



ACWA

AUSTRALIAN COMMUNITY
WORKERS ASSOCIATION



Australian Community Workers Association
Annual Report 2010/2011



Your partner in professional practice

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Who we are

ACWA is the national professional association for all human services workers within Australia's community services sector.

We exist to support our members to provide professional, skilled, cooperative and compassionate services in their work of promoting social justice, particularly with disadvantaged and vulnerable individuals, families, groups and communities. We actively promote and enhance professionalism within the community services sector by:

- Raising awareness of the professionalism of paid and unpaid workers within the industry
- Building a community of community workers through networking opportunities and professional development
- Developing and endorsing professional educational standards
- Enhancing sector capability in the area of governance and leadership

Message from the President

Colleen Blunt National President



As the National President of our professional body, I take pride in welcoming you to my annual report for 2010/2011.

The past 12 months have seen a number of significant changes within the organisation; the most major being the rebranding of the association. A low-key but significant occasion held at the National Office on Sunday 15 May heralded the dawn of a new era when members voted for a name change. It was at this gathering that the Australian Community Workers Association (ACWA) was born. This event, while signifying the beginning of an exciting and challenging period, also marked the closing of a chapter in our history; a history stretching back more than 40 years.

An important record of the Association's history *Working for Welfare: A history of the Australian Institute of Welfare and Community Workers* was launched at the 2010 Annual Meeting. Written by Historian Dr. Fay Woodhouse, with contributions from members, *Working for Welfare* offers a pertinent view of our journey in this competitive and ever evolving sector. The preface, written by Jan Richardson, History Project Coordinator and long-standing member, pays tribute to the valued contribution volunteers have made in building this organisation. Jan's words confirm for me that the organisation would not be where it is today if it were not for those volunteers who have invested "hours and energy".

Being part of an organisation that provides real opportunities for members can lead to collaborative partnerships and mutually benefiting growth. Membership of ACWA affords the opening to grow and develop through exposure to a diverse range of opportunities for meeting and sharing with like-minded professionals, ongoing professional development and networking as well as access to the annual journal *Practice Reflexions*. Branches are located in all states and territories across the

"I would also like to recognise the loyalty and support of all our members. We exist to support you and will continue to work hard to achieve our goals in the next 40 years."

country and members meet regularly by whatever method of communication suits at the time.

I would like to take this opportunity to express my thanks and appreciation to a number of people who have contributed greatly over the past 12 months.

- I acknowledge the outgoing members of the National Executive Committee for their commitment and contribution to the association and collegiality throughout what has been a challenging and at times difficult year. Thank you to Marg Leser, Christine van Didden, Wendy Raine and Elizabeth Fletcher.
- To the Branch Presidents, Representatives and Chairpersons of the various committees, for your sense of purpose throughout the year.
- To our Chief Executive Officer Lynda Ford for her commitment to and leadership within the organisation. Lynda has clearly demonstrated her determination to build this organisation into one that can show satisfaction in its achievements and take pride in standing centre stage.
- To the dedicated team in the National Office, thank you for your commitment to the task at hand and be assured that together we will build the Australian Community Workers Association of the future.

I would also like to recognise the loyalty and support of all our members. We exist to support you and will continue to work hard to achieve our goals in the next 40 years.

In closing, I take this opportunity to pay tribute to Ian Murray who recently passed away. Ian was a long-term member who made an outstanding contribution to the Committee, students and the industry.

Message from the CEO

Lynda Ford
Chief Executive Officer



My first year as CEO of ACWA has been an interesting and challenging time involving major reviews and changes.

Over the past twelve months we have reviewed all our policies related to course approvals, applications for assessment of qualifications and skills for the purposes of migration, and membership of ACWA. We have also reviewed finance and income streams, current insurance arrangements, Constitution, profile and reputation. Each of these areas of review required changes to policy and/or procedures. We consulted and communicated thoroughly with members and other stakeholders to collect information, gain approval for change and publish the outcomes. Staff were also involved in the reviews, and the Education Committee and Membership Advisory Committee (both operating as part of the Constitutional requirement for a Membership Assessment Panel in the 2006 amended Constitution) were instrumental in informing the changes and making recommendations to the National Executive Committee (NEC).

The review of our profile and reputation revealed a lack of knowledge of the organisation in some key geographical and practice areas and we began planning and working towards improving not just how we look, but what we say and do. We are already seeing an improvement in our relationships with a broad range of stakeholders nationally.

