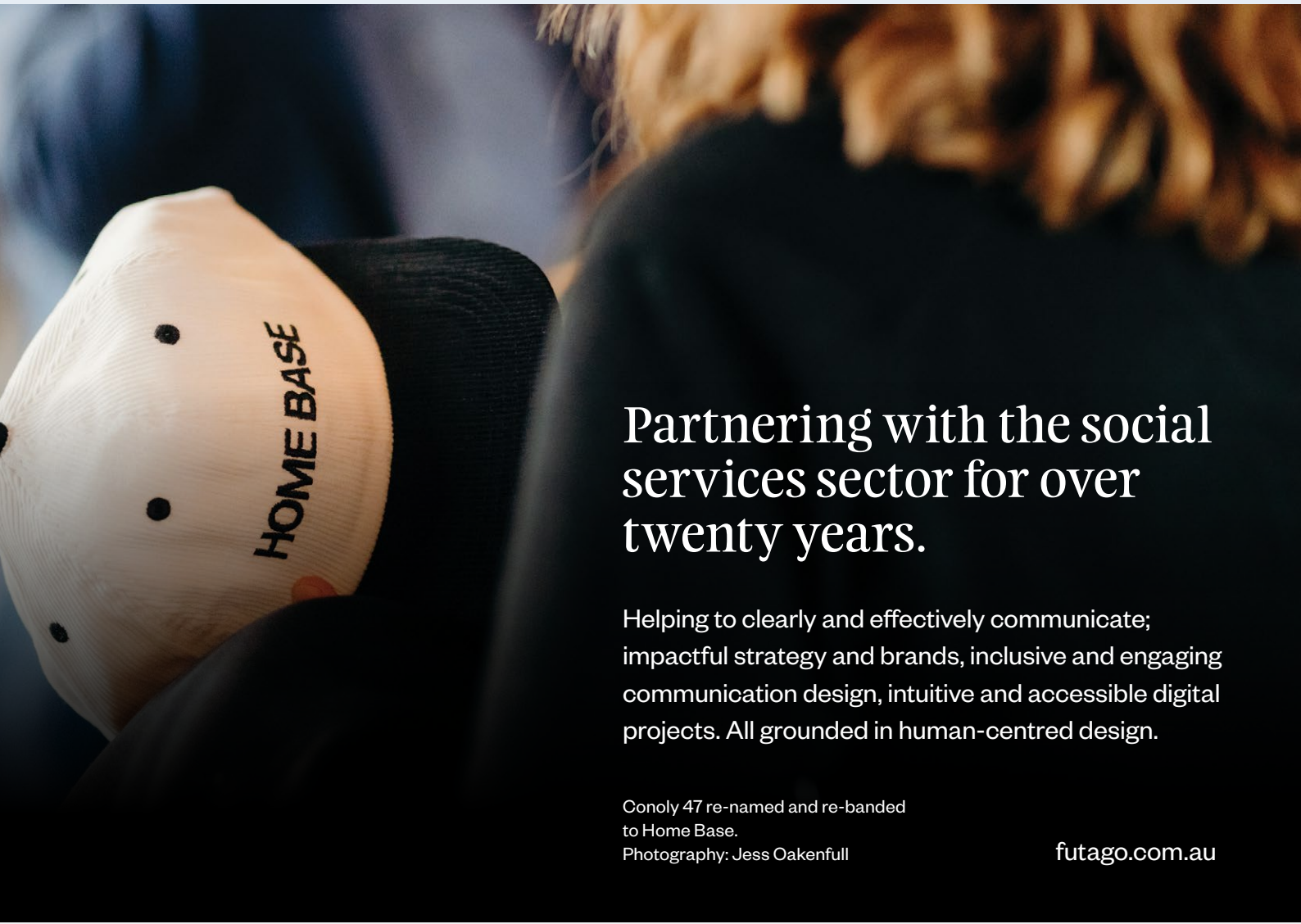
It is often suggested that the future is predetermined by the socio-economic demographics of a place. In Tasmania, we perform poorly on almost all socio-economic indicators compared with other Australian states, which would suggest, if we believe that demography is destiny, that our state's future is bleak. In this presentation, Dr Lisa Denny will address the questions; How can we have such poor socio-economic outcomes? How did we get here? Is this the future we want? And, how do we shape our destiny? By interweaving decision-making, demographic change and systems thinking through a human-centred lens, Lisa will provide insights into how we can proactively shape Tasmania's future for the better, together.

Dr Lisa Denny

Systems thinker, demographer, researcher and educator

Dr Lisa Denny is a systems thinker, demographer, researcher and educator. She works with clients to better understand the inter-related nature of socio-demographic change through research, data analysis, and interpretation of complex economic and social issues using a systems thinking lens.

Together with clients, Lisa helps identify and articulate challenges and opportunities using a systems thinking approach and then works with clients to develop informed strategic policy directions.



Partnering with the social services sector for over twenty years.

Helping to clearly and effectively communicate; impactful strategy and brands, inclusive and engaging communication design, intuitive and accessible digital projects. All grounded in human-centred design.

Conoly 47 re-named and re-banded to Home Base.
Photography: Jess Oakenfull

futago.com.au

Day 2 – Opening plenary session

Technology advances and AI: Opportunities and risks for community services

Ian's presentation will cover the opportunities and risks posed by AI and technological advances, with delegates gaining a deeper understanding of current and emerging technologies and their implications for the community services industry. This session will also explore critical questions around ethics, privacy and human-centered design, as well as opportunities to harness technology for positive social outcomes to support a sustainable digital future.

Ian Lim

The Project Lab

With a career spanning over 30 years, Ian has built a wide and diverse range of skills working for public, private and not-for-profit organisations. Since joining The Project Lab four years ago, Ian has enjoyed working on meaningful projects in the healthcare sector that align with his desire to add value to people's lives through his work in IT and business systems. He is key to the delivery of our CyberUP program and has shown his adaptability by working with a variety of businesses from city-based lawyers to farmers in the north of Tasmania

The economy we need: the why, what and how of a wellbeing economy

Why should we think creatively and ambitiously about the economy? How does it enable and constrain people's life choices and life chances? What would an economy look like that enables people to live the lives they want on a planet worth leaving behind?

Dr Katherine Trebeck

Political Economist

Katherine is a political economist, writer and advocate for economic system change. Her roles include writer-at-large and co-director of the Compassion in Financial Services hub at the University of Edinburgh, Economic Change Lead for The Next Economy, and Strategic Advisor for the Centre for Policy Development. She co-founded the Wellbeing Economy Alliance (WEAll) and WEAll Scotland, its Scottish hub, and she instigated the group of Wellbeing Economy Governments (WEGo). She is a member of the Club of Rome and her board roles have included a range of groups such as Hands Across Canberra, Denmark's Wellbeing Economy Lab, the Centre for Understanding Sustainable Prosperity, and The Democracy Collaborative. She is Distinguished Visitor at ANU's Planetary Health Hothouse, a New Economics Senior Fellow at the ZOE Institute and was 2024 thinker-in-residence at the Australian Health Promotion Association.

Leadership Panel Discussion: The future sustainability of Australia's community services industry

This panel brings together leaders from the Councils of Social Service network across Australia to explore the critical question of how to ensure the long-term sustainability of the community services industry nationwide. Community services are the backbone of social and economic inclusion, but they face significant pressures, from funding uncertainty and workforce challenges to rising community need and increasingly complex demands.

With states and territories experiencing both shared and unique challenges, this panel will offer a valuable opportunity to exchange insights, highlight promising innovations, and reflect on what collective action is needed to build a stronger, more resilient community services industry into the future.

Dr Cassandra Goldie AO

Australian Council of Social Service (ACOSS)

Dr Cassandra Goldie is CEO of ACOSS and Adjunct Professor with UNSW Sydney. With public policy expertise in economic, social and environmental issues, civil society, social justice and human rights, Cassandra has represented the interests of people who are disadvantaged, and civil society generally, in major national and international processes as well as in grassroots

communities. Prior to joining ACOSS, Cassandra held senior roles in both the NFP and public sectors, including with the Australian Human Rights Commission, Darwin Community Legal Service and Senior Executive with Legal Aid in Western Australia.

Cassandra was recognised as one of the Inaugural Westpac Australian Financial Review 100 Women of Influence, has been recognised as one of Australia's top 50 Outstanding LGBTI Executives by Deloitte, and has twice been voted one of the Impact 25 Most Influential People in the Social Economy. In 2021, Cassandra received the UNSW Alumni Award for Social Impact and Service, and, in 2023, she was appointed an Officer of the Order of Australia (AO) for distinguished services to social justice through leadership and advocacy, promoting the rights of marginalised and disadvantaged people.

Cara Varian

NSW Council of Social Service (NCOSS)

Cara is the Chief Executive Officer of NSW Council of Social Service (NCOSS) and a strong advocate for equity, opportunity and dignity for all. NCOSS is the peak body for the social services sector and the leading advocate for people and communities who are experiencing poverty and disadvantage in NSW.

Prior to joining NCOSS, Cara worked across the not-for-profit, public service, political and corporate sectors. She has experience in the military and at all three levels of government in Australia.

She has qualifications in business, political science and international development and she is a graduate of the Australian Institute of Company Directors.

Cara is also the Executive Chairperson of the Harding Miller Education Foundation, which is

NATIONAL ASSISTANCE CARD®

A personalised card to assist people with disability and health conditions in the community

The National Assistance Card is a communication tool that's currently available to **Autistic people and people with brain injury** in Australia.

The Card can be used in everyday or emergency situations to help a cardholder communicate their unique areas of difficulty and support needs.

In the future we hope the Card will be available to all people with disability and health conditions in Australia.

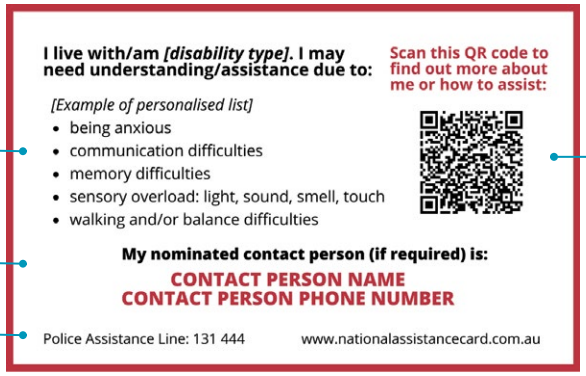


The back of the Card includes:

Up to 5 areas of difficulty, as identified by the cardholder

A nominated contact person

The Police Assistance Line phone number



A QR code providing access to additional information (written or personalised video) that the cardholder has chosen to include

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The National Assistance Card Project is delivered by the Brain Injury Association of Tasmania and funded by the Australian Government Department of Social Services.

a national charity that provides scholarships to Australian public high school girls who have high academic potential and are experiencing socio-economic disadvantage. She was named in the 2021 Impact 25, which recognises the most influential people in the Australian social sector and was a finalist for the NSW Premier's Woman of Excellence Award in 2024.

Sally Sievers AO

Northern Territory Council of Social Service (NTCOSS)

Sally has been the CEO of NTCOSS for 18 months, before that she had been a lawyer in the Northern Territory since 1988. Sally moved to Darwin direct from the University of Tasmania.

Sally's legal career included 10 years as, the Northern Territory's Anti - Discrimination Commissioner and Principal Community Visitor for mental health facilities and forensic disability. In these roles she worked with NGO's and ACCO's across the NT.

Adrienne Picone

Tasmanian Council of Social Service (TasCOSS)

Adrienne has extensive experience at CEO-level and a long-standing career in the community services industry. Prior to taking up the role of CEO of Tasmania's community services industry peak body, Adrienne spent three years as CEO of Volunteering Australia based in the nation's capital.

Adrienne has a wealth of experience working with local, state and federal governments and is a passionate advocate for Tasmanians. Adrienne has qualifications in education and substantial experience in the volunteering sector.

Since starting with TasCOSS in 2020, Adrienne has worked tirelessly advocating on behalf of Tasmanians living on low incomes and experiencing disadvantage. In breaking down barriers to participation, it is Adrienne's sincere hope that all Tasmanians can live a good life on our island home.

Greg Ogle

South Australian Council Social of Service (SACOSS)

Greg Ogle is Senior Policy Analyst at the South Australian Council of Social Service. Over 15 years at SACOSS he has been involved in a range of sector advocacy, including leading the negotiation of funding principles, and standardised contracts and indexation across the sector. Greg is currently working on a campaign for further sector funding reform, and is also on the Community Services Board of SA's Portable Long Service Leave Scheme. He has a PhD in political economy, and prior to working at SACOSS, he was a senior campaigner and bush lawyer for The Wilderness Society.

Juanita Pope

Victorian Council of Social Service (VCOSS)

Juanita Pope was appointed Chief Executive Officer of the Victorian Council of Social Service (VCOSS) in November 2023.

A lawyer and consultant specialising in the not-for-profit sector, Juanita has 20 years' experience in not-for-profit governance and leadership.

She worked for almost a decade at Justice Connect as Head of Not-for-profit Law and, before joining VCOSS, held the role of General Counsel and Company Secretary at climate advocacy organisation The Sunrise Project. Juanita has also practiced in corporate law and at the Federal Court of Australia. She studied at the University of Melbourne (1998–2003) obtaining a Bachelor of Laws (Honours) and Bachelor of Arts (majoring in Australian Studies and Cultural Studies.

Stream 7 – Future thinking

Session proudly supported by Alcohol, Tobacco and other Drugs Council Tasmania

atdc
Alcohol, Tobacco and other Drugs Council Tasmania

7.1

How the climate crisis is impacting social services, and what's your role?

The climate crisis is a psycho-social entity (as well as an environmental one). Social services are on the front line of responding to the impacts of the unfolding disruption of our interlinked ecological and social systems – and not just for 'disaster' events. It's already happening, but it's not evenly distributed – yet. We have an increasing role in maintaining our greatest hope – resilient, supportive communities. Steve will explore what stops us from facing the crisis; how we can hold ourselves and each other while working through the challenges; and how to decide what is ours to do. Our communities need our leadership on this.

Steve Willing

Growth in Mind

Steve has facilitated and coached leadership and personal development for 30 years. He has a broad background in agriculture, youth-at-risk, outdoor leadership, human resources and organisational development – the common thread being understanding human thinking and behaviour. He's passionate about Adult Development and Climate Adaptation, which gives him unique perspectives on the internal aspects Climate Grief, our behaviour/avoidance of it, and how to work through it towards realistic hope and effective action.

UNIVERSITY of TASMANIA

Learning together to build our community services

We're committed to educating the community sector professionals of the future. From social workers to justice practitioners, policy experts to media managers, we want to produce the graduates Tasmania needs.

But we can't do it alone. Our students need opportunities to build their workplace skills and gain real-world experience.

We need your help to ensure our students, your future colleagues, experience the full value of our work-integrated learning programs. From speaking at our events, to student projects and full internships, your organisation can be part of the future.

And research shows work-integrated learning will benefit your organisation as much as it benefits our students.

Scan the QR code to visit our website and discover how you can get involved.



CRICOS 00586B

7.2

Courage to change: Trans and gender diverse inclusion in women's services

This presentation examines a change process (the Shaping Women's Services Project) undertaken by four Tasmanian women's services. The presentation explores how trans and gender diverse inclusive practice can be meaningfully integrated into a range of service settings and what it takes to do this important work.

The presentation will explain the rationale for the project, the role of collaboration and the way in which change processes were managed as these aspects provide useful lessons for anyone in the sector – whether they be reflecting on their individual practice, or an organisational change.

Key lessons for the sector will be:

- Working with trans and gender diverse people for change: We'll draw out some of the principles that can inform the sectors engagement with trans and gender diverse people to build inclusive and affirming services. We'll do this by sharing the considerations, practice points and communication strategies we used to recruit and maintain an empowered and engaged trans and gender diverse advisory group.
- Fostering reflective cultures: we'll share the impact of creating intentionally reflective spaces. We'll do this by explaining how we used a community of practice model and what this model was able to achieve over time. We'll also share examples of how leadership plays a role in creating a safe space to be 'wrong' in and what the impacts of this are on organisational culture.
- Handling push-back in the community, the media and politics: We'll define what we mean when we say push back and assess the risks of these. We'll share how the collaboration between women's services and with trans and gender diverse community members meant that each service felt supported in this work. We'll share examples of how being in coalition, good leadership and mentoring can enhance the ability of the organisation to manage push-back.

By showing how women's services can adapt and grow we offer a question to the rest of the sector: if these traditionally binary services can incorporate a non-binary view of gender and still be passionate advocates for women, surely any service can.

Lucinda Shannon
Women's Health Tasmania

Yalei Wilson
TGD Advisors Group

Yvette Cehtel
Women's Legal Service Tasmania

Lucy (she/her) has the good fortune of supporting the multidisciplinary team at Women's Health Tasmania that delivers support, counselling, information, referral and training so that everyone in lutruwita/Tasmania can access their reproductive rights. She is a social worker and is a committed advocate for inclusive services.

Yalei (they/them) is a Trans Non-Binary registered psychologist and clinical psychology registrar living and working on unceded palawa land in nipaluna (Hobart). They bring both lived experience and clinical expertise to their work, with a focus on improving the mental health and wellbeing of Trans and Gender Diverse (TGD) people through equitable and affirming support across public, private, and community settings.

Yvette (she/her) is the CEO of Women's Legal Service Tasmania. She is a lawyer with experience across the legal assistance sector in Tasmania, Government (including as a Ministerial adviser, working for CLO NZL and as a Judges Associate) and has experience in the community sector. She is committed to structural systems change to improve equality.

7.3

Best practices in living/lived experience story telling

Journalists often seek access to clients, staff and others involved with alcohol and other drug (AOD) services who can share their personal stories of lived and living experience of AOD use. These personal stories can challenge stereotypes, deepen public understanding of AOD use, and empower individuals by platforming their voices in issues that affect them. However media reporting can run the risk of stigmatising portrayals of AOD issues and inadvertently impacting the personal lives of people who chose to share their story.

This presentation discusses principles for good practice with media engagement on AOD issues. We will share ways to reduce risk, avoiding negative outcomes for the people sharing their stories and contribute to the wider goal of addressing AOD related stigma safely.

Dr Jackie Hallam and Lily Foster

Alcohol Tobacco and other Drugs Council (ATDC)

Jackie is the CEO of the Alcohol, Tobacco and other Drugs Council Tasmania. Jackie has a PhD in public policy from the University of Tasmania, her thesis was titled 'The Rise and Stall of Harm Reduction policy in Australia'. Deeply committed to alcohol and other drug policy, her career path reveals a lifelong learner, always searching for, and interrogating, contemporary evidence-based knowledge and using this to engage people in conversations. Jackie is proud to represent Tasmanian community managed organisations and the people who work in them.

Lily is a lived experience advocate and peer workforce leader based in northern Tasmania. She is a member of the Women Harm Reduction International Network (WHRIN) Strategic Advisory Board, the Tasmanian Health Senate Steering Committee, and currently works as Lived Experience Workforce Lead with Statewide Mental Health Services.

Lily is studying a Master of Social Work (Honours) and holds qualifications in applied health and creative arts and health. She is passionate about embedding the peer workforce across all areas of health, with a strong focus on mental health and AOD.

7.4

Leading through reflection: Cultivating a culture of critical practice in community services

The community services sector is in a constant state of change, requiring fresh and innovative approaches to collaboration and leadership. To navigate this evolving landscape, leaders within Anglicare Tasmania's Community Services must develop and refinetheir reflective leadership skills—not just to achieve best practice, but to cultivate a culture of leading practice within their teams.

Establishing a Reflective Practice Forum for Leaders

At the heart of this initiative is the development of a dynamic reflective practice forum—an intentional space for leaders to critically examine their work, challenge assumptions, and enhance their decision-making.

Why Reflective Practice Matters

Critical reflection is one of the most essential aspects of our work. Without it:

- Our actions risk becoming routine and procedural rather than intentional and impactful.
- We lose agency, allowing external forces to dictate our approach.
- The deeper "why" behind our work often gets overshadowed by immediate demands.

By engaging in reflective practice, we:

- Develop a constructivist awareness of the ever-changing nature of our work.
- Examine the assumptions, categories, and discourse shaping our problem-solving.
- Make our actions visible—deeply enough to drive meaningful change while recognising power dynamics.
- Strengthen both cognitive and conscious awareness, ensuring we reflect with purpose.

Understanding the Use of Self

Self-awareness is crucial, particularly in how we protect and project aspects of ourselves in response to challenges. A psychoanalytic lens helps us recognise:

- The defended self—how we unconsciously shield ourselves from difficult realities.

- The projected self—how we transfer our own emotional burdens onto those around us.
- The layered self—how we balance what is bearable and what is actionable in our roles.

The Challenge Ahead

With all these insights, one key question remains:

How do we, as a team, create the time and space to engage in the reflection that is vital to our work? By prioritising reflective practice, we empower ourselves not just to keep up with change, but to lead it.

Ben McGregor

Anglicare Tasmania

With nearly two decades of experience in mental health and community services, Ben brings a blend of leadership and strategic insight, overseeing service delivery and guiding key initiatives. His expertise in practice oversight and corporate governance, along with a personal commitment to mental health, drives his passion for enhancing performance, optimising resources, and building strong stakeholder relationships to achieve impactful outcomes.

Stream 8 – Collaboration and impact

8.1

The success of collaboration: Supporting young people and the future

This session explores the power of collaboration in shaping better outcomes for young people, with a focus on Tasmania's children's hearing health sector. Drawing on the idea that it takes a village, the presenters will highlight how cross-sector cooperation, diverse perspectives and relationship-building can create a stronger support ecosystem. The session includes a short guided reflection to prompt attendees to consider their own role in shaping the future—what hurdles they face, what action they could take, and who in the room they might connect with. A real-life case study from The Shepherd Centre will demonstrate the impact of a wraparound, interdisciplinary model, supported by the personal story of a young person with hearing loss and their family. The session will conclude with an open Q&A, encouraging further discussion and connection among participants.

Dr Aleisha Davis and Hannah Katz

The Shepherd Centre

Dr Aleisha Davis was appointed CEO of The Shepherd Centre in January 2023. Aleisha joined The Shepherd Centre in 2003 after completing her Masters in Applied Linguistics at Cambridge University in the UK. First joining as a speech pathologist, and over her 22 years with the organisation has made considerable contributions to the field of paediatric audiology, and the lives of the children and families who the Shepherd Centre supports.

Hannah has been involved with The Shepherd Centre since 2022 when, after struggling with hearing loss herself, was inspired by the work of the Shepherd Centre to walk the length of New Zealand in a fundraising mission. Having recently relocated back to Tasmania, Hannah is now the Key Relationships Executive for Tasmania and comes from a background in business across various industries, in roles focused primarily on people, growth and relationship development.

8.2

Better Together; understanding how shared decision-making and community-led governance supports transformational change

This highly interactive 15-minute session invites service providers to step into the complexities of shared decision-making. Rather than a traditional panel, participants will engage directly with real-world scenarios drawn from the development of The Canopy—a co-located service hub in Burnie led by the Primary Years Action Group (PYAG). Through facilitated group activities, attendees will explore how power is held and shared in decisions around program design, referrals, space use, and hiring. The session highlights the discomfort and challenge of shifting control, while offering practical insights into how service providers can support community-led governance. Participants will leave with a deeper understanding of how shared decision-making fosters more inclusive, responsive, and transformational outcomes

Deanna Hutchinson and Taylor Woodward

Burnie Works

Taylor Woodward is a passionate community advocate born and raised in Burnie. A mother of two, she brings lived experience and deep insight into navigating local services and systems. Taylor is a consistent voice for change, known for her ability to connect community perspectives with government and service providers.

She is a founding member of the Primary Years Action Group (PYAG) and has played a key role in the development of The Canopy—a co-located service hub designed to meet the diverse needs of families in Burnie and surrounding areas. Taylor's leadership in the redesign of the Books in Homes project reflects her commitment to community-led governance and shared decision-making.

Deanna Hutchinson is the CEO of Burnie Works, where she leads a small, diverse team working to shift the systems that keep disadvantage stuck in place in North West Tasmania. With a PhD and experience alongside politicians, defence leaders, Nobel Prize winners, astronauts, and Elders, she brings sharp thinking and a strong sense of purpose to her work. Deanna's current focus is co-designing governance that puts communities in the driver's seat. She's been called a provocateur, a nerd, and a fierce advocate for the people her work is meant to benefit. She leads with vulnerability, encourages curiosity, and sees failure as a great teacher. Credentials aside, she's clear she doesn't have all the answers—and she's here to learn.

8.3

The About Me Project: Fostering a culture of inclusion through innovative information sharing practices and collaboration

Utilising a case study of an About Me participant, this presentation explores how the Project provides innovative tools that contribute to wider systemic solutions and cultural changes. The Project was established to address two desires often expressed by people with disability: being part of the change on issues that impact them and not having to tell their story repeatedly. The case study will be used to prompt the audience with questions around community attitudes and inclusiveness to people with disability now and looking into a future shaped around genuine inclusion.

This presentation will cover topics including:

- The program includes four "modules": Educate Me, Employ Me, Healthy Me and Support Me. Through a series of capacity building activities, each module develops a personalised script for a succinct video to communicate an individual's likes, dislikes, strengths and needs. For Support Me, for example, the intended audience includes disability support agencies and individual workers: "Watch this before you first work with me", one participant now says. Employ Me communicates to prospective or current employers, allowing the person to self-advocate for the workplace supports they need and the unique strengths and skills they bring. Healthy Me facilitates communication with a person's healthcare providers and Educate Me supports children and young people to communicate their needs to teaching staff in a educational context.

- What does inclusion look like in your workplace, your community at present? How do you explore your community's needs and offer supports in ways that are respectful, proactive and authentically strengths based?
- The Project is pioneering further innovative and person-centred solutions. After extensive trials of About Me program delivery across various digital platforms, a highly accessible bespoke digital platform is under development. The digital platform will support access both to the program and to video sharing for participants after completing a module and will increase equity of program access across all of Tasmania.

Bill Fulton

Brain Injury Association of Tasmania

Bill brings extensive experience, skills and expertise in project management, advocacy, lived experience engagement and codesign to the Brain Injury Association of Tasmania's About Me Project. Bill is a qualified teacher. Prior to joining the Brain Injury Association of Tasmania in 2023, Bill taught across primary and secondary years, specialising in flexible education for youth at risk. Bill has lived experience of brain injury from a significant accident in 2001.

8.4

Lived experience co-design for impact: Knowledge gaps and evidence from lived experience realities

This presentation aims to draw on three recent projects to demonstrate how we undertook this process to harness the Lived Experience expertise, skills and commitment of dedicated mental health Lived Experience co-design working groups. These three case studies of collaboration, collective wisdom and action will provide the audience with powerful examples of why this approach is vital for identifying key realities of Lived Experience that are often missing in policy, practice and research. They will demonstrate how co-designing with Lived Experience does not need to be seen as too hard or too time-consuming, and how it can lead to better overall outcomes and more innovative tools with real impact when we involve Lived Experience at the beginning and throughout the process. The three case study examples include the co-design of: (1) Lived Experience (Peer) Workforce Readiness Checklist with the National Mental Health Consumer Carer Forum; (2) National Survey on Lived Experiences of Oral Health and Mental Health; and (3) Resources for Realising Everyday Human Rights for People with Psychosocial Disability. Each of these examples will demonstrate forward-looking solutions and practices that leverage the power of collaboration and collective action through the power and expertise of Lived Experience.

Professor Sharon Lawn

Lived Experience Australia

Sharon is Executive Director of Lived Experience Australia, a national mental health peak bringing personal and family carer perspectives to systemic advocacy. Sharon is a researcher at Flinders University, previously lead SA Mental Health Commissioner in 2020–21, and worked in mental health, aged care and disability services for 23 years. Sharon undertakes diverse mental health Lived Experience research, particularly addressing co-occurring physical health and mental health, stigma and coercion in care, inequity, and systems.

Aislin Gleeson

National Mental Health Consumer Carer Forum

Aislin Gleeson is a Family Carer Peer Worker for Tas Health Older Persons Mental Health Services, Representative for Mental Health Family and Friends, Lived Experience Australia Representative Panel member, and the current Tasmanian Carer Representative on the National Mental Health Consumer and Carer Forum. Her work is driven by embedding recognition of the role of family, friends and identified supports in the mental health recovery journey while being supported to maintain their own health and well-being.

Stream 9 – Industry sustainability

9.1

Cultural diversity: Key to future workforce success

As the community services sector grows, building a diverse and adaptable workforce is essential. The presentation will focus on how cultural diversity can drive success in early education and care, aged care, disability support, and social services, and how Multicultural Council of Tasmania (MCOT)'s strategic projects can assist the industry with practical tools. With increasing demand for these services, a workforce that reflects the communities, brings innovation, fresh perspectives, and new ideas that enhance care and services is crucial.

MCOT's Multicultural Employment Project targets the early education, care, and aged care sectors, aiming to break down barriers and create inclusive workplaces for migrant workers. By supporting employers to engage and retain a culturally diverse workforce, we help these sectors better serve our multicultural society with innovative solutions. Understanding cultural differences is vital in fields like early education and aged care, where personalised, high-quality services are key.

The Diverse Leadership Program focuses on developing emerging migrant leaders in these sectors. It empowers participants to lead diverse teams, navigate cultural differences, and inspire others. By fostering leadership from all backgrounds, we are ensuring a future with capable, forward-thinking leaders in early education, aged care, disability support, and social services.

Research shows that cultural diversity leads to improved decision-making, innovation, and empathetic service delivery. In early education, aged care, disability support, and social services, this results in better client outcomes, stronger service delivery, and deeper community connections.

The presentation will highlight the upcoming graduation of the Diverse Leadership Program 2025 in Launceston and the Multicultural Tasmania Employer Conference 2025 in Hobart. These events will celebrate emerging leaders and the ongoing importance of cultural diversity in community services.

Darya Kuznyetsova

Multicultural Council of Tasmania

Darya Kuznyetsova moved to Tasmania from Ukraine in 2020, having to navigate a job market impacted by the COVID-19 pandemic. After accessing tailored employment services for migrants to find her first employment, she eventually transitioned into roles supporting other migrants in overcoming employment barriers. With a background in publishing, event management, language teaching, and client management, Darya quickly built a successful portfolio helping migrants find work and employers diversify their workforce.

As Community Development Lead - Strategic Projects at the Multicultural Council of Tasmania, she focuses on promoting economic participation for migrants and refugees. Darya works with employers to create culturally inclusive workplaces through the Multicultural Employment Project and Multicultural Tasmania Employment Conference.

A graduate of the Pilot Diverse Leadership Program, she is passionate about advancing the program's evolution. Darya also volunteers as Vice-President of the Association of Ukrainians in Tasmania.

9.1

A sustainable industry for all Tasmanians

A practical workshop to develop a suite of operational sustainability measures that will support the sustainability of Tasmania's community services industry. The workshop will elicit creative and strategic proposals, that go beyond increasing funding. Including consideration of government's practices that create barriers to sustainability. These may include initiatives such as: standardised contracts; reducing reporting duplication across agencies; streamlined standards and quality reporting; simplified policy submission processes. This session forms part of a broader consultation as part of TasCOSS' community services industry sustainability program.

Bronwyn Tilbury

TasCOSS and the Tasmanian Coalition of Community Service Peaks

Bronwyn leads the Industry and Impact Team at TasCOSS. This team aims to support and enable a thriving, connected and impactful community services industry across the state. Bronwyn has worked in international development and feminist movement building throughout her career. She spent her early career living and working in Fiji working with queer and feminist movements. Bronwyn has extensive experience facilitating groups across Southeast Asia, the Pacific and Australia, utilising feminist facilitation and collaborative decision making methodologies.

9.3

Workforce planning across the care and support sectors

HumanAbility, the Jobs and Skills Council for the care economy, will be releasing its 2025 Workforce Plan imminently. Building on the last Workforce Plan, it considers seven challenges each sector within 'care and support' are facing: labour force shortages, skills gaps, training and qualification needs, diversity and inclusion, policy and regulatory settings and career pathways in the context of workforce forecasts and the national reform environment.

Olivia will share insights from the Workforce Plan and initiatives (proposed or underway) to contribute to strengthening a sustainable, well trained care and support workforce.

Olivia Greenwell

HumanAbility

Olivia is a public affairs strategist with extensive experience in public policy, media and communications and government relations. Olivia has worked in international development, the women's legal and community sectors on policy issues including reforming the family law and child support systems, misidentification, reducing the criminalisation of young people in the care system and lifting rates of income support. She has led organisational strategies to engage or respond to multiple federal budget and elections and has overseen the development and implementation of national, multi-million-dollar, award-winning behaviour change campaigns to address violence against women.

Closing plenary session

Leadership Panel Discussion: Collaborating for impact

This leadership panel brings together a dynamic group of leaders from across Tasmania's corporate, government and community sectors to explore what collaborating for impact means in practice — and how it can help drive meaningful, systemic change.

The aim of the panel is to generate thoughtful discussion, draw out diverse perspectives from the panellists.

Christine Finnegan

Tasmania JackJumpers

Christine Finnegan is the Chief Executive Officer of the Tasmania JackJumpers.

Christine joined the club from its inception to the National Basketball League in 2020 and has played a pivotal role in the club's ongoing success both on and off the court, culminating in the 2024 NBL Championship, which created history in the Australian Sporting Landscape.

Having built a strong and sustainable brand at the JackJumpers, Christine has brought together a family of iconic Tasmania and Australia companies on to partner with the JackJumpers to help positively impact the community, while doing Tasmanians proud on the court. She oversees all non-basketball activity including driving all revenue streams, brand sentiment and activations, events and community.

She has recently been appointed to the board of the S.H.E Foundation, elevating the charity's fundraising and awareness efforts for thousands of women suffering gynaecological cancers.

Vaughn Bennison

Disability Voices Tasmania

Vaughn is the Executive Officer of Disability Voices Tasmania, and comes from a management and broadcasting background, but has experience in policy development and advocacy. He served for eight years as Manager of Print Radio Tasmania, a state-wide broadcast service specialising in information provision for people with disability. He was also Program Manager with visibility Tasmania, providing services to Tasmanians who are Blind or Vision Impaired. He is a staunch advocate for disability rights and in particular, the need for all organisations to employ people with disability at all levels. Vaughn was inaugural chair of the Tasmanian Branch of Blind Citizens Australia, was Chair of RPH Australia for four years and has held several other committee roles within Tasmania and interstate.

Jacqui Parker

TasWater

Jacqui Parker is Manager Customer Support at TasWater, leading a dedicated team to support vulnerable customers in tough times. With a background in criminal law—particularly family violence—and coronial investigation, Jacqui has practical insight into the complex experiences that shape community wellbeing. Her work extends beyond office walls, including several years managing remote and wilderness events. Alongside her continuing leadership role at a desert ultramarathon, Jacqui enjoys running and hiking Tasmania's pristine wilderness. She's committed to shaping a future where compassion and resilience guide customer interactions across essential services.

Deanna Hutchinson

Burnie Works

Deanna Hutchinson is the CEO of Burnie Works, where she leads a small, diverse team working to shift the systems that keep disadvantage stuck in place in North West Tasmania. With a PhD and experience alongside politicians, defence leaders, Nobel Prize winners, astronauts, and Elders, she brings sharp thinking and a strong sense of purpose to her work. Deanna's current focus is co-designing governance that puts communities in the driver's seat. She's been called a provocateur, a nerd, and a fierce advocate for the people her work is meant to benefit. She leads with vulnerability, encourages curiosity, and sees failure as a great teacher. Credentials aside, she's clear she doesn't have all the answers—and she's here to learn.

Lisa Coulson

Tasmanian Aboriginal Council

Lisa Coulson is a proud palawa women, who has been the Northern Regional Manager of the Tasmanian Aboriginal Centre for over 15 years.

Lisa previously worked as the Director of the Tasmanian Aboriginal Child Care Association in Launceston and currently licensee of the Aboriginal Children's Centre in nipaluna Hobart.

Lisa is actively involved in Tasmania's Close the Gap agenda and represents Tasmania on the National Early Child Care Development Policy Partnership forums.

Lisa works collaboratively within the Tasmanian Aboriginal Centre and with government departments and funding bodies, to develop staff and programs to support improved outcomes and self determination for palawa People in lutruwita - Tasmania.

