



Strengthening communities, supporting families and social inclusion



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OVERVIEW

The Strengthening Communities, Supporting Families and Social Inclusion stream examined the challenges facing Australian families and communities in the context of enormous social change. The group was asked to consider the following questions ahead of the summit:

- Community and family life can give people the support, resilience and outlook they need to play a full part in Australia's future. What can we do to enable local communities to provide social networks and support to every member?
- What are the root causes and consequences of social exclusion? What roles can different sectors play in tackling them?
- What measures can we take to ensure that people feel safe in their homes and communities?
- What roles do the government, business and community sectors play in helping families care for older Australians, children and people with a disability?
- How do we ensure that all Australians have access to housing that is affordable, secure, safe and accessible?
- What can be done to help new Australians settle and participate in the community?
- Some localities experience chronic disadvantage. What needs to be done to ensure that communities have the appropriate physical and social infrastructure to foster people's health and wellbeing?

This stream's deliberations began with an address from the co-chairs, along with one from the 2020 Youth Summit representative. Participants then split into 10 groups to discuss three questions:

- What are the key characteristics of Australia in 2020 that support communities, families, social inclusion?
- What are the key challenges we face in reaching these goals by 2020?
- What are the key questions we need to ask?

The groups regrouped to report on the outcomes of their discussions. Scribes' notes of the points raised in these initial discussions are included at Attachment A. Based on these reports, the stream identified six main themes for further discussion. Each of these themes was then considered in turn by rotating groups of around 20 participants, with each participant asked to present their 'big idea' relevant to that theme. Groups then voted in order to produce a list of three or four top ideas to present to the whole stream in a plenary session on the Saturday afternoon.

An initial report, prepared by the facilitators and the co-chairs on the Saturday night, was distributed to participants when the stream reconvened on the Sunday morning. There was much debate about the direction the discussions had taken on Saturday and the extent to which participants' ideas were being captured.

After this, the stream split into groups again to refine their themes and ambitions and to come up with 'top ideas'—a big idea, a big policy idea and a cost-neutral idea.

The stream came together for the final time on Sunday afternoon, when the lists of top ideas from each group were narrowed down to the final ideas for presentation to the entire summit.



AMBITIONS

Discussion about the ambitions for the stream continued throughout the weekend, reflecting the diversity of opinions within the stream. The ambition statement agreed on the final day of the summit was as follows:

- By 2020 Australia is known throughout the world for its diverse, compassionate, fair and respectful society.
- By 2020 every Australian:
 - is valued by and participating in society
 - has meaningful access to education, health, housing, work, justice, care and life opportunities
 - has a safe, healthy and supported childhood that allows them to fulfil their potential
 - feels a sense of belonging.
- By 2020 Australian society:
 - embraces and celebrates Indigenous people
 - focuses on long-term prevention and is experiencing the benefits of a return on social investment
 - regards social inclusion as equal and integral to a buoyant economy and a healthy environment.

THEMES

After the first small-group discussion session, the following six themes were agreed upon:

- responding to disadvantage
- building community ownership
- leadership structures, processes and partnerships
- our common values
- social inclusion as a first-order issue
- stronger families.

During the weekend these themes were discussed and refined, with the following four themes presented to the entire summit on Sunday afternoon:

- making social inclusion a top priority
- building and strengthening local communities
- supporting and empowering families
- reducing poverty and disadvantage.

BIG IDEAS AND COST-NEUTRAL IDEAS

Over the course of the two days almost 200 individual ideas were raised by participants. The following big ideas and cost-neutral ideas were agreed by the stream as a whole.

BIG IDEAS

- Establish a Charter of Human Rights and a National Action Plan on Social Inclusion.
- Place greater emphasis on early intervention and prevention.
- Develop a National Development Index underpinned by specific measurable indicators of social inclusion.
- Establish a National Disability Insurance Scheme.

COST-NEUTRAL IDEAS

- Develop a micro-finance scheme.
- Establish a national housing foundation, with a small percentage from the sale of every property in Australia to go to public housing and homelessness.
- Develop a non-violence statement, sponsored by the Prime Minister, including a compact with the media.
- Introduce a volumetric alcohol tax, with revenue to go to treatment for alcoholism.
- Recognise same-sex civil unions.
- Reform funding arrangements for the community sector (including longer term flexible and responsive funding).

Most of these ideas were discussed by multiple groups during the two days. The ideas were refined, amended and added to through these discussions. In the record of discussion that follows, new ideas are numbered as they arise. To avoid duplication of numbering, however, those ideas that have already been identified and numbered are presented with a reference to their original number.

RECORD OF DISCUSSION: SATURDAY

In opening the discussion, the co-chair Minister Tanya Plibersek noted that the summit provided a historic opportunity to think big and to think in the long term. She said social inclusion was a main theme for the stream and defined the term to mean that one's birth does not determine one's destiny. Another theme was connectedness—how do we build connectedness to family, community, society and the nation?

Co-chair Tim Costello spoke about the three sectors of society. Government, or those who seek power, is generally known as the first sector. The market, or those who seek profit, is known as the second sector. And, while the community sector is known as the third sector, it is actually the foundational sector. He proposed the following measures be considered: increased taxation on alcohol, restrictions on alcohol sales and a national campaign against intoxication, as well as a rent-to-buy scheme to help young people own homes.



Sam Haddid relayed the main messages from the Youth Summit. Among others, these were:

- In thinking about hopes for the future, it is easy to forget about early intervention strategies.
- Policies should be founded on prevention, differentiating symptoms and causes.
- Funding models for the community sector must be streamlined to allow efficiency and innovation.
- By 2020 families must be able to spend time together without losing the opportunity to work.
- Children should have more opportunities to spend time with their fathers.
- Australia should have a publicly supported system of paid parental leave.
- Develop a national strategy for migrant and refugee resettlement, with extended support.
- Encourage classroom discussion of gay, lesbian and bisexual issues, including gender roles and diversity.
- Replace sex education in schools with compulsory 'safe relationships' studies.

Theme 1: responding to disadvantage

Discussion under theme 1 focused on ways of including the most at-risk members of Australian society, including those living in poverty, migrants, prisoners, Indigenous Australians and young people.

There was broad support for the development of a national strategy or action plan to address poverty, including the establishment of an independent Poverty Commission to set minimum standards for income and entitlements. The strategy could be called a National Inclusion Plan and would involve clear evidence-based targets and goals. It was envisaged that a Poverty Commission would be independent of government. There was support for the inclusion of an Accommodation Guarantee within the national strategy, to increase the amount of low-cost and rental housing available in Australia. Some participants also argued that any such strategy must take into account the role of drugs and alcohol as a major cause of poverty in Australia.

Another key topic for discussion was the level of services provided to migrants and refugees in Australia. There was support for the development of a coordinated Migrant and Refugee Resettlement Strategy, which could include a residential induction program covering basic English, culture and values, an introduction to Australian institutions such as banks and the health system, and 'how to's', such as 'how to get a job' and 'how to find accommodation'. It was also suggested that volunteers run workshops on citizenship and life in Australia, replacing the current citizenship test and the time-based qualification rules to become a citizen.

There was broad discussion of the establishment of community hubs as one-stop shops for government services. In particular, participants noted the need for hubs to include employment services, primary health services, and pharmacy, housing and early childhood services. Hubs were also seen as a tool through which data on the structural causes of disadvantage could be captured. While there was general support, some participants noted the risk that access to hubs would be restricted in rural communities. It was also argued that hubs would not be able to provide the specific services that children require.

Participants expressed support for an early intervention strategy to provide support for children, at key transition points in their lives. It was argued that any approach to children and young people should be holistic and include technology and parent education. Participants noted that, without support from family or other significant adults, programs aimed at children were unlikely to succeed.

On the basis of these and other discussions, the participants who considered this theme voted on the following top ideas for responding to disadvantage.

IDEAS

- 6.1 Develop a national poverty strategy, including an Accommodation Guarantee, with clear targets and goals, to be oversighted by an independent Poverty Commission.
- 6.2 Establish community hubs as one-stop shops for all services.
- 6.3 Develop an early intervention strategy at key transition points, including early childhood and adolescence, and increase the budget for this by 2020.
- 6.4 Develop a Migrant and Refugee Resettlement Strategy.
- 6.5 Establish a micro-finance scheme in the form of an investment capital fund to help disadvantaged people set up small business.
- 6.6 Create a National Disability Insurance Scheme, similar to a superannuation scheme, to support the families of people with brain injury from birth or from non-insured accidents.
- 6.7 Develop compact agreements, underpinned by goals and targets, between employers, government and community enterprises to support the unemployed into jobs and housing.
- 6.8 Create an 'education passport' for parents, outlining what children need from a developmental perspective at each milestone. This could be similar to the immunisation passport but provide more detailed information covering broader issues facing parents with young children, including practical, tangible advice for parents.
- 6.9 Provide free access to vocational education and training programs for every unemployed person.
- 6.10 Replace the language of disadvantage with positive words.
- 6.11 Close the gaps in Indigenous health and, until these gaps are closed, provide financial assistance to deal with funeral costs, as well as community support.



Other ideas raised under this theme were as follows.

IDEAS

- 6.12 Make early childhood centres more community based to identify the most disadvantaged but at the same time relevant for the community, all children and all parents.
- 6.13 Address institutionalised exclusion such as prisons: reinvest what is squandered in the formal justice system on inclusion programs.
- 6.14 Legalise all drugs in Australia: this would reduce crime.
- 6.15 Sponsor interventions and assistance from an education viewpoint for young people at risk or of disadvantaged background. Use aged and retired workforce as mentors to support this.
- 6.16 Ensure that young people have appropriate representation so they don't fall behind.
- 6.17 Bring all Indigenous Australians out of disadvantage from early childhood through to old age and address current service gaps for Indigenous Australians.
- 6.18 Enshrine constitutional recognition of Indigenous Australians as the first nation.
- 6.19 Develop a campaign on what we do with tax to revive the concept of 'the common good'—why tax is good for the community, what we do with tax, how it is used.
- 6.20 Provide tax incentives for businesses to support the social inclusion agenda.
- 6.21 Establish a social investment fund by corporate and voluntary individuals, matched dollar for dollar by government, to fund innovative social inclusion programs.
- 6.22 Equip early childhood teachers to deal with child protection and child abuse.
- 6.23 Establish a coordinating body and plan of action to combat violence against women.
- 6.24 Create a 'day in the life of ... being disabled/disadvantaged/Indigenous' to allow others to understand the reality of social exclusion.
- 6.25 Develop a matrix of problems when working with the homeless to better fund services and lead to integrated solutions.
- 6.26 Provide special support services specifically for children, including 24-hour youth centres and safe places to escape violence and sexual abuse.
- 6.27 Establish programs for young offenders across a range of industries, such as the automotive industry, where cars are repaired and rebuilt by offenders and then are given to sole parents who have had their car stolen.
- 6.28 Ensure that prisoners receive the education and trade skills needed to secure employment after their release from prison, as a way to reduce the number of re-offenders. A secure job needs to be available for each prisoner (with appropriate conditions), upon release from jail.

Theme 2: building community ownership

Discussion of theme 2 focused on ways of encouraging and supporting community engagement, particularly at the local level.

There was strong consensus that local solutions are crucial and that decision making needs to occur where issues are faced. Participants across the groups recognised a need for community organisations to be well resourced, and there was support for capacity-building initiatives. There was also strong shared view that funding for community organisations was excessively regulated. A Charter of Community

Engagement, supported by an Office of Social Innovation, was seen as a way to devolve decision making, with the government providing support but not advice.

Participants also discussed the idea of establishing one-stop shop–style community hubs, similar to those proposed under the theme of addressing disadvantage. Participants looked to the example of Services Canada, which provides Canadians with a single contact point and telephone number for a range of government services, such as immigration, employment and education. However, while some participants supported hubs as a way to provide integrated service delivery across all levels of government, there was also a view that one-stop shops were an antiquated approach that risked excluding those who could not access the physical hub. Rather, it was suggested that hub-style ideas be moved out of the physical space and into an online space.

The top ideas voted on under this theme were as follows.

IDEAS

- 6.29 Establish an Office of Social Innovation and a Charter of Community Engagement. The office would have equal government, corporate and non-profit funding, and its first task would be to develop a Charter of Community Engagement to outline how the government goes about engaging with the community in the process of developing and delivering public policy. This would include an agreement to take a national approach to community facilitation.
- 6.30 Establish Services Australia—a street-level one-stop shop with integrated governance.
- 6.31 Establish a corporate community insurance scheme or ‘community chest’ strategy. This would leverage economic activity to community building, including a Life. Be in it–style campaign to encourage workplace giving. This would also include broadly applied tax incentives for social inclusion activities and for businesses that employ homeless people.
- 6.32 Deliver solutions locally, and take work away from governments.
- 6.33 Develop a mentor system based on the role elders play in Indigenous communities.
- 6.34 Remove constraints on community organisations and reduce regulation in funding agreements.
- 6.35 Develop a national leadership learning agenda, with certificates and diplomas in leadership to train people to harness ideas and energy in community

Other ideas voted on under this theme were as follows.

IDEAS

- 6.36 A new form of national service for young people to travel through the country, visiting a variety of places and performing some sort of community service while in that location.
- 6.37 Provision of community infrastructure to create centres for community life.
- 6.38 Develop age-friendly communities. Recognise that aged people have much to offer.
- 6.39 Instigate a campaign to ‘wipe out’ fences from suburbs and a program to bring back the neighbourhood.
- 6.40 Develop an early intervention scheme, not just focused on childcare but focused on engaging the community.



- 6.41 A new, national approach to community facilitation, with funds to train facilitators with specialised skills in consulting and engaging with the community so that they can help extrapolate what the community is seeking.
- 6.42 Change tax laws to expand the definition of 'charity' to increase charities' access to these benefits.
- 6.43 A national promotion of Workplace Giving.
- 6.44 Establish a national housing fund so that a proportion of every house sale is contributed to the fund (through stamp duty). This would be an endowment fund in perpetuity to address homelessness.
- 6.45 Develop national codes of practice, so that local government organisations can share best practice and overcome inconsistencies.
- 6.46 Use the Neighbourhood Watch program to run different programs and activities for households.
- 6.47 Activities to encourage communities to start work.

Theme 3: leadership structures, processes and partnerships

Participants discussing theme 3 focused broadly on the way community organisations are governed, funded and staffed. Participants discussed ways the community sector could better interact with the government, the corporate sector, and itself.

Participants voted on the following as top ideas.

IDEA

- 6.48 Review government governance structures for the community sector. The review would examine how government works with itself, within and across departments, as well as how accountability works within government.

It was envisaged that this review would look at how government works with itself—for example, how branches in departments work on a policy across agencies and how accountability works within government. In addition, the review would focus on:

- increasing joined-up-government, with a target on early intervention approaches;
- ensuring that the health and community sectors are not disenfranchised by Treasury
- streamlining the governance of government over the sector—for example, a financial empowerment model—through
 - focusing on qualitative data
 - centralising funding
 - valuing social inclusion—redefining success)
 - creating trust with the organisations
 - streamlining funding.

IDEA

6.49 Develop a network of hubs in the community.

Participants thought this could be in the form of a one-stop shop for integrated service delivery (Centrelink, employment agency, health) and would provide centres for learning for local communities. Hubs would also be a place to gather data to analyse the structural causes of disadvantage in the area, with data to be fed back to government through local social inclusion boards. The hubs would be similar to the Services Canada approach.

IDEA

6.50 Develop a community service national attraction and retention workforce strategy.

It was suggested that this strategy would:

- professionalise and raise the profile of work in the community sector
- consider issues specific to women, who make up majority of the workforce in the community sector, such as maternity leave, paid parental leave and carer leave
- include leadership strategies—such as scholarships for management courses, particularly for women
- attract more men into the community services sector
- include strategies to assist and recruit volunteers
 - assistance for volunteers
 - removal of barriers such as public liability
 - assistance with transport costs
 - removal of HECS for those who work in the community sector
 - government scholarships for 50 people who will be working in the community sector, matched by the corporate sector
 - partnership with the private sector—for example, back-filling of key positions by private sector into not-for-profit sector while people are studying
 - subsidies for organisations that provide management opportunities.
- Other ideas that were voted on include the following.

IDEA

6.51 A single national office for the 'first sector'—a regulatory regime to create a single entry point for all organisations.

It was envisaged that this office could involve the Australian Securities and Investments Commission and the Office of Fair Trading, as well as a national third sector peak body. It would seek to maximise the already thin resources available to the sector. The office would be a key engagement point for the community and would include rural and regional perspectives. It would provide opportunities to coordinate and connect organisations, possibly through a web portal. It would also focus on capacity building. In addition, the office would provide a streamlined funding model and centralised point for the distribution of grants.



IDEA

6.52 Set up a 'social stock exchange' that allows small organisations to opt in (that is, become 'listed') and subject to the rules (for example, standards).

This would allow people to 'invest' on the social stock exchange, allowing amalgamation and consolidation of the smaller non-government organisations. There would be listing rules and corporate organisations could put their corporate social responsibility funds into this stock exchange. The exchange would be parallel to the financial stock exchange and would help with accountability and investment in the sector.

IDEA

6.53 Induct 'community mentors' through registered courses and set up a database.

Participants suggested that business and individuals could attend courses and receive a certificate from the local shore. A database of available mentors would create better linkages and share advice on submissions and best practice. It could be used to create leadership 'heroes'.

IDEA

6.54 Establish a Community Service Commission (like a Productivity Commission) that assesses and lays out plans for the community sector.

The commission would review the state of the sector (including data analysis, consultation, planning, create visions, develop structures) and provide independent research and advice. It would address current capacity restraints for the sector, allowing it to reflect and plan, as well as looking at research and development-type investment grants and tax relief for social inclusion ideas.

IDEA

6.55 Develop a National Development Index.

This group envisaged that the index would develop a series of performance measures for social, environment and economic factors that should be included in all entities' governance agendas for reporting. It would include a specific focus on social inclusion and making reporting more transparent and accountable.

IDEA

6.56 Encourage social investment funds—sharing responsibility between government, corporates and individual philanthropists (for example, through grants or tax deductions).

Theme 4: our common values

Under theme 4, participants discussed the rights and responsibilities of social citizens. There was general agreement that all members of society, including individuals, organisations, the government and the media, were responsible for cultivating and contributing to shared values.

It was argued that rights such as the right to work, to receive education and health care, are fundamental rights for all Australians to share. However, while these rights are assumed to be given, not everyone in Australia has them in reality. One participant argued that we should rethink the notion of democracy in Australia and redefine it not as the rule of the majority but as the defence of minorities.

The priority ideas were as follows.

IDEA

- 6.57 Define social citizenship and promote it—active, responsible social citizens, including organisations, not just individuals.

Participants noted that this definition should include human rights, values, relationships, support for the less advantaged, and community consultation.

IDEA

- 6.58 Teach social values through the school curriculum.

In particular, participants agreed that schools should teach ‘respectful relationship’ values, rather than narrow sex education (building on the idea from the Youth Summit). Schools should also value early intervention and prevention and offer training on diversity and inclusiveness to foster a supportive culture.

IDEA

- 6.59 Engage with the media to profile socially inclusive values and diversity.

Participants agreed that media responsibility needs to be mandated and monitored in relation to the values of sensitivity and inclusiveness (for example, racial vilification). There is a possible need for a monitoring agency, with a legal obligation for the media to abstain from vilification. There was also support for funding for high-profile people and organisations to put out good messages.

IDEAS

- 6.60 Recognise same-sex civil unions: give same-sex relationships equal legal recognition across Australia.
- 6.61 Hold a national ethics and values convention every 10 years or so to converse about our national key values.
- 6.62 Establish media awards to recognise responsible reporting—an existing example is the Eva awards around preventing violence through the media—particularly in promoting responsible reporting for children and in children’s programs.
- 6.63 A forum or audit to identify good practices and programs on values in Australia and internationally, using these to develop national programs.

As a start, participants suggested using the listed values that are pinned up in schools as well as programs about active citizenship for young people (such as www.actnow.com.au). There was also a suggestion to build on the Victorian assessment tool for young offenders in custody and the UN model of values.



Theme 5: social inclusion is a first order issue

For theme 5 the following top ideas were put forward.

IDEAS

- 6.64 Develop a National Development Index containing social inclusion indicators—with social, economic and environmental measures—and publish a government report with the budget each year to measure progress. Consider voluntary reporting by other organisations on the index as well. Government should model good practice in social inclusion and diversity. Apply a social inclusion test to all policy.
- 6.65 Provide government funding for independent organisations to monitor and promote media coverage of positive community and social issues and strong images of diversity in Australia.
- 6.66 Ensure that by 2020 every child in Australia can speak a language other than English and will learn about the contribution of other cultures to Australia.
- 6.67 Develop and implement a charter of rights and National Action Plan for Social Inclusion in partnership with civil society, to enhance social inclusion and combat poverty, backed by measurable and evidence-based goals and targets. Discuss and promote social inclusion values in the community.
- 6.68 Establish community hubs—starting with known postcodes of disadvantage—which have one-stop shops to provide income support, housing, legal advice, and so on, and operate as centres of solidarity and learning. Harness data on structural causes of exclusion in that area and successful local approaches. Have a Social Inclusion Board for each of these areas, with specific targets to reduce disadvantage. Data from the hubs feed into the National Social Inclusion Index.
- 6.69 Modify curricula from kindergarten to postgraduate education to include civic and moral education and engagement, and social inclusion in the education system, which will ensure children are exposed to diverse value systems, other cultures and levels of disadvantage, with a specific focus on Indigenous issues.
- 6.70 Encourage language and cultural respect programs and local inter-faith fora, especially to help new migrant groups and emerging faith groups to share their values and feel less isolated, as well as to preserve their identities.
- 6.71 Include specific measures in climate change strategies to support low-income households to adjust (for example, funding for household modifications). Take a methodical approach to rolling this out locally (for example, house-to-house approach, tradespeople going street by street) and increase local employment and opportunities for community enterprises to implement this.

Other ideas raised were:

IDEAS

- 6.72 Develop a National Disability Insurance Scheme.
- 6.73 Ensure that people with disabilities have the same opportunities and supports as everyone else in the community.
- 6.74 Run two-week camps for young people (aged 15+) in disadvantaged communities. (There was disagreement on this idea because some communities are not safe.)
- 6.75 Social inclusion as a first order issue has to be fundamental to all Cabinet decisions and government processes (see the South Australian and Queensland legislation).
- 6.76 Apply a social inclusion test to all policies to prevent social exclusion. The test is whether the community is strengthened.
- 6.77 Develop a National Development Index that has three streams—economic, social and environmental development—as measures of progress rather than GDP. It may include sub-indices.
- 6.78 Hold the government accountable against corporate social responsibility standards in the same way the private sector is—government to do triple-bottom-line reporting.
- 6.79 Government has to model encouragement of diversity. Politicians and the media should speak responsibly about minority communities and the positive contributions of minority communities (not integration), and children need to learn other languages and about the contribution of other cultures to Australia.
- 6.80 Need to develop workforce retention strategies for the community sector to build a sustainable sector.
- 6.81 Older people need to be included and encouraged to rejoin the workforce, particularly to address skill shortages and gaps.
- 6.82 Develop a social inclusion framework to guide work by all levels of government on issues such as income, housing, environment, education and workforce strategies. Have a matrix of issues that affected by social inclusion and develop strategies for each.
- 6.83 Target 5 per cent of the most disadvantaged communities with a range of interventions that can be skilfully managed within the community and in consultation with the community to build social and economic development.
- 6.84 Develop social inclusion performance indicators to measure progress, particularly child social inclusion indicators such as literacy and numeracy benchmarks.
- 6.85 Improve public transport for people to access opportunities for work, recreation and community involvement.
- 6.86 Undertake economic analysis of community interventions to demonstrate economic benefits of social inclusion through economic modelling of returns on investment. This is the way to make it a first-order issue.
- 6.87 Universal free access to early childhood education.
- 6.88 Change the rhetoric on ‘working families’: many non-working families are disenfranchised. The largest family type is single people.



- 6.89 Provide a well-trained and well-resourced workforce. Address ageing workforce, lack of skills, lack of parity in wages—for example, mining versus community sector.
- 6.90 Teach Indigenous languages in schools.
- 6.91 Recognise the long-term economic value of social inclusion and costs of exclusion. Long-term investment in eliminating discrimination and disadvantage offers economic benefits.
- 6.92 Understand the metrics of investment: introduce the language of investment to policies that address disadvantage. One dollar investment equals an eight-dollar pay-off. Long-term returns.
- 6.93 Tax incentives for companies to participate in social inclusion strategies—for example, employing homeless people or the long-term unemployed.
- 6.94 Families who care for family members should not be isolated economically and socially because they care.
- 6.95 Introduce a levy on business—for example, 1 per cent of superannuation contributions—and put the money into a social investment fund.
- 6.96 Change frequent flyer programs to allow contributions to non-profit organisations (philanthropy).
- 6.97 Promote corporate social responsibility.
- 6.98 Value all people and decriminalise drugs.
- 6.99 Run citizenship workshops in local communities to bring alive the idea of social inclusion and citizenship in local areas.
- 6.100 Provide additional support for the community sector to build capacity to deliver on the social inclusion agenda.
- 6.101 Hold a government inquiry into the needs of the sector, looking at competition policy, and so on.
- 6.102 Teach 'cybersafety' to families, to ensure that children are safe when online. Have a CyberSmart program in schools.

Theme 6: stronger families

There were a number of themes common to each of the groups that contributed to the debate on stronger families, such as legal rights and the legislative framework affecting families, the role of carers, the rights of children, the need for greater financial incentives, and the need for more housing.

There was broad agreement that families should not be kept together at all costs, recognising that violence in families is destructive for both parents and children. There was also concern that too often children's rights are ignored. It was argued that responsibility for making contact should be placed on parents not children.

Participants also expressed the view that Australians should nurture respect for choice. People should be valued, not stigmatised according to drug use, sexual preferences or family structure.

The top ideas identified under this theme were as follows.

IDEAS

Legal rights and framework

- 6.103 Recognise all families and their diversity, not privilege one type over another, change the Family Law Act, and recognise the rights of children.
- 6.104 Show equity to same-sex unions irrespective of gender.
- 6.105 Develop an alternative to the Family Court system. Currently, as soon as a matter is in the Family Court it becomes an allegation. This becomes a disincentive to report.
- 6.106 Empower single mothers: this will reduce pressure and child abuse. Develop mentoring programs—for example, grandparent programs.
- 6.107 Children's issues should not be in the Family Court: need a different court system.

Strengthening families

- 6.108 Trainers of family programs should have a competency-based framework—for example, for family violence, education.
- 6.109 People who have multiple caring responsibilities are often not recognised and should gain added support.
- 6.110 Provide a tax incentive if parents choose to remain at home rather than work.
- 6.111 Encourage parents to stay together and share their parenting duties towards their children, by making divorce more difficult by law.

Parenting and carers

- 6.112 Rostered-day-off time should be banked for parents to take a day off when the family needs it
- 6.113 Twelve months' paid parental leave, three months' quarantined for mother, one month for father. Increase the opportunity for parents to be on parental leave at the same time.
- 6.114 Advertise every job in government as a flexible work arrangement to encourage conversation about why it would have to be full time for one person. Flexible work conditions for carers and parents, opportunity for re-skilling on return to workforce, encourage job sharing.
- 6.115 Provide training for parents. The current focus of programs is on birth, not on parenting. The training should be postnatal: antenatal does not work. Also, develop a mentoring system, rather than just mothers groups, especially since the extended family is generally not around.

It was suggested that idea 6.113 could include intensive support, home visiting or centre-based training, covering return to workforce and parenting skills. This could also be part of a one-stop baby shop that extends for all parenting.



The following top ideas were put forward.

IDEAS

- 6.116 Replace the current Immunisation Passport with a Health and Learning Passport for children.
- 6.117 Support the Prime Minister's idea of children's one-stop centres, such as those in South Australia. These are hubs of education and care and can include mentoring as well as both acute and secondary services and preventive programs.
- 6.118 Develop a National Family Action Plan, with the full breadth of services across all ages.

Financial incentives

- 6.119 Actively assist the many who are hidden, who think they are doing OK but in reality are not.
- 6.120 Give financial incentives to attend parenting classes: if optional parents will not attend.
- 6.121 Ensure money is spent according to intent.
- 6.122 Provide a minimum payment for one parent to stay at home, because two incomes are needed to buy a home.
- 6.123 Provide 12 months' paid parental leave for all parents. France does this for three years.

A Commonwealth body

- 6.124 Recreate federal a Commissioner for Children and Youth that covers all aspects—health, education, whole of government, participation, rights of child.
- 6.125 Increase the status, training and support for those who care for and educate children, including parents, foster parents, care workers, teachers, childcare providers. Recognise children as people so that they will become happy, healthy adults.
- 6.126 Develop a cohesive National Youth Policy that goes across all departments.

Incentives

- 6.127 Provide tax deductions for volunteering in a mentoring program.
- 6.128 The baby bonus to be targeted to the outcome government is trying to address—for example, providing the bonus as assistance with education expenses.

Ageing and carers

- 6.129 A community hub could be provided for older people in community; for example, cook extra meal in the family for an older person; establishing a neighbourhood framework. Communities begin to care for self and all in it. This could be staffed by volunteers.
- 6.130 Introduce a tax deductible 'fidelity levy', whereby all Australian workers pay 0.25 per cent of their incomes towards a pooled fund for financially disadvantaged pension-aged parents (assets tested.) Workers without living parents would pay a reduced levy.
- 6.131 Allow financially disadvantaged aged-pension recipients to receive their Australian aged pension overseas, provided they are Australian citizens and have paid their taxes in Australia for a set number of years.