A very prominent change saw the organisation become the Australian Community Workers Association Inc. This change occurred after consultation with members in late November identified the need for an association that better reflects the contemporary practice of human service work in Australia. It is a new identity for us, and we believe over time, for the enhanced profile of Australia's community workers.

"...it is critical that we strategically assess who we are, what we do, where we are, where we want to be and what we need to do to get there."

ACWA staffing has changed significantly over the past twelve months in number, range of skills, human resource management, and training requirements. We will continue to employ highly skilled, motivated and high performing staff to assure the future of the organisation.

ACWA has also changed its location. For more than 10 years we operated from Ross House in Flinders Lane but an increased need for more space to accommodate staff, more privacy and a more professional working environment led to us moving in November 2010 to 105 Queen Street, Melbourne.

The year ahead

As we set up the organisation for the next 42 years, it is critical that we strategically assess who we are, what we do, where we are, where we want to be and what we need to do to get there. This year the NEC has undertaken, and approved, the Strategic Plan 2011-2014 and we have developed a range of operations and staff workplans to achieve the goals of the strategic plan. We are finalising the financial and performance monitoring systems required to make sure we remain on track and adapt where operations will not sufficiently meet the needs of the strategic vision for ACWA.

We have achieved a lot but there is still a great deal to go in 2012 and we are expecting the year to be financially tough as we activate new income streams to assure a diverse range of sources. Building our profile, our membership base, and enhancing the resources available for governance of ACWA, will build organisational strength and robustness.

I am excited about working with a new team of staff, Executive and Standing Committees to achieve our goals and to continue to shape ACWA into the professional association for Australia's vibrant and increasing community services sector.

Assessment

Overview

The Assessment Team has been working hard over the past twelve months to align its operations with ACWA's strategic plan. The very new team, lead by David Sharma, faced the following immediate challenges:

- A number of unprocessed, pending Course Approval Applications
- A large case load of Skills Assessment Applications
- Unclear and inconsistent Course Approval and Skills Assessment Policies
- No clear assessment procedures
- Membership database not being used fully for membership functions and for Skills Assessment purposes
- A tedious Membership Assessment Criteria for Pathway B applicants
- Inconsistent filing of membership records
- A large number of unsorted archive boxes
- A disorganised documents drive

The above issues were having a direct impact on the organisation's reputation among its stakeholders and there was risk of legal issues arising due to delays in the assessment process for Course Assessments and Skills Assessments. The team tackled each challenge head on and can report on the milestones achieved, see table on page 7.

The road ahead

There are a number of challenges still ahead for the Assessment Team. An operations plan has been developed and focuses on the following key areas:

1. Rebranding all documentation
2. Further development of assessment procedures and assessment tools
3. Business Development
4. Networking and partnering with other Associations, Assessing Bodies, Education Providers and Government Departments.

The Assessment Team is looking forward to working towards the above goals and acknowledges the ongoing support and assistance received from the Education Committee, CEO and staff at National Office.

Assessment

Milestones achieved

Problem	Achievements
Pending Course Approval Applications, some delayed over 18 months	<ul style="list-style-type: none"> • New, dedicated staff. Trained and focussed on processing Course Approvals. • Strengthened working relationships with Education Providers that improved ACWAs customer service processes. • Conducted first audit in November 2010 based on feedback received from an Education Provider. A big step for ACWA in re-establishing itself as the national body that sets professional standards for the sector.
Real concern that the delay in processing Skills Assessment Applications would damage the organisation's reputation and lead to possible legal action by clients.	<ul style="list-style-type: none"> • New, dedicated staff processing all applications to a manageable level. • Average assessment time reduced from up to 12 weeks, to 6-8 weeks. • Established fieldwork placements database that captures data on fieldwork agencies utilised by Education Providers. It also alerts the Assessment Team on non compliant fieldwork placements. • Established triage process that allows ACWA to accept only complete applications and therefore reduce workload and storage issues.
Unclear and inconsistent Course Approval and Skills Assessment Policies	<ul style="list-style-type: none"> • A complete review of the Assessment Policies was undertaken in collaboration with Thomsons Lawyers and the ACWA Education Committee. The outcome was a complete, finalised Assessment Policy Manual.
Under- utilised ChilliDB database	<p>A number of improvements implemented that streamline processes and improve productivity:</p> <ul style="list-style-type: none"> • Membership reports set up on ChilliDB to enable monthly reports for Branches and Committees. • ChilliDB enabled to allow Skills Assessment records to be managed centrally. • Mail/Admin processes involving Return to Sender mail enabled on ChilliDB. • ChilliDB further developed to generate Renewal Invoices, Approval Letters and Approval Invoices.
Tedious Membership Assessment criteria for Pathway B applicants, discouraging potential applicants.	<p>A collaborative project involving the CEO and Education Committee, with the following outcomes:</p> <ul style="list-style-type: none"> • Revised Pathway B process that is simple, consistent and clear. • Core Competencies amalgamated from 7 to 5, reducing duplication of elements.
Inconsistent filing, unsorted archiving and a disorganised documents drive that was impacting on operation procedures and reducing employee morale	<ul style="list-style-type: none"> • A documented and revised filing system for membership records that differentiates between current, lapsed and approved members. • A documented archiving procedure for Skills Assessment and Membership applications. • Two new drives created. • Version control system implemented. • Dedicated page on website for Forms and Policies.

Membership

Achievements

The last 12 months has born witness to significant strengthening of the visual representation of the ACWA brand.

On one level, the product of this significant rebranding work is purely cosmetic; a new name, a new logo and new collateral such as letterheads and business cards. However, on a more significant level, the product of this work is a bolstering of ACWA's capacity to fulfill its purpose and further its aims for the benefit of members.

A more modern, professional visual identity contributes to ACWA's effectiveness in raising awareness of the professionalism of paid and unpaid workers within the industry.

A more appealing brand better endears ACWA to potential members, immediately conveying the character traits of a modern, professional organisation; an organisation potential members want to join. ACWA's rebranding has significantly contributed to the potential for growth of ACWA's membership base.

As ACWA's visual identity contributes to the growth of ACWA's membership base, ACWA's growing membership base also grows ACWA's influence and relevance within the sector, further benefiting members.

The year ahead

Getting the fundamentals right

Successful membership organisations may be innovative, vibrant, active and continually growing, however, at their core they get the basics right first. In the coming year ACWA will take advantage of major opportunities to reform, grow and revitalise membership recruitment and engagement. However, first, ACWA shall make sure it gets the membership

fundamentals right.

Basic recruitment, retention and renewal processes shall improve. Our first steps shall be to;

- Further develop systems for identifying potential members. ACWA has the opportunity to utilise existing relationships within the sector and with RTOs.
- Succinctly communicate our membership value proposition in terms, and with methods, relevant to our potential members.
- Reduce procedural barriers to recruitment. While respecting the need for assessment of qualifications, ACWA can offer potential members the opportunity to express interest in joining in order to begin the development of a relationship. ACWA can also further streamline the application process to ensure fewer potential members fail to complete the application process.
- Strengthen the retention mechanisms which deepen the relationship between each member and ACWA. Such mechanisms might provide members with regular conversations with ACWA personnel or other ACWA members, opportunities to contribute to ACWA's work and gain from a member benefits program.
- Streamline renewal processes to reduce barriers to retaining members. Renewal processes must be as quick and easy as possible. Once we have developed a relationship with a member we must make it easy for them to stay with us. Excellent retention and renewal processes are much more cost effective, and time effective, than recruitment.

Membership

Building capacity

The single greatest resource possessed by any association is its members. The core principle of building the capacity of membership recruitment and retention shall be helping our greatest resource make us stronger. Building capacity is, in this context, the process of, not merely expending effort recruiting individual members, but growing the understanding, skills and abilities of individuals and improving structures and processes so ACWA can grow its potential to grow membership. The table below shows examples of how ACWA can build membership capacity.

Building capacity

Strategies	Action Plans
1.	<ul style="list-style-type: none">• Develop a greater ACWA-wide understanding of, and expertise in, membership principles and practice
2.	<ul style="list-style-type: none">• Identify and engage members who are enthusiastic about helping ACWA grow
3.	<ul style="list-style-type: none">• Skill and resource members to make it easier for them to contribute to ACWA's capacity to fulfill its purpose and further its aims, including growing membership
4.	<ul style="list-style-type: none">• Support the creation and development of new professional networks
5.	<ul style="list-style-type: none">• Further developing productive working relationships with major employers in the sector and also with RTOs

The Membership team is looking forward to working with all committees and staff to achieve ACWA's goals.



State Branch reports

New South Wales / Australian Capital Territory Branch

The NSW / ACT Branch had a productive and interesting year. At our 2010 AGM, we elected a wonderful Committee with whom it has been a privilege to have worked with over the last number of years.

We have also been fortunate to have had additional members who have accepted positions over this period. We have held six Branch committee meetings since our last AGM and our decision to combine our meetings with a mix of lunches and teleconferences has been very successful.

We have instituted a system of contact with new members, welcoming them to our Branch and encouraging participation in its functioning. A recent decision by the NSW/ACT Committee to change the format of our meetings to a combination of teleconference and face-to-face meetings is working well. We have also found that professional development sessions following our committee meetings have been the ideal opportunity to attend high quality presentations.

Since our last AGM, we have seen significant changes with the inclusion of some of our local Branch committee members on National working parties. Our Branch was also involved in the National Office recruitment and training agenda for a variety of new staff.

At our last AGM, I acknowledged the honour it is to be Chairperson of this Branch which is made up of so many members whom I hold in high professional regard. Thank you to all the NSW/ACT Branch Committee members, specifically Angela Gallard and Elizabeth Fletcher who have been instrumental in providing up-to-date information and discussions on developments in areas of strategic importance, Tony Beuermann for his undertaking as Branch Publicity Officer and the training and travel in which he has participated, and to Wendy Raine and Margaret Lyon for their consistent support, friendship and significant contribution they have made to the success of this Branch.

The extensive involvement I have had in this Committee has greatly increased my understanding of the work that a whole range of other social welfare workers perform, and the networking opportunities and new friendships are greatly valued. The Chairperson of a Branch committee is a role I would encourage other members to consider and I look forward to having significant input into our Branch activities in the future.

Darrell Meredith
Chairperson

Queensland / Northern Territory Branch

Congratulations and thank you to all branch committee members for participating in the review and restructure of the association during the past twelve months.

Apart from our duties as branch committee members, many of us have been involved in national committees, internal working groups and external committees representing the Association. Following a vacancy on the National Committee, Christine van Didden was appointed National Treasurer and Kerry Russell was appointed Branch Treasurer.

The Qld / NT branch has been active and committed to the revitalisation of the association. As a branch we have formulated a strategic plan including a budget for twelve months. Branch Secretary, Alla Craigie and Vice President, Margaret O'Brien flew to Melbourne on the 15 May to attend a special resolution meeting on the change of name for the association.

Since our last AGM we have enjoyed both business and social events. We always look forward to the end of year celebration and the opportunity to unwind and relax. Unfortunately, no one was prepared for the devastating disasters in Queensland. Chris Clayton had completed a Psychological First Aid course prior to Christmas and worked as a volunteer in Brisbane. This natural disaster has created many difficulties and obstacles for the residents of

Queensland and the recovery is slow and tedious. To show our support for the front line workers the branch donated \$1,000 to the Community Centres and Family Support Workers Network Association Qld to be used at their discretion.

For our Wellskills 2011 we were fortunate to have the opportunity of working with Rhee Duthie, a Community Development worker for the local council, to have a two day forum on the beautiful Gold Coast. I wish to sincerely thank her and the Gold Coast City Council, particularly Councillor Betts, for supporting our initiative of Wellskills.

This year our quarterly newsletter has evoked many a remark from our members and we appreciate the way in which it is received. Well done Editor Heather Binns. Heather is not only creative but a whiz on the computer.

This report does not capture all the behind the scene work that occurs within the committee and our regular teleconferences are well attended.

In conclusion, I thank all committee members (and their families) for the tremendous efforts throughout the year.

Claudia Cunningham
Chairperson

Victoria / Tasmania / South Australia Branch

The past 12 months have been an innovative time for the VIC / TAS / SA Branch. Committee members went to Adelaide to meet members and also to encourage the future formation of a Branch. Committee members were actively involved in a National meeting held in Adelaide reviewing the Constitution and looking at ways to increase membership and serve our members better. It is hoped that Committee members will forge stronger links with members in South Australia (and Tasmania) during the next 12 months. New branches would help support members across a broader geographical area, so please VIC/TAS/SA members consider becoming active in your Branch activities.

Additionally, a professional development training day was run in Melbourne with members and non members interested in developing job seeking/interviewing skills. June MacDonald, a communications expert provided a very successful workshop and feedback was excellent. Committee members are to be thanked for all of their hard working organising such a successful event. We hope to do something similar next year in Adelaide and encourage members to suggest ideas for training and development events.

The committee is currently planning a practice seminar for practitioners interested in working with traumatised clients. The workshop will be held toward the end of the year and will look at worker self care, recognising that trauma work can impact on workers assisting others in their recovery.

The committee has endured a number of considerable challenges over the past twelve months, with many active members having to leave their positions. The VIC /TAS / SA Branch was saddened by the passing of prominent, long standing member Ian Murray, who has contributed in many positions over the years. Our thoughts go to his family.

The next twelve months will be an exciting time as we move forward with our strategic plan and we encourage members to nominate for positions on the committee. A few extra hands and your input could make a huge difference to our Branch and to the Association as whole.

Clare Lincoln
Chairperson

Western Australia Branch

On a trip to Melbourne I had seen an exhibition at the Museum called From Little Things Big Things Grow. This exhibition related stories through posters and videos of the work done by community development workers to empower Aboriginal people in the north of Australia.

There was a display of the work of Stan Davey and Jan Richardson in the north west of WA. I was amazed by their inspirational story, as I had known Jan for many years through AIWCW and was completely unaware of her work in WA. The Branch Committee agreed that even though the work was carried out many years ago that the community development work was still topical and would be of interest to our members and others. So Jan was invited to come to WA as a special guest speaker. The seminar was successfully attended and we welcomed members who we had not met before.

The major Branch activity for the year was a seminar held in October 2010. It was decided to try a Saturday

morning as a more suitable time to attract members who could not attend evening meetings. Other activities included a welfare course conducted by a private college in Perth that was attended by a lecturer and eight students, and a visit from ACWA CEO Lynda Ford, who gave an update and launched Working for Welfare, and a Christmas lunch at a café on the River at Guildford, adjacent to an early colonial family home. Members of the Committee enjoyed the day.

Membership associations often see times when a large number of prominent, longstanding members feel they are ready to move aside. The WA Branch is currently going through such a change with a strong need to increase its membership base and recruit a new Committee. It is therefore an exciting time for WA members, as we all work toward and support, the regeneration of the WA Branch.

Diane Porter
Chairperson



J L COLLYER & PARTNERS
ACCOUNTANTS & AUDITORS

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INDEPENDENT AUDITOR'S REPORT

To the members of **AUSTRALIAN COMMUNITY WORKERS ASSOCIATION INC**

INITIAL ENGAGEMENT

In our opinion –

- (a) The opening balances do not contain misstatements that materially affect the current period's financial report;
- (b) The prior period's closing balances have been correctly brought forward to the current period; and
- (c) Appropriate Accounting Policies are consistently applied in accounting policies have been properly accounted for and adequately disclosed.

Report on the Financial Report

We have audited the accompanying financial report, being a special purpose financial report, of **AUSTRALIAN COMMUNITY WORKERS ASSOCIATION INC** which comprises the balance sheet as at 30th June 2011, and the income statement, statement of changes in equity and cash flow statement for the year then ended.

Management's Responsibility for the Financial Report

The management of **AUSTRALIAN COMMUNITY WORKERS ASSOCIATION INC** is responsible for the preparation and fair presentation of the financial report and has determined that the accounting policies described in Note 1 to the financial statements, which form part of the financial report, are appropriate to meet the needs of the members. The management's responsibility also includes designing, implementing and maintaining internal control relevant to the preparation and fair presentation of the financial report that is free from material misstatement, whether due to fraud or error; selecting and applying appropriate accounting policies; and making accounting estimates that are reasonable in the circumstances.

Auditor's Responsibility

Our responsibility is to express an opinion on the financial report based on our audit. No opinion is expressed as to whether the accounting policies used, as described in Note 1, are appropriate to meet the needs of the members. We conducted our audit in accordance with Australian Auditing Standards. These Auditing Standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial report in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the directors, as well as evaluating the overall presentation of the financial report.

DIRECTORS
JANET L. COLLYER FCPA
LIONEL R. ARNOLD CA B.BUS
RAELENE LAI CPA B.COM



Chartered Accountants

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-2-

The financial report has been prepared for distribution to members for the purpose of fulfilling the Management's financial reporting requirement. We disclaim any assumption of responsibility for any reliance on this report or on the financial report to which it relates to any person other than the members, or for any purpose other than that for which it was prepared.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Independence

In conducting our audit, we have complied with the relevant independence requirements.

Auditor's Opinion

In our opinion the financial report of

- (a) gives a true and fair view of **AUSTRALIAN COMMUNITY WORKERS ASSOCIATION INC's** financial position as at 30th June 2011 and of its performance for the year ended on that date in accordance with appropriate accounting policies; and
- (b) complying with appropriate Australian Accounting Standards.


.....
Janet Collyer
J L COLLYER & PARTNERS

19TH August 2011

AUSTRALIAN COMMUNITY WORKERS ASSOCIATION INC.
ABN 28 696 828 620

STATEMENT BY THE NATIONAL EXECUTIVE
For the year ended 30th June 2011

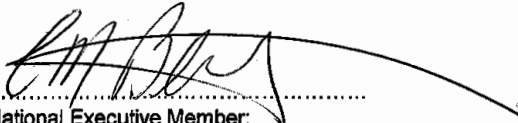
The National Executive has determined that the Institute is not a reporting entity.

The National Executive has determined that this Special Purpose Financial Report should be prepared in accordance with the accounting policies outlined in Note 1 to the Financial Statements.

In the opinion of the National Executive:

1. The accompanying financial report presents fairly the financial position of Australian Community Workers Association Inc. as at 30 June 2011 and its performance for the year ended on the date;
2. At the date of this statement, there are reasonable grounds to believe that Australian Community Workers Association Inc. will be able to pay its debts as and when they fall due.

This statement is made and signed for and on behalf of the National Executive:


.....
National Executive Member:

Thank you

National Executive Committee

Colleen Blunt
Marg Leser
Christine Van Didden
Wendy Raine
Elizabeth Fletcher
Margaret Lyon
Alla Craigie
Claire Lincoln
Edwards Tse
Claudia Cunningham

Education Committee

Claudia Cunningham
Peter Barnes
Margaret O'Brien
Angela Gallard
Janne Halma
Marg Leser
Colleen Blunt

Membership Advisory Committee

Claire Lincoln
Weiqing Xu
Kerry Russell
Colleen Blunt
Heather Binns
Yuanbin Wei
Windsome Dockter

Constitution Review Working Group

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Marg Leser
Margaret Lyon
Jesu Jacob
Claudia Cunningham
Weiqing Xu
Leonie Poynter
Lynda Ford

Treasurer's Committee

Christine Van Didden
Wendy Rain
Kerry Russell
Leonie Poynter
Marie Austen

Publicity Officer's Committee

Heather Binns
Tony Beuerman
Yuanbin Wei

Staff

Andrew Butterworth
Rebecca English
Lynda Ford
Jane Hughes
Jesu Jacob
Helen Le
Sasha Lilford
Scott McNair
Leonie Poynter
Gloria Prentice
Katherine Ryan
David Sharma
Jennifer Thompson
Thi Tran
Deane Welsh
Sean Wilson

Supporters of QLD / NT Branch Wellskills

Metropolitan Funerals
Bendigo Bank
Pearson Education
Rhee Duthie, Community Development worker for the
Gold Coast City Council
Councillor Betts, Gold Coast City Council

Supporters of National Office

Matthew Peters, Tricore Matrix
Thomsons Lawyers
Leon Duval, CEO
Institute of Management Accountant

Vale Ian Murray

Ian Murray 1942 - 2011



Ian Murray joined the Victorian Branch in 1988 and instantly took on the role of Secretary/Assistant Treasurer and from 1996 to 1998. Ian also took on the extra role of National President. Ian's dedication to AIWCW saw him retain the position of Branch Secretary until his retirement in 2010.

Ian has been a prolific writer, contributing numerous journal articles, research papers, member surveys and, in his role of Chairman of the MAP, policy documents and position statements.

In 1998 and under Ian's Presidency, Incorporation was finally gained for AIWCW. Ian was instrumental in establishing the National Office in Melbourne and setting up systems and processes for overseas qualifications assessments and assessments of qualifications for migration purposes. He has also been a member of the Editorial Board for *Practice Reflexions*.

Ian was awarded Life Membership of AIWCW in 2001 and finally retired from active duty in 2010.

We recognise the extraordinary contribution that Ian made in making ACWA the organisation it is today, and his passion, dedication, leadership, and friendship will be greatly missed.

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ACWA

AUSTRALIAN COMMUNITY
WORKERS ASSOCIATION