TasCOSS Conference 2025

Shaping our future together

Tailrace Centre, Launceston

12–13 August 2025



TasCOSS

Partner profiles

Silver Partner

Secure Your Future with the Public Trustee.

The Public Trustee has been supporting Tasmanians for over 100 years—providing trusted, professional help with planning for the future.

We assist with preparing important estate planning documents, including Wills, Enduring Powers of Attorney, and Enduring Guardianships—ensuring your wishes are protected and understood.

We can also act as your independent executor or attorney, providing peace of mind that your affairs will be managed professionally and without emotional stress on loved ones.

If someone is no longer able to manage their financial affairs due to a decision-making impairment, and has no one else who can help, the Public Trustee can be appointed as a safety net administrator, offering stable and supportive financial management.

Having the right documents and support in place now can reduce stress for you and your family later.

To make your plan, call 1800 068 784 or visit www.publictrustee.tas.gov.au

Health and Wellness Partner

St Lukes has a vision to make Tasmania the healthiest island on the planet.

We're proud to play a crucial role in connecting Tasmanians to each other, to the right support and to the services that make health and wellbeing easier.

We're investing back into the community, establishing wellness hubs across the state where individuals – member or not – can gain health knowledge through informative sessions and services. With a focus on movement, nutrition, and connection, we've been thrilled by the community's response to this new model of care.

St Lukes is also advocating for a modern healthcare system our community can rely on and be proud of, collaborating with hospitals, governments, healthcare, and community providers to ensure we deliver the best healthcare and wellness options we can.

By empowering Tasmanians to take control of their own health, we want to ensure future generations enjoy not just good health – but excellent health for decades to come.

Visit St Lukes

Coffee Cart Partner

Water is essential to life, and to the way Tasmania lives, grows, and prospers. At TasWater, our role goes far beyond infrastructure.

We're here to support the wellbeing of communities, protect the environment, and enable economic growth across the state.

At the heart of our operations is a focus on sustainability, innovation, and care for Tasmania's people and environment.

Through programs like TasWater Assist, we support customers experiencing financial hardship, offering tailored help to ensure access to essential water services during difficult times. Our commitment to community, customer care, and responsible water management reflects our vision of building a better future for Tasmania, together.

Partner profiles

Networking Event Partner

The Power People Project is helping Tasmanians save money on their energy bills.

With rising energy costs, the Power People Project helps people understand their energy use and take simple, practical steps to save money.

Our Power People deliver free, accessible energy literacy sessions right across Tasmania, tailored for the people you support; whether they're older Tasmanians, renters, people with disability, or others facing hardship.

We aim to build confidence and knowledge in your clients so they can take control of their power bills.

Visit us at the Power People exhibit to find out how we can support your clients to reduce their energy costs.

The Power People Project is proudly co-designed by the Tasmanian Men's Sheds Association, TasNetworks and Aurora Energy.

Delegate Partner

HESTA is a specialist industry super fund with deep connections to health and community services and those who, like them, make our world better. HESTA invests in and for more than 1.05 million Australians. Investing in a sustainable future and making strong financial returns are not mutually exclusive at HESTA – there doesn't have to be a trade off! We call this Super with impact™, and our long-term results are helping our members feel more confident about achieving the financial security in retirement they want and deserve.

Super with impact™ is the positive outcome we create by supporting our members to face the future with confidence, being a gutsy advocate for a fair and healthy community, and delivering investment excellence with impact.

Together, we can work for real-world impact.

For more information on Super with impact go to hesta.com.au/impact

Session Partner

The Alcohol, Tobacco and other Drugs Council Tasmania (ATDC) is Tasmania's peak body supporting community organisations, and the people they assist, to reduce alcohol, tobacco and other drug (ATOD) related harm. Our vision is a Tasmania without ATOD related harm or discrimination. As an independent not-for-profit organisation, the ATDC represents a broad range of ATOD community-managed organisations. These organisations provide information and awareness, prevention and early intervention, harm reduction, and specialised treatment and recovery services and programs.

Session Partner

Brand Tasmania's mission is to inspire and encourage Tasmanians, and those who want to be Tasmanian, to quietly pursue the extraordinary.

The Tasmanian brand is so much more than a logo or a tagline. It's about our people and what they've achieved through struggle, hard work, and ingenuity. Our role is to express this unifying story, to help you tell your own stories through the lens of the Tasmanian brand story, and to invite all Tasmanians to be a part of it.

Partner profiles

Session Partner

Primary Health Tasmania (Tasmania PHN) is a non-government, not-for-profit organisation working to connect care and keep Tasmanians well and out of hospital.

Part of the Australian Government's Primary Health Networks program, we promote and support a coordinated, primary care-focused health system delivering the right care in the right place at the right time by the right people.

We also commission community-based health services to address local health needs, and contribute to system improvements.

www.primaryhealthtas.com.au

Session Partner

Learning together to build our community services

The University of Tasmania is passionate about teaching the next generation of community sector professionals. Our programs equip students with the knowledge, skills and values needed to thrive in roles across social work, justice, policy and media. Through innovative work-integrated learning, students apply classroom theory in real-world settings, deepening their understanding and preparing them for meaningful careers. We are proud to educate graduates who will strengthen Tasmania's community services and lead positive change.

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