Family violence

- 6.132 Create a national violence prevention plan that will enable consistency across nation. The plan will also acknowledge impacts on children, rather than focusing only on women.
- 6.133 Designate male role models to address violence in families, especially for older children.
- 6.134 Build a male mentoring program into schools to educate young men.
- 6.135 Develop a whole-of-government response to capture Australian values of non-violence. We must work with all to regain respect and value, including male victims, as this is a whole-of-family issue.
- 6.136 Review family law legislation on 50–50 shared care because this is too philosophical.

Housing

- 6.137 Introduce a rent-to-own scheme that will enable families to have a home.
- 6.138 Boost share housing—for example, a house is overseen by a central person but is shared by a number—as there are too many empty houses.
- 6.139 Extend the first homeowners grant. There are families in housing crisis who are a second family union. We should support families in need, even if purchasing their second house. Young people also need to be able to share ownership of housing.
- 6.140 Amend legislation to allow Indigenous communal ownership of land to be maintained.

RECORD OF DISCUSSION: SUNDAY

After considering the initial report prepared by the facilitators and co-chairs, participants engaged in substantial debate in a plenary session on Sunday morning. There was a view that, in trying to bring together the ideas presented during the Saturday sessions, some of the specific, practical elements of the ideas had been overlooked. There was also concern that the idealism expressed on Saturday morning had been lost.

One participant presented a framework for a 'Vision for Social Inclusion' (see Attachment B), which he had developed with other participants at an out-of-session meeting. A key element of the framework was the proposal that social inclusion is a basic human right.

While there was broad support for the framework presented, participants also noted that concrete, specific ideas were required to fill in the framework. Based on this, participants agreed to continue refining the themes and issues already raised and again broke into small groups for discussion.

Group 1

Group 1 felt that it was important to build a social structure that is better than the economy, to provide security in times of economic downturn. The group agreed that key ambitions should be to reduce disadvantage and inequality and to build and strengthen communities.



The key ideas agreed by this group were as follows.

IDEAS

- 6.141 All children should be taught a non-English language in school, with additional funding for state schools.
- 6.142 Develop an early intervention and prevention strategy across family violence and homelessness.
- 6.143 Provide 24 weeks of paid, universal parental leave.
- 6.144 Eliminate violence by 2020 with a national strategy on sexual assault.

POLICY IDEAS

- 6.145 Require the government to lodge an independently audited annual social responsibility report.
- 6.146 Develop a National Action Plan for Social Inclusion.
- 6.147 Measure social wellbeing through a National Development Index.

COST-NEUTRAL IDEAS

- 6.148 Encourage companies and corporations to support a micro-finance scheme to create employment opportunities for marginalised people.
- 6.149 Introduce same-sex civil unions.

Group 2

Members of group 2 discussed the way the summit was panning out, as well as their aspirations for Australia in 2020. Some members expressed concern about the way discussions from Saturday had been represented. Other comments from this group were as follows:

- Social inclusion means that everybody fits in. Some people have not reached this point, and there are many people in Australia who do not want to fit in. The main issue is a sense of belonging and for the disenfranchised are brought into the community and engaged.
- Racism remains rife in this country among all groups. We have to accept that there is one human race, and multiculturalism does not work. We have not heard from young people as a group; need to see each other as brother and sister. Because someone holds particular religious views should not change our relationship. The reason racism is a problem is that it is entrenched in large institutions—education and employment. Community programs are on a small scale and change things; need to extend the reach of these.
- We must value human dignity first before anything else and the government must lead by example.
- We should recognise diversity: do not the use word ‘difference’. Diversity does not have to cost anything.
- We should add children’s rights because they have been missed out totally in human rights. Children need to feel they can contribute and have rights. There should be a Minister for Children.
- We need to create a policy that will take care of all living things, imagining a world where all have a better life.
- From these discussions, the group agreed to the following ideas.

IDEA

6.150 Withdraw from wars overseas and redirect funding to homeless people.

POLICY IDEA

6.151 Develop a National Diversity Plan, supported by a National Development Index. The Australian government would be held accountable to and report against this index.

COST-NEUTRAL IDEA

6.152 Recognise same-sex civil unions.

Group 3

Group 3 discussed the ambitions and themes agreed so far by the stream. They also discussed the idea of community hubs and were concerned that, while most groups indicated broad support for this idea, there was no clear understanding about exactly how they would function. A question was raised: would hubs be just a conglomerate of existing service types under current funding structures or will they just be about restructuring governance of funding and delivering services?

The ideas agreed by the group were as follows.

IDEA

6.153 Develop a National Development Index that profiles progress on social inclusion, in the same way that GDP measures economic progress.

POLICY IDEA

6.154 Develop a National Diversity Plan that informs the National Development Index and is influenced by the results of the index. The plan should focus on workforce shortages and challenges.

COST-NEUTRAL IDEA

6.155 Recognise same-sex civil unions.

6.156 Volumetric tax on alcohol, with proceeds to go towards combating alcohol problems.

Group 4

Group 4 participants noted that there was a need to have a common understanding of the language we use and the values we need to work towards as a country. The group felt that holistic service delivery was important and that social inclusion should be a whole-of-government priority.

The group agreed to the following as an ambition for 2020: 'In 2020, Australia is a diverse, inclusive and respectful society that provides all people with security and opportunity'.



The key ideas agreed by this group were as follows.

IDEA

6.157 A National Action Plan that includes a Charter of Rights.

POLICY IDEA

6.158 An early intervention policy drive.

COST-NEUTRAL IDEA

6.159 Promotion of non-violence as a value, sponsored by the Prime Minister.

Other ideas raised by this group but not taken further for discussion were as follows.

IDEAS

6.160 Develop a national coordinating body for families and communities.

6.161 Rethink urban design to encourage social connectedness.

6.162 Develop a comprehensive resettlement strategy for refugees.

6.163 Establish a Centre for Social Inclusion.

6.164 Streamline governance in the community sector.

6.165 Embed a non-discriminatory clause in the Constitution (not the preamble).

6.166 Develop a school 'twinning' program—for example, pairing schools from different regions.

6.167 Encourage workplace flexibility.

Group 5

Participants in group 5 expressed a wide range of views on the ambitions and goals, including that Australia should be known:

- for a spirit of social inclusion and for regarding social inclusion as a human right
- for acknowledging the contribution of all cultures—particularly that of our Indigenous peoples (noting that they represent the most disadvantaged group in our community)

Participants expressed concern that none of the draft statements adequately captured their overarching ambition and goals for the Australian community, failing to adequately incorporate fundamental principles such as social connectedness, community engagement, social inclusion, social innovation and socially responsive governance.

It was agreed that the final statements should clearly and positively express participants' vision for the Australian community in 2020. In particular, participants agreed that by 2020 Australia should be known and respected internationally in this area.

Participants suggested the following amendments to the themes agreed earlier by the stream:

- Priority theme 1, Making social inclusion a national priority. The following rewording was suggested: 'Making social inclusion and human rights a national priority and establishing a human rights base for social inclusion'.

- Priority theme 3, Establishing a new framework for leadership and governance to achieve social inclusion. It was suggested that this theme should incorporate the concept that leadership can come from anywhere in the community.
- Priority theme 4, Building and strengthening local communities. The following rewording was suggested: ‘Strengthening and engaging communities to have influence on government’.
- Priority theme 5, Supporting and empowering families. The following rewording was suggested: ‘Ensuring personal and financial security for families’.
- Priority theme 6, Reducing disadvantage and poverty. The following rewording was suggested: ‘Ending disadvantage, poverty and discrimination’.

It was also suggested that the following additional theme be added: ‘Re-imagining the relationships of all institutions to all the people of Australia so they become people centred and human rights based’.

Participants then considered the biggest ideas to come from their discussions. In considering the biggest idea of those proposed, participants noted that the concept of a comprehensive, centralised hub for a variety of services and purposes had been broadly supported on day 1. They raised the concern that, in actioning this idea, funding might be diverted away from existing community agencies. As an alternative to a centralised arrangement, the idea of better linking existing services through a ‘hub and spoke’ model was canvassed.

After discussion, the group agreed on the following big idea.

IDEA

- 6.168 Establish hubs—well funded, holistic and integrated; building on existing services; supporting local community action; and providing a possible role for philanthropy.

There was broad agreement amongst participants on the group’s policy idea, as follows.

POLICY IDEA

- 6.169 Establish a Charter of Human Rights and a National Action Plan on Social Inclusion.

There was support among participants for a range of cost-neutral ideas.

COST-NEUTRAL IDEAS

- 6.170 Hold the corporate sector responsible for the community and set them up as mentors to community-based organisations.
- 6.171 Encourage partnership arrangements between private enterprise, government and the community sector to support social inclusion.
- 6.172 Establish a Charter of Community Engagement (similar to a Charter of Human Rights).
- 6.173 Support for same-sex civil unions. (It was noted that this could be covered under the Charter of Human Rights recommended by the group as their big policy idea.)
- 6.174 Develop early intervention, which was seen as cost neutral in the long term.



After discussion, it was agreed that the group's main cost-neutral idea was the following:

COST-NEUTRAL IDEA

6.175 Longer term, secure funding for non-government organisations, in fewer funding streams, with greater flexibility and responsiveness, and with support from the corporate sector.

Group 6

Participants in group 6 expressed support for a range of ideas that had already been raised, including integrated community hubs, a Charter of Human Rights and National Action Plan on Social Inclusion, a National Development Index, an early intervention strategy, promotion of non-violence, and a volumetric tax on alcohol. This group added to the list of ideas the following.

IDEAS

- 6.176 Establish early childhood education and care centres that are integrated and community based.
- 6.177 Create a National Housing Foundation, where a small proportion (for example, one-twentieth of 1 per cent) of the sale of every property goes into a foundation or endowment to be used for public housing and homelessness.

It was suggested that contributions to the foundation could be voluntary or compulsory, and there could be a higher level of contribution for investment properties.

Group 7

Group 7 supported the main ideas raised by the stream, including the National Action Plan on Social Inclusion, community hubs, the National Development Index, a volumetric tax on alcohol and civil unions for same-sex couples. In discussing these ideas, the following issues and concerns were raised:

- Community hubs
 - General concern that the stream did not agree on what these would mean.
 - Is it the integration of services, such as a network or co-location of services? Or are hubs about devolving governance to the local level?
 - Concern that hubs are a lower level idea, not a big idea.
 - Concern that the concept of hubs would be lost in translation to the media and public.
 - Why would the hubs include only childcare, not everything?
- National Development Index
 - Concern on how the index would afford weight to certain issues. If the index were to include economic, social and environmental factors, it may lose the ability to measure issues specific to social inclusion.
 - It was asked whether the National Action Plan and the National Development Index could be included under the same idea. However, participants felt that the Plan should be developed by the community, while the index would be developed by experts.
- Taxing alcohol by volume
 - In the Northern Territory, domestic violence was reduced when a tax on cask wine was introduced. It went up again when the High Court struck down the excise.

- There would be winners and losers across the alcohol industry. It would increase tax on wine, which would affect South Australia. A wine-equalisation tax makes no sense for social purposes.
- In Scandinavia similar policies have had a huge impact.
- This would involve a major paradigm shift.
- Young people drink the most expensive alcohol, such as 'Breezers', because of high alcohol levels, not because of volume.
- Anti-violence statement
 - There was concern that the media would not agree to a compact regarding coverage of violence.

The group proposed the following additional ideas, which were seen to be cost neutral.

IDEAS

- 6.178 A national coordinating body for the community sector, which would represent the sector and hold the government accountable. Existing roundtables could be subsumed within this body.
- 6.179 Flexible working strategies for families and the community sector.

It was argued that this would ultimately be cost neutral, as it will save money in the long run. Participants argued that there would be a long-term cost if nothing is done to attract workforce to the sector: indices will be meaningless if there are no people to work in the sector. It was noted, however, that there will be a short-term cost, which should be acknowledged.

Final plenary session

The ideas from each of the small group discussions were presented to the entire stream at the end of the day. While time pressure meant that there was little opportunity for further discussion, the ideas presented here in the 'Ideas' section were broadly agreed by the stream.

Although the idea of hubs generated broad support across the two days, there was no agreement reached on what these would look like in practice. The stream therefore decided not to include hubs in their final list of ideas, reflecting that disagreement.

In her concluding remarks, co-chair Minister Plibersek asked the group for agreement to include the National Disability Insurance Scheme as an idea for further work and consideration. There were no objections to this proposal.

OTHER IDEAS

A number of ideas were expressed during the stream's discussion but were not developed further.

IDEAS

- 6.180 Private sector and business sector and community (plus individuals) coming together to define what leadership should look like across all sectors.
- 6.181 Management system: design, build, test and implement a coordinated social inclusion management system (borrowing ideas from the business sector to drive social sector outcomes differently).



It was envisaged that the management system could focus on managing the workforce as an effective resource, including through managing research and funding. An issue for consideration was the fact that, while the business sector is able to deliver huge change, the social sector is passionate but cannot deliver as much.

IDEAS

- 6.182 Establish an organisation that develops and assists in mentoring across the sector.
- 6.183 Social inclusion in government agencies—to be included in reporting, with all organisations to be open, accountable and transparent.
- 6.184 Repeal voluntary student unionism and fund student organisations that build up skills and development for non-government organisations.
- 6.185 Bring young people into organisations to learn skills that can later be contributed to non-government organisations.
- 6.186 Develop a code of practice for local governments: the grass roots is reliant on how local government community engagement happens.
- 6.187 Create a national standards framework, including an alignment of rules, regulations and standards on charitable organisation across the jurisdictions. This would not necessarily be run by one group.
- 6.188 Increase representation of women in all management roles in society, including the not-for-profit sector.
- 6.189 Provide scholarships for principal carers to obtain a management qualification after having children.
- 6.190 Create incentives for organisations to create innovative ideas for community sector work: could be a research and development social investment fund.
- 6.191 Take a whole-of-organisation approach to funding.

This would include:

- core funding for small community organisations, so managers don't have to seek funding year on year just to keep the organisation going
- long-term funding for programs.

IDEA

- 6.192 Develop greater inclusion strategies at school to reduce exclusion and racism.

This idea was raised by a participant of Muslim background who was concerned about Muslim children in Australia. The participant said that, while Muslim children want to be part of Australia, the media constantly link Muslims with terrorism, which has caused fear and division between Muslim and non-Muslim children. Muslim families are anxious about their children growing up with this divisiveness.

IDEAS

- 6.193 Act to restore the value of the victims and perpetrators of sexual abuse, so both don't get locked in denial and power.
- 6.194 Give victims choice in how they resolve their issues beyond the adversarial court model—for example, restorative justice, mediate safe resolution, counselling for male and female victims.
- 6.195 Legalise/decriminalise drugs.

It was argued by some participants that legalising drugs would take the profits out of the hands of criminals that fund terrorism. It was argued that we should:

- Allow users to have known doses rather than unknown doses resulting in preventable deaths.
- Expensive prisons and rejection are not the answer: put money into health and education instead.
- Label drug users as valuable, rather than bad or sick.
- Destigmatise experimentation and foster parent–child communication. This will prevent children feeling guilty and hiding their drug use, which increases the risk of addiction.
- Regulate drugs and tax at point of sale, with all taxes to help addicts who want help,
- Decrease drug-related suicides resulting from addicts feeling worthless.
- Send a clear message that drugs are bad, but people, choices and life are valuable.

IDEA

- 6.196 More help for carers.

This would include:

- a carer's (family) superannuation scheme to reward unpaid work
- family carers seeking accreditation toward entry to the workforce
- establishment of a neighbourhood framework, so that people with caring responsibilities who cannot access full-time paid work can offer life services, for a fee, to others in their community who require assistance.

IDEAS

- 6.197 Rethink refugee and asylum seeker policy to recognise our shared humanity as well as Australia's international obligations.
- 6.198 Reformulate refugee resettlement as per the ideas at the end of day 1 of the summit to ensure integrated, long-term (10 years +) support.
- 6.199 Local government should be strengthened as the closest tier of government to the community, to act on ideas to strengthen community participation
- 6.200 Parents and children should be given back the boundaries of the family unit, to be able to work through family problems without the 'law' being used as ammunition.



- 6.201 Apply a social (inclusion) impact statement to all policy development.
- 6.202 Neighbourhood 'BUDDies'.

Under the Neighbourhood BUDDy scheme:

- Neighbourhoods would be divided into groups of a dozen households called the 'back-up dozen', or BUD.
- When a crisis arises in a BUDDy group, a family member of the household in crisis can go to an appointed BUDDy group member who will rally the assistance of the rest of the BUDDy group to help that family through the crisis—for example, making meals, buying in food, childcare.
- Benefits: helps family overcome short-term crises such as hospitalisation of parents. Connects people with the community.
- Disadvantages: will not work in all neighbourhoods but will work in many.

IDEAS

- 6.203 Change the Australian Taxation Office ruling on deductible gift recipient status. This should include prevention of poverty as well as relief of poverty to give smaller community non-profit organisations the chance to benefit from philanthropy.
- 6.204 Recognise that the ageing of the population by 2020 has been overlooked. The aged need to be part of the response and priority.
- 6.205 Issues of youth: create mentoring programs for young people to address the gap in education that can be created. Volunteer mentoring programs are beneficial to both young people and older people.
- 6.206 Make sure all new buildings, houses and renovations are a universal design: retrofit houses, including through the provision of incentives for landlords and owners for energy efficiency.

ATTACHMENT A SCRIBES' NOTES ON INITIAL DISCUSSIONS

What are the key characteristics of Australia in 2020 you would like that support communities, families, social inclusion?

Scribe 1

- Better support—both better services and making sure policy does not create the problems
- Support for migrants and refugees. Society that is welcoming and supportive of refugees and migrants in a way that recognises their needs, our international obligations and our shared humanity.
- Support families to support themselves. The nation should identify opportunities to support families to be strong and address developments that weaken families—consumerism, lack of childcare, lack of support for families.

All Australians should be valued

- Value everyone. All people should have a 'sense of being valued'. Equip people to contribute meaningfully and then value their contribution meaningfully.
- Value the young. Young people should be seen as assets to society, not just problems that need to be fixed. This can be achieved by programs that build the capacity of young people and then value that capacity. Young people should feel like they have a genuine voice in their community. Binge drinking among young people is because they believe no one is listening to them.
- Value diversity. All people should be valued. Diversity should be reflected, respected and promoted.

Equality for all

- Narrow the gaps between rich and poor. Australia should be a more socially inclusive society with less of a gap between the rich and the poor, the privileged and the disadvantaged.
- Australian democracy. In 2020 Australian democracy should be about the defence of the minorities, not the rule of the majority. Australia should have a particular brand of democracy that looks to the rights of the minority.
- Locational equality of access to services. An educated and tolerant society that gives equity of access to key services across Australia, regardless of location. Turn the lucky country into a clever country.
- Right to safety. Women should feel safe in their own homes.
- Equal support for all relationships. We should support all relationships, including gay and lesbian relationships. There should be access to early relationship counselling for all relationships.
- Representative governance. Parliament is not representative at the moment. Everyone should have the opportunity to participate.
- Long and quality life for all. In 2020 every child that is born should be able to expect a century of quality life.
- Equality for those with impairments. People should not be treated differently because they have an impairment.



- Equality, not tolerance. We should move from being a tolerant society to an equal society. Tolerance is prejudice with a smile.

Scribe 2

Every Australian spends significant time and resources working for community.

- Free education for all.
- Caring families.
- Integrated government structure, no silos.
- See communities, businesses and government working together to support people with disabilities and their carers, especially during transition times.
- Carers are ageing; they need the same opportunities as others.
- Strong and supportive structures in the social housing sector.
- Acknowledge many speak non-English. Vision that every Australian child will speak another language by 2020 as this one thing will break down many barriers.
- Everybody feeling safe and relevant so they can contribute and feel they matter.
- Moving from 'Indigenous problem' to 'our problem'.
- Strong family units that are networked into community units.
- Families are given access to affordable credit.
- Better resettlement services.
- No minority group will be stigmatised.
- All sectors of government connecting.
- Generosity and diversity becoming normal.
- Focus back on family unit and strong connections in community.
- Diversity of families needs to be nurtured and respected; once we know how connections operate then we can build on this. Diversity is about valuing diversity, but people can be connected and yet not accept difference.

