

Leadership

Full Day

& Personal Effectiveness

1. \$160 2. \$230 3. \$280
- Wed 14 March
Understanding Strategic Planning
 - Tues 3 April
Foundations in Facilitation
 - Tues 10 April
Taking the Stress Out of Time Management
 - Tues 1 May
Developing Effective Teams
 - Wed 16 May
Being an Effective Leader
Kwinana
 - Thurs 7 June
Presentation Skills for the Mortally Terrified
Rockingham

Frontline

Full Day

& Advocacy Skills

1. \$160 2. \$230 3. \$280
- Tues 24 January
Managing Clients' Aggressive Behaviour
 - Mon 13 February
Reducing Financial Hardship: Supporting Clients to Save Money on their Utility Bills
Free – NEW!
 - Thurs 22 March
Communicating and Connecting with Aboriginal People
 - Mon 2 April
What Not-for-Profits Need to Know about Social Media
 - Mon 30 April
Introduction to Social Justice Campaigning
NEW!
 - Mon 14 May
Utilities: Advocacy and Consumer Rights
Back by popular demand!!

Human

Full Day

Resource Management

1. \$160 2. \$230 3. \$280
- Tues 28 February
Human Resource Management & Industrial Relations
 - Tues 20 March
Using Performance Appraisals & Managing Staff Performance
NEW!
 - Tues 27 March
Occupational Health & Safety for Community Organisations
 - Tues 5 June
How to be a SUPER Supervisor

Management

Full Day

& Governance

1. \$160 2. \$230 3. \$280
- Tues 31 January
Event Management Made Easy
 - Wed 15 February
Oh My Goodness – I'm On a Board!!
 - Wed 29 February
Marketing Your Organisation & Programs
Rockingham
 - Tues 17 April
How to be a Strategic Board Member
 - Thurs 31 May
Managing Media
 - Wed 13 June
Writing Policies and Procedures
 - Tues 19 June
Introduction to Monitoring and Evaluation
NEW!
 - Wed 20 June
Writing Great Reports
 - Wed 11 July
Negotiation and Conflict Resolution in the Workplace
NEW!

Finance

Full Day

& Funding

1. \$160 2. \$230 3. \$280
- Thurs 29 March
Finance Fundamentals for Not-for-Profits
Rockingham
 - Thurs 24 May
Introducing Forecasting and Ratios into Financial Reporting
NEW!
 - Tues 29 May
Writing Successful Tenders
 - Tue 12 June
Fundraising Strategies
NEW!
 - Mon 25 June
Successful Grant Writing
 - Tues 26 June
Implementing Standard Chart of Accounts For Not For Profits

Social

Half Day

Policy Events

1. \$35 2. \$45 3. \$55
- Fri 24 February
Sector Consultation: Future Directions for Children's Policy and Services.
Free!
 - Wed 4 April
Seminar: Emerging Issues and Trends
 - Fri 20 April
Sector Consultation: Youth at Risk and Juvenile Justice.
Free!
 - Fri 29 June
Forum: Concessions Reform – Better Targeting the Needs of Low Income Households.

Special

Events

- **WACOSS Conference: The Big Picture**
This conference will focus on the Big Issues for community services, the sector and civil society at large.
Perth Convention and Exhibition Centre
8th – 10th May 2012
- **Community Services Excellence Awards 2012.**
Nominations open 20th January 2012.
Perth Convention and Exhibition Centre.
Wednesday, 9th May 2012
- **Annual WACOSS New Year Sector Breakfast**
For WACOSS members and supporters.
Mt Eliza House, Kings Park.
Friday 20th January
- **Executive Sundowner Seminars:**
1. \$60 2. \$90 3. \$120
For Board members & CEOs. An opportunity to network and discuss some big picture questions and issues.
Thursday 28 June 5.00pm – 7.30pm
- **Information Bites**
1. \$35 2. \$45 3. \$55
What Community Service Organisations need to know about the New OSH Laws. Offered if there is the demand.
Please express your interest on website!

Just For

Evening 4.30 - 7.30

Boards **NEW!**

1. \$90 2. \$125 3. \$150
- Thurs 9 February
Introduction to Being on a Board/Committee
 - Wed 7 March
Interpreting Financial Reports for Accountability
 - Thurs 19 April
Risk Management from a Board's Perspective
 - Thurs 17 May
Succession Planning - Recruitment and Retention of Board members

PRICE KEY

1. = WACCOS Members
2. = Non Member
3. = Government & Corporate

DISCOUNTS

Multi-trainer Pass
Gives you 10 places for the cost of 9!

Subsidised Places.

Subsidised places are available for new and small organisations unable to pay. Contact the WACOSS Training Team.

IN-HOUSE TRAINING & CONSULTANCY SERVICES

We can come to you with any of these courses or for totally customised ones.
Visit www.wacoss.org.au or call WACOSS on 9420 7222.

REGISTER

Please go to www.wacoss.org.au or contact training@wacoss.org.au

Western Australian Council of Social Service

Making a difference

2012

Calendar of Events

January - July



wacoss

Western Australian
Council of Social Service Inc

*Ways to make
a difference*

Western Australian Council of Social Service

Making a difference

www.wacoss.org.au

Contact Us: City West Lotteries House
2 Delhi St, West Perth WA 6005
Freecall: 1300 658 816
Phone: (08) 9420 7222
Fax: (08) 9486 7966

Email: training@wacoss.org.au

How WACOSS is making a difference

WHO WE ARE

The Western Australian Council of Social Service (WACOSS), the leading peak organisation for the community sector, represents 300 member organisations and associates, and 800 organisations involved in the provision of services to the community. WACOSS is part of a national network consisting of the Australian Council of Social Service (ACOSS) and state and territory COSS'. Our national coverage strengthens our capacity to represent state interests. We speak with and for the 400,000 Western Australians who use community services each year and whose voice and interests need to be brought to the attention of government, business, decision makers, media and the wider community.

Objectives

- To assist organisations within the community services sector with the development of socially just, professional, efficient, effective, co-operative and compassionate services, particularly for disadvantaged and vulnerable members of the community.
- To represent the views and needs of client groups and populations to all levels of the government and non-government sector; the media and general public, in relation to social policies, community services planning and service delivery issues.
- To educate community services personnel and the public about issues affecting social and community service organisations and their clientele.
- To produce proactive, powerful, principled and well informed social policy.
- To adopt any additional objects from time to time which are of a public benevolent nature.
- To advocate for a united Australia which respects this land of ours, values Aboriginal and Torres Strait Islander heritage, and provides justice and equity for all.

Vision

The WACOSS vision is an inclusive, just and equitable society now and in the future.

Mission

WACOSS, in collaboration with our membership, and as part of a national network, represents the interests of Western Australians who experience disadvantage.

Social Policy & Advocacy

Seeking to be a positive influence on policies that promote the well-being of all Western Australians

- The purpose of the policy team is to understand and analyse the experiences of people living on low incomes and experiencing disadvantage or vulnerability in Western Australia, to identify systematic solutions to these issues and advocate or their implementation.
- Policy development is informed by research and a number of consultative processes with our members, other community sector organisations, government agencies, the private sector and the community at large.
- The policy team regularly publishes papers, writes submissions and media statements and hosts seminars and conferences to promote social policy.

Sector Services

Delivering services developed in consultation with and designed for the strength of the community service sector. Services include:

- The sector services team develops an annual training calendar to support the professional development needs of workers in our sector.
- WACOSS offers affordable, customised, in-house training and consultancy services to agencies across the state.
- Accredited training is delivered on a diverse range of topics.
- Our services are highly professional and innovative.
- Our state-wide service deliver high quality regional training and programs.

Sector Development

Working to support and develop the sustainability of the sector by:

- Offering organisational development services that strengthen CEOs', Boards' and Committees' governance and management practices, systems and operations;
- Making available opportunities for sharing ideas and sector collaboration through a biennial sector conference;
- Providing new technologies, research, resources, expertise and tools to assist organisations to continually improve, meet and exceed standards;
- Trialling new service delivery modes and encouraging the exchange of new ideas, service delivery and operations by supporting groups such as the WA Peaks Forum and ER Forum; and
- Initiating sector research and strategies to address key challenges and the sector's longer viability and sustainability.

HOW WACOSS WORKS FOR OUR SECTOR

WACOSS Board Members 2011-2012:

The WACOSS Board represents our sector and guides the strategic direction of WACOSS. President: Francis Lynch (CEO, Ruah Community Services); Vice President: Terri Reilly (CEO, Relationships Australia WA) Board members: Ian Carter (Anglicare WA); Louise Giolitto (YMCA); Norma Josephs (Social Service Individual Member); Tricia Murