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**Community Support & Services Network**

**(CSSN)**

**Terms of Reference**

**October 2022**

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**Terms of Reference**

**Background**

Hepburn Shire Council is committed to improving the accessibility and visibility of community services in Hepburn Shire. Community services may be provided by Federal, State or Local Government or by charity, social enterprise or not for profit organisations. Local community groups may also be providing place-based services where service gaps exist, and local expertise is required.

**Purpose of the CSSN**

To improve the visibility and accessibility of community services by strengthening the practitioner network, increasing referrals, promoting services, and advocating for funding parity and for solutions to gaps in the service network.

**Objectives of the CSSN**

* Provide a space for practitioners across all community services to network, form contacts and relationships with one another
* Strengthen referral networks between services
* Increase visibility of services between service organisations, agencies, and community groups
* Increase visibility of services to Hepburn Shire communities
* Increase accountability for service delivery to Hepburn Shire communities
* Identify service network gaps

**Roles and Responsibilities**

**CSSN member’s role is to:**

* Attend quarterly network meetings
* Share information about their service, including their scope, days and hours of operation, and their contact details
* Strengthen local referrals between services
* Add and maintain the details of their service on the [Ask Izzy](https://askizzy.org.au/) website, which will be the portal utilised to increase visibility of local services
* Share information about events, programs, funding opportunities etc that may be relevant to the rest of the network
* Cross-promote relevant events, programs etc of other service providers

**In support of the CSSN, Council will:**

* Organise a Chair for the meetings
* Provide administrative support for the meetings, including scheduling meetings, organising venues, creating an agenda and updates to the community
* Provide a venue for the meetings
* Maintain a list of attendees
* Promote the CSSN on the Council website
* Promote available services via Ask Izzy on the Council website
* Play a key role in advocating for funding and for solutions to gaps in the service network

**Membership**

* Practitioners who are delivering community services in the Hepburn Shire area
* Practitioners can be from Federal, State or Local Government or from non-Government organisations such as charities, social enterprises and not for profit organisations
* Employees or volunteers from local community groups that are delivering services in Hepburn Shire
* ‘Community services’ are defined as *“services that offer support to the public by way of information, advice, practical help, or a combination of services.”*

**Meetings**

* The meetings will be held quarterly (every three months) in a community venue
* The meetings to be held on Thursday’s 9:30am-11:30am

**Code of Conduct**

* Behave in a courteous, respectful, and professional manner at all times
* Allow all members to speak uninterrupted
* Never demonstrate any form of discrimination
* Value different opinions
* Maintain confidentiality as required

**Review of Terms of Reference**

* The Terms of Reference will be reviewed annually
* Next review due – October 2023

**References**

[Hepburn Shire Council Plan 2021-2031](https://www.hepburn.vic.gov.au/files/assets/public/residents/documents/final-community-vision-and-council-plan-2021-2025.pdf)

**2.0** A healthy, supported, and empowered community

**Priority Statement:** **2.2** Increase the availability and accessibility of services in the Hepburn Shire area to support liveability, health, and wellbeing.

**Strategy:** **2.2.1** Conduct a gap and needs analysis of local health and community services to support advocacy for funding parity

**Strategy: 2.2.4** Develop services networks to increase community awareness and access to local services