Scribe 3

- Service delivery seen as human right/social investment.
- Understand the link between social and economic wellbeing.
- Citizens can combine work and care over their lives without being disadvantaged or disadvantage those they care for.
- No stigma for alcohol- and drug-dependent people.
- Every person is engaged with at least one community that cares for their wellbeing and that they contribute to.

- Better / safe future for kids.
- People treated as whole, not fragments or only part of one group.
- Relationships based on respect equality, non-violence, violence-free home and community.
- No silos in government service delivery.
- Services appropriately funded and work recognised and valued.
- Child-friendly environments for study, work and leisure.
- Cross-cultural awareness.

Scribe 4

- Acceptance of difference (costs nothing but can't be bought).
- Society that values children and young people (fulfilling conventions under UN Rights of Child, value those that care for children, value carers and teachers).
- Children and parents valued in their role in the next generation (support mechanisms for parents and families).
- Healthy future: 'best start in life'.
- Equity of access, especially for rural communities (doctors, support services) (no cost, but rather the will to do this).
- Older people are no longer marginalised and are included in decision making, rather than 'doing to us'.
- Recognition of the gay community at the federal level.
- Connectedness of all people.
- Value people and respect choice and honesty as society is currently built on a ladder—for example, 'rich better than poor', 'straight better than gay'.
- Celebrate diversity (seen as a strength not a threat).
- Compassion as a driver for policy (compassion impact statement)—for example, 'fair go, mate'.
- Australian to be known for social innovation (paradigm shift in the late 19th century)—symmetry from community, government and corporate sector.
- Collaboration and innovation for structural policy for sectors across the community and business and government (including researchers) to collaborate (be allowed to take risks, try new ideas), including focus on technological solution.
- Respect and celebration of difference (not just acceptance and tolerance).
- Building the community together.
- Sustainable communities.



Aspirational characteristics

- To combat exclusion
- Inclusiveness
- Innovation/resourcefulness
- Community engagement
- Collaborative and cooperative
- Access
- Equal power
- Value all people
- Value children and parenting
- Removal of stigma
- Respect

Scribe 5

Aspirations

- No one is left behind, not the youngest, oldest or weakest. There is opportunity for everyone. Opportunity is not weighted towards prior status or prosperity.
- Australians are content with their lives, family and communities. They have time for each other, time for the community. They work fewer hours.
- Australians are positive about the future.
- Australians have a full sense of community. Everyone belongs, is connected, the community is cohesive, including young, culturally diverse, etc. Not feeling you belong is self-defining and is behind most social tragedy and problems.
- Equal recognition of rights of people as citizens (not taxpayers): everyone can identify with being an Australia without having to justify themselves. To illustrate, the question should be 'Where are you going?' not 'where have you been or where have you come from?'
- Heal racism.
- There is a sense of common humanity between individuals. Australians hold common values about how we relate to each other.
- Our society is youth friendly.
- All Australians are physically and emotionally safe.
- Parenting as a role is much better valued and we support and advance better parenthood (for all children).

- The marketplace must service humanity, not the reverse. We must have a full appreciation of social capital, not just economic capital. Investment must involve moral obligation towards society.
- Sustainability needs to underpin all action: governments, business, community all need to be working together.
- ‘Sorry’ provided its possibilities: we should be able to ‘name’ other things that cause damage and begin a journey of healing.
- Tim Costello’s notion of the ‘third sector’: families and communities being instead Australia’s ‘first sector’ is fundamental for the future.
- A strong and capable community sector is very, very important.
- There should be processes for continuous consultation—‘Town Hall’ meetings, MPs spend more time where people are.
- There are no longer labels such as Gen Y and we avoid labels in general.
- Value: we care for one another as we would for ourselves.

Scribe 6

- Sense of belonging to the whole.
- Mutual respect and engagement, being responsive to different needs, particularly adapting to local community needs.
- Enabling communities in which everyone can reach their potential, belongs, can contribute and is valued.
- Equity (in a non-financial sense).
- Society that respects and seeks to understand differences.
- Everyone has access to supports and services that address the complexities of people’s needs—assistance provided based on individual needs.
- Focusing on better opportunities and protection for the most disadvantaged.
- Building people’s and communities’ capabilities.
- Respect and opportunity for the most disadvantaged.
- Government to keep past promises, especially in relation to child protection and the UN Convention on the Rights of the Child.
- People need to have a role to play in society.

Scribe 7

- Elimination of poverty as an end; vehicles for people who are excluded to have a voice in decision making.
- Human person is at the centre of all our considerations, whatever it is we do. Valuing their personal consideration is important.
- Embrace and celebrate difference, starting with a lack of fear of people different from us.



- Equality of opportunity (general not just economic).
- Building connected and involved (inclusive) communities, supporting all people to be involved and their families enhancing choices—community development.
- People highly responsible to each other, beyond taxes and working but also involved in social engagement with each other—engaged in social movement and integration. Connected with each other. Sense of social civic mutual obligation/ responsibility.
- Great access to tailored programs, bottom-up consultative approach by government, private and other providers.
- Answer the question: Are we an economy or a society? The vision is we are a society served by an economy.
- Elimination of poverty, measured.
- A society where people have an equal opportunity to participate, regardless of place of birth.
- People are valued, all have the same intrinsic value.
- Difference is not limited to cultural and religious, but also different family types of units, gender and relationships.

Scribe 8

- Justice: Australia is a just society.
- Diversity: supporting alternative lifestyle choices.
- Respect.
- Valued society: valuing children and families.
- Freedom of choice.
- Everyone can contribute.
- Integration of social and economic.
- Cooperation.
- Protective society.
- Ability to be heard.
- Justice: at the moment we have a legal system, but not a justice system.
- Diversity: whatever path chosen in life, supported for it.
- Respect: fundamental to everything. Don't value diversity unless have a basic respect for everybody.
- Valuing: about supporting—support, nurture, resource.
- Choice: education and opportunities. Given opportunities.
- Ability to contribute. Social inclusion is whole community. Everyone has opportunity to contribute

- Social and economic: too many are being left behind as they can't engage in the economy. Ageing demographic means we have skills shortages, which provide an opportunity.
- Cooperation: community level and organisational level. Individual society: how do we have individual choice but also function as families and communities? Linking levels of government.
- Protective society: need to bolster and protect those people who may be left behind.
- Heard: ability to contribute. Need to be heard before can contribute—engagement and opportunities.
- Lots of connections between these ideas.

What are the key challenges we face in reaching these goals by 2020?

Scribe 1

- Diversity: How do we ensure that diversity is welcomed, promoted, valued and reflected in institutions and society? How do we engage the private sector and the community in valuing diversity?
- Knowledge/diversity/implementation: how do we become better informed, with better data, to learn the lessons of the past, to hear bad news and allow people to speak for themselves so that we can deliver sustainable programs with a long-term vision? We cannot improve on what we are doing or what we have done in the past without learning from these.
- Equality: how do we empower all Australians with the full opportunity to participate in the social and economic life of the nation?

Scribe 2

- Three tiers of government fragment services. We need national consistency to deliver.
- National family action plans; schemes in one place; national leadership.
- Biggest challenge is ageing population of volunteers; real challenge is how to deliver. Not valuing volunteers, can't afford to be volunteers, too much government focus on paid employment. Fragmentation in volunteer and community worker sectors.
- Don't have processes and structures universally, need process to distribute values.
- Issue is materialism—all for ourselves rather than for community. Is problem our view of wanting or are we a society that does not like giving. In the United States philanthropy, giving and putting self out are more evident; Australians look to government to do this. In the United States giving is built into value system, messages that buying will give happiness are counterbalanced in US media by showing heroes as giving back to society.
- These are symptoms: Need to take to layer below: lack of understanding and awareness; need to experience difficulties in society to understand.
- Education a huge issue; problem is that education needs restructuring.
- In the United States Spanish is the second language; this breaks down barriers. Language: we all come from different countries, yet our kids don't know own language, not taught at schools, this can link families and communities.
- No communication between leaders and local areas.



- Nuclear families are small.
- Takes all the children to raise communities, need to create environment of village, need a greater child focus in Australia. For example, one area developed an action in the street; this had subgroups to ensure vacation care, and so on.
- Have 180 000 children who are carers, struggle with complex family care issues. We should nurture these children, they get lost
- Deep cause is appropriate education, economic prosperity, jobs.
- Challenge for many people is their sense of power over self; this ripples into communities. Needs to be more ability to be self-directed to access assistance and support.
- Assuming federal government will sort out all the problems, this is unrealistic, need people to take more responsibility for self.
- Lack of sense of belonging to whole nation.
- Migrants and refugees struggle with who self is—Australian or birth country?
- Need to become a republic.
- Private agendas are a problem—for example, how do you establish programs that are acceptable to all the community. Lack of community engagement. People assume there is another tax or levy that can go into aged care, mental health. Unless there is an awareness of what goes on in other people's lives can't change buy, buy, buy characteristic and counter individual interest.
- Stigmatisation of people who do not succeed.
- Consider rather how do you incentivise people to give—for example, how to adjust tax to encourage good.
- Big challenge is working much longer hours: what are the incentives to change this?
- History in country of survival that was translated to government, in the United States do it ourselves, therefore incentives of self-reliance different.
- Therefore need incentives from tax rules, but also come from experience and awareness. Six key ones: set of rules and regulation around behaviour (civility); tax; permission-based behaviour (governance); learning compassion, understanding, awareness; happiness from giving; Australians are fundamentally generous, how do you give people in safe way without threatening to access this. Thirty per cent do give via philanthropy.
- Data does not support this, except disaster situations, don't think culture has strong foundation that giving gains more than receiving.
- Thirty per cent volunteering is primarily sport, marginal volunteering for those who are disadvantaged.
- Youth want to go into volunteering, if we can create avenues to go out to regions may change future. Private schools have encouraged this, but there has not been funding for this in public schools.
- Migrants are not giving to society is the public view presented. Migrants give to own community but this is not recognised.
- Not using own skills and resources.
- Many families struggling with parenting.

- No reason for communities to get together.
- Building developments that encourage family and communities.
- We don't have role models in third sector, generally business leaders focused on profit, not on care or time for others or community.
- Most generous people are low to middle income: sad indictment, problem is that public humiliation does not work, need incentives.

Scribe 3

- Services that value qualitative outcomes, not quantitative.
- People are treated as whole people and issues dealt with in integrated way. This means no silos at all levels, including government, bureaucracy, third sector services, public opinion. See this as a fundamental right (cross-cultural, gender etc).
- See as well as changed expectations for people with vices that respond holistically to a person's crisis or issues.
- Communities self-determine what they need. Currently services are not grounded in community aspirations.
- Mechanisms do not exist to give excluded groups a voice—for example, in law.
- Women don't have a voice.
- Economic outcomes are short term, this doesn't fit well with social outcomes and social inclusion isn't prioritised. Social wellbeing needs to be measured in its own time frame.
- Need to underpin social inclusion with economic measures.
- Social wellbeing is not measured in a time frame that community can easily understand. Need to measure it and have targets that communities can engage with, agree to and work towards. How to get agreement that no one be left behind.
- No system of service mediators: need individuals who can provide a range of supports or help excluded people find these supports.
- Problem is that services often sit outside the communities they serve.
- Workforce challenge: ageing service worker population and ageing population in general.
- How to reconcile women's increased work participation with the other tasks (such as care) they have traditionally performed. Need inclusive work cultures to support this; also recognise that women do too much work now and this needs to change.
- Shift culture of services from 'business' KPIs to community outcomes.
- Challenge: whole-of-government solutions are not supported by government structures and silos. Need integration or different grouping along social lines, not just subject or economic areas.
- Not enough focus on early intervention and prevention: how to identify a better balance between early intervention investment and crisis investment?
- Challenge: kids perspective not adequately represented (because no national Children's Commissioner).



- Current culture doesn't value difference or reward diversity.

Scribe 4

- How do we engage the community?
- Mechanisms to engage policy development.
- Licence for Australia to engage in policy development ('create new habits').
- Community experience can be devalued to influence public policy.
- Sector agreement to work together with government.
- Ownership: how do we create active citizenship from all (compared to the individual)? Note that people who are disadvantaged have difficulties in making choices.
- A strong community can still be excluding those on the outside.
- Creating the tools to engage.
- Would be advantage to develop a neighbourhood network.
- Structural issues in how organisations are set up (funding, reporting, etc); structural challenges of NGOs.
- Improve capability building, skills (IT, financial management) so they can flourish, innovate and are accountable.
- Barriers to collaboration.
- Short-term funding schemes.
- Funding on a competitive tender process.
- Life-long commitment to work.
- Remove political divide.
- Knowledge of older people is forgotten in how they created innovative and inclusive communities, would like to help the changes needed for today through engaging their experience. Wasting their experience and knowledge. How can we do this? For example, neighbourhood participation.
- Don't currently look at the cause of the problem to then create the solution (for example, don't give choice to the solution). Restoring the golden rule of 'me treating you as to how I would like to be treated'). For example, response to crime where punishing people for what they might do, not what they have done.
- Not addressing the root cause of the problems—only acting on cause of chain.
- Challenge to re-establish the basic skills of living.
- Challenge: people who don't have the choice to 'do unto others as you would have them do to you' but would dearly like to.
- Punish the behaviour rather than creating respect.
- Work-family balance is a core challenge.

- Loss of self-confidence and self-worth among community members (the feeling of being valued) too many people are being marginalised. (Would like to see a community where older people and younger people are working together.)
- Undervalue of community—where all people are then valuable in their community.
- How do we re-establish the glue for the community?
- We don't make time to establish the connections.
- Government doesn't recognise the new 'communities' that are emerging (for example, volunteering over the net) because of technology and mobility (that is, communities of interest). For example, work communities, hobby communities.

Fundamental big questions that need to be answered:

- How do communities get heard (particularly in defining the new diverse communities)?
- How do we strengthen the bonds within communities?
- How do we build the bridges between communities?
- How do we include the excluded within communities?
- How do we address the growing or new inequality of opportunity (for example, mental illness)?
- How do we support all families to achieve a good standard of day-to-day living and quality of life?
- How do we ensure every child has the best start in life (implementing Rudd's vision)?
- How do we bring together communities and engage them in what they want for their children?
- How do we create a structural environment in which the community sector, private and governments social innovation can flourish?
- How can we ensure that every person of every age is empowered to speak for themselves rather than be spoken for?

Scribe 5

Overarching view that in this policy area there are many difficult challenges

- Need to move from individualism to community focus; relevant across all themes at the summit, including climate change. Some good examples of how unconscious our individualism is: all farmers have tractors and use them a few days each year but people don't share. Discounts, tax, etc, all support people having their 'own', rather than sharing resources. We don't realise how insidious this individualism is: affects organisations as well.
- But we still want to hold individual identities; our differences offer strength, not difference.
- We need to put in place a 'floor' of what is acceptable (opportunity, poverty, respect etc).
- Has multiculturalism failed? Need more of a sense of connection of 'brother to sister'.
- Individuality trumps community at every turn (for example, right to be drunk versus right to be safe).
- People have abdicated personal responsibility; everything is everyone else's fault—the government, etc. Media role here as well and loss of civic engagement.



- Broad community has accepted as normal (or do not get involved) re a lot of stuff as long as its not happening to us—for example, poverty, abuse.
- We need for it to be OK to do what is ‘the right thing to do’.

General comments on connectedness

- People want to be emotionally safe so they stick with the people they know, travel long distances to get together; often they don’t identify with or meet or socialise with their neighbours. Therefore they don’t leave their social comfort zones. This leads to prejudice and lack of community. From all directions.
- Connectivity: service groups are declining. Young people are not connected to the community via formal groups.
- Need to shift from a focus on economic resources towards spiritual priorities; argument that Gen Y wants this in order to be engaged.
- But they feel they’ve been ignored, left at home while parents work/career or do bad stuff.
- But Gen X (and others) also regarded as the *me* generations. In fact, Gen X are not particularly connected either; that is, people in their 40s are not in community organisations either.

Children, young people, parenting

- Relationships: people all need to be safe and free from abuse and they currently aren’t, particularly children and young people. Child abuse massive—660 notifications a day in New South Wales. Kids are in major trouble.
- Youth infrastructure is really, really needed.
- Valuing parenting, mothering, etc, not currently good: need to not just fund parental leave but parenting as a job.
- Working longer and longer hours is bad.
- Kids create their own families and that results in gangs. Parents are disconnecting from kids, not vice versa. Some families working long hours, others substance/gambling/violence/mental health, poor parenting originally. Again community doesn’t value kids and parenting, so many parents don’t value parenting.
- Households are really locked into surviving; need two incomes to keep their homes, pretty bad situation for families, communities, children, environment.

Community sector

- The community sector: if the business sector was in the same state as the community sector there would be a national outrage. Community sector doesn’t currently resource or plan well; agreement on objectives, but we don’t approach capacity building like economics or defence.
- The sector is too competitive; government policy encourages competition and this has to *end* [gave examples].
- People who work in the sector are of a type that put up with less than ideal situations and resources—‘we put up with it’. Community sector theme problems of acceptance of status quo, acceptance of internal competitiveness.

- Community and family sector often seen as a burden on the community or economy, not the crucial generator it is. Permanent jobs, permanent funding is needed if it's to be valued and effective.

Strategies

- There is a need to separate causes of problems from outcomes; for example, poor parenting by a young mum with many problems of her own leads directly to many, many of our very marginalised youth whose situations then become 'the outcome'.
- \$\$\$ creates a lot of the divide but we seem to believe that economics is going to save things. Can't just throw \$\$\$ at issues. The solution is often achieving commitment, re-engineer, reframe, etc, etc, rather than \$\$.
- Brings us to leadership: need vision/leadership to create local community change.
- Absence of a community vision theme that draws us together.
- No indices or impacts are visible—unlike GDP etc, safety, integration/diversity etc—this makes for invisibility and lack of 'news'. [For example, given in session next day: 'if we were able to say that 800 homeless kids were housed today as well as we can re daily financial and economic indicators, would make a big impact.]
- Lack of connectivity underpinning the way our communities are designed. Community is very poorly designed for people, heart and networking. We have to find ways of dealing with unprecedented disconnect, and some of these ways are transport/community/urban design.

Scribe 6

- Widespread family and community violence.
- Competing interests—individual groups competing against each other for the small resources available. This impedes social inclusion. Contestable approach to funding.
- Capacity of community sector and communities themselves to respond.
- Sector joins up at the local level but funding does not.
- Sector would be happy not to compete: funding comes from fundamentally how we view the individual. Sector reflects funding streams, which compartmentalise people. Need to respond to whole person.
- Structure of funding streams and general capacity of community sector to respond adequately to the needs today. For example, disability, housing, aged care—no way for sector to work across these issues.
- Funding stream approach is siloed: limited imagination.
- Fifty-two per cent of workers in the community sector report that they won't be in the sector in five years.
- Seen as the third sector: should be the first. Notion of 'third' is a challenge.
- Federal vs state funding: responsibilities between Commonwealth and state and territories an issue—ref Family Court.
- Narrow and short-term approach to economic policy.
- Poor distribution of work: some with too much work and some with too little.



- Lack of hope in communities that things can be different: Australians know that things can be different but have lost hope.
- Recently, diversity reined in, restricted and not respected. Policies have restricted diversity—policies of exclusion and punitive measures as a tool in social policy. Homogeneity imposed.
- Lack of links between resources and family policy: volatile era in cost increases (food, water) and the impact on family. Impact of rising costs of climate change on families.
- See people holistically.
- Need to understand root causes of disadvantage: get to the fundamentals and understand causes behind disadvantage—for example, homelessness has many root causes.
- Imbalance in investment: focus on crisis and not on prevention.
- Social inclusion seen as a secondary priority and reactive: need to think about prevention in the first place.
- Understand and engage in causes of disadvantage. Rebalance between crisis and prevention, to the prevention end.

Summary

- Social inclusion as a first order policy area.
- See the interconnectedness between social inclusion policy and all other policy areas.
- Social inclusion is the most important work we do: lift the whole sector to focus on social inclusion. Social inclusion has to be the first priority of government; it has to be the main game of policy—work with environment, economy and other major issues. Social inclusion policy has to be conspicuous in its goals; for example, no mention of migration and issues in social inclusion agenda.
- Social inclusion to include combating poverty and increasing social cohesion.

Scribe 7

- Fear—inequitable allocation of resources (if I give to you I will have less); personal loss/self protection (I can't give too much of myself).
- Change people's and government perceptions about the disadvantage.
- Materialism, accumulation of things—need to shift the culture of materialism.
- Individualism and competitiveness.
- Over-subjugation (predominance) of the market. Market has a role - but gone too far in prominence.
- We don't yet have the answers (for example, mental illness and violence within families and communities). We are not there yet.
- The lack of a framework for success—national vision, goals for social development.
- Need to create subjects in school to educate young in the lesson of moral obligation, civic understanding, and good behaviour.

- Everyone today in our society is so busy. They do not have time. Lack of time—busyness. Lack of time for rest and reflection. Important because the imbalance underpins many of the challenges, and one that government can do something tangible about.
- Change government commitment to longevity and flexible funding support programs.
- Our language: it keeps people separate, excluded. The way we talk about family. Needs to become more inclusive.

Scribe 8

- Disconnect between the individual and the wider community.
- How do we bring people into this, such as migrants and refugees? How do we induct people into the community rather than leaving them on the edge?
- Life circumstances—for example, for Aboriginal people, people on the fringe of society - development affected from outset of life.
- Opportunity: need equal opportunity for everybody. Everybody needs a hand up.
- How do we help people to participate. How do use build people's capacity to participate in economy and social, vocational skills, personal skills and social networks, resources (transportation).
- Language skills.
- Don't want just a safety net.
- Geography is a challenge. Need to take into account huge disparity in access to resources, education.
- Need place-based approach for disadvantaged areas.
- Getting broader community to accept these are characteristics that we want as a society—business, academia, family. Need acceptance across whole community.
- Also about responsibility for this. Belief in it.
- Misunderstanding amongst groups. There are people in genuine need in a period of transition.
- Money: a lot of this is going to cost. Resources.
- Is also about structures: about how we share resources, silos; short-term versus long-term funding. Need to get act together cooperatively.
- People rarely have a single issue: come with multiplicity of problems.
- Whole-of-government approach.
- Silos in sectors. Getting business world to work with community sector.
- In community sector there are also silos.
- Need cross-sector approach.
- We want everything now, but these issues are long term.
- Business, government and community sector: need to avoid pointing to government all the time. Government hasn't delivered a whole lot all the time.



- Government is not necessarily the best to deliver.
- Government—funder, policy adviser to help get there.
- “Now” generation affects way things are funded. Funding for two to three years. Communities don’t want to engage: they know program will be pulled out, can’t attract good workers, community left to fund. Three years not long enough to help change communities. Need a long-term vision.
- Disconnect/tension between individual goals—for example, for car versus care about climate change.
- Common theme around disadvantage and opportunity.
- Want to start from bottom up, draw from families and communities. Role of community and sectors within community to work with them in finding responses.
- Community acceptance: something missing, disconnect, blame game, not understanding why people behave in a certain way.
- How do we get community ownership?
- How to respond? Government processes, government responses are often short term. Need to change the way we respond to this. Silos in structures and processes.
- Champions: need leaders across sectors.
- Workforce, skills—how to respond.
- Prejudices are a real block—prejudices about city versus country, faith versus faith, migrants versus people who are here, private versus public sector—another way of talking about silos. Is about the personal; the view that this is all well and good, but ‘they’ won’t fit in.
- Big-ticket items versus cross-cutting linkages.
- Not-for-profit sector has problems because doesn’t measure its outcomes. Need to measure social return. How are we going to measure and become credible? Then can’t start building long term.
- Need rigour about how we measure: use language, but don’t necessarily understand.
- Social return on investment: need this as well as economic return on investment.
- We work in specific cultural contexts: this excludes people—we, ‘other’ people. We don’t step back and say, ‘if it’s not them, then what are we doing to cause this?’ For example, Aboriginal communities, new ethnic groups that come in, but also with bikies, teenagers, etc. Way of looking at world where we look at what we are doing.
- It’s about personal responsibility.
- Can do this at all levels—government, community, personal.
- Simplistic thinking, often focusing on symptoms rather than underlying issues.
- Alcohol: need to look at why people are drinking.
- Need to look at underlying causes.
- So need to not just address problem but underlying issue.
- Early intervention is important: prevention not cure.

Summary

- Connection between disadvantage and opportunity—from life circumstance we are born with to how this affects life opportunities.
- Link equal opportunity, geography and disadvantage.
- Prejudice and other linked with community acceptance and ownership.
- Connection and partnership between different levels.
- Links champions, not assuming government will always do, linking across tiers of government and society.
- Longer term thinking.
- Early intervention and prevention links with social return on investment.
- Long-term thinking—prevention and social return on investment—the now, reactive not proactive.
- Return on Investment—should keep as both economic and social return; need both. Economic inequity drives social problems, social inequity leads to economic inequity. Improving social outcomes also leads to economic returns.
- Social inclusion should be in centre, with links in and out, linking with other groups/streams. Are there overlap relationships with all other streams? Influence is two-way, both into other streams and from those streams into this one.
- Governance: so many of these issues need an integrated approach. How do you bring together different resources at different levels, so can have an integrated approach?

What are the key questions we need to ask?

Scribe 1

- How do we empower different people with different needs?
- How do we get equal outcomes for all, taking into account their different needs?
- How do we achieve equity of access?
- How do we achieve equal outputs with different inputs?
- How do we deliver equal treatment?

Scribe 2

- How do we reconnect our community?
- How do we inspire people to volunteer, to give resources and time?
- How do we get people to understand what is needed and a shared common prosperity in this?
- How do we get people to see where they fit in this?
- What are the barriers that can be removed? How to build incentives?
- What can we do to give communities a voice to say what they want?



- How to leverage our diversity to develop our own community and how this can be used in rest of world.
- How does each family have a plan for the future instead of living day to day?
- How do we control media to build value of family?
- How do we shape the leadership heroes, that value community, sharing?

Scribe 3

- Why does social inclusion matter?
- What do we need to do to build services that are holistic, respectful, integrated, grounded in community aspirations from level of policy development, bureaucracy, service structure and delivery? How do we fund, resource and deliver these services in light of workforce challenges, ageing population?
- How do we measure and value social wellbeing and social inclusion? What targets can we use to improve these things?
- How do we ensure every Australian is included in and feels connected to a community? (Two way: supported by community and contributes to it.)
- How do we ensure women have an ongoing voice that influences the agenda for social inclusion and other issues in Australian society? Children?
- How can we make sure everyone shares in the power of society and can exercise their rights as a member of a community? Including basic human rights, operating in practical situations and in theory.

Scribe 4

- How do we rediscover core beliefs?
- How do we build a new vision for our community?
- How do we join together to create a community sector that is vibrant, creative and efficient? How can the system support the vision?
- How do we create the imperative/call to action? For example, we don't want a war, but this works!
- How do we get people to take individual responsibility, to create acceptance, then generate response?
- How do we better value parents and parenting?
- How do we reconnect? How do we motivate people to want to be part of a community? For example, if they are rich or already marginalised how do we bring them in? Otherwise 'profound loss' of being not connected.
- How do we overcome negatives? They are very, very hard—poverty, violence, racism.

Scribe 5

- Primary question: how do we ensure social inclusion is a first-order issue linked and integrated with other first-order issues like the environment and economic development?

- Second question: how do we develop a structural framework for delivering on social inclusion?
- Third question: how do we ensure social inclusion focuses on those who are most disadvantaged and respects diversity?
- Fourth question: how do we strengthen the community sector to deliver on social inclusion?
- Fifth question: how do we strengthen communities to deliver on social inclusion?
- How do we create a culture of non-violence in Australia and re-sensitise people to violence?
- What is the nature of family in Australia today? How do we respond to what family is and what it needs—for example, family reunion for refugees and restrictions on what family means (cultural differences).
- How do we create partnerships between government, clients, community and other stakeholders?
- Government is a major audience: the state (government) needs to provide leadership.
- How do we provide better opportunities for a balance between work, family and community lives?
- Issue: whether Australian governments will commit to a European model of social inclusion.
- How will social inclusion be put at the heart of policy—for example, economic policy?
- Issue: essential ingredient of social inclusion is the economic approach.
- Issue: how to define disadvantage—material deprivation, poverty or other? Closing the gap; could use measures of participation—economic, employment, community, etc.
- How to define 'disadvantaged': it's about resources (the means), opportunities, protection and rights.
- 'Social inclusion' is a broad term: it means protection of basic human rights?
- How do we ensure social inclusion provides access to resources, opportunities and protection from abuse of rights, freedoms and safety?

Scribe 6

- How do we become a society served by the economy, rather than vice versa?
- How do we eliminate and prevent poverty and its pervasive negative impacts?
- How do we become a society that embraces and celebrates the reality of our diversity?

Scribe 7

Opportunity and disadvantage

- How do we equalise opportunity to live fulfilling life? Has to be economic and social participation—not equalising?
- More than equal access and opportunity: how do we raise people?
- How do we focus on the individual as well as raising general position of overall community?
- Disadvantage—location, economic, capacity, cultural, disability.
- Capacity covers a whole range of issues.



- Community attitudes, prejudice.

Final questions

- How do we respond to disadvantage to create capacity for participation?
- How do we build community ownership, acceptance, responsibility for the benefit of all?
- How do we change our focus to longer term, prevention, underpinned by an understanding of social and economic return on investment?
- How do we establish structures, processes and partnerships across the community—government, sectors, non-government organisations, business, local communities?
- How do we make social inclusion the central objective of the Australian community?

ATTACHMENT B

PROPOSED FRAMEWORK FOR SOCIAL INCLUSION IN AUSTRALIA

