



WACOSS ER Forum Terms of Reference

The WACOSS ER Forum

“Emergency relief is the provision of financial and/ or material aid to those persons who find themselves in financial crisis. ER can be a one off episode or an on going financial problem.

Emergency relief services assist people to identify the options available to them in response to their needs, advocate on clients behalf or provide links to specialist community services to address the cause of their problems.”

(ACOSS ER Handbook 3rd Edition)

The WACOSS ER Forum meets monthly and is aimed to provide a space where agency representatives can;

- Share information on current and emerging trends in the sector;
- Network with government and non- government services;
- Obtain information and education via guest speakers on topics identified by the forum as being relevant to ER Services;
- Work towards solutions to common problems specific to ER Services;
- Bring to the attention to the forum issues affecting people in financial crisis as identified through direct service provision provided by ER services.
- Have issues dealt with in the most appropriate manner taking into consideration the resource of the forum, (this may mean directing to another service or asking for a speaker or peak body on a particular issue to attend);
- Improve the capacity of individual ER Service to be more effective in the service to be more effective in the services they provide to people experiencing financial crisis;
- Keep informed of the policy work being undertaken by WACOSS on consumer advocacy matters and poverty issues; and
- Work in unison with the WACOSS ER Project worker.

The ER forum is not intended to be;

- A lobby group which speaks on the behalf of all Emergency Relief Services in WA;
- An opportunity for ER services to run individual political agendas;
- An opportunity to discuss individual cases where clients may be identified; or
- A policy making group

Attendance of the forum

Attendance at the forum is open to;

- Representatives from agency’s that provide ER services either directly or indirectly to clients;
- Funding bodies (Lotterywest, FaHCSIA);
- Relevant state and federal departments i.e. DCP, Department of Communities, FaHCSIA, Centrelink; and
- Peak services (i.e. WACOSS, Shelter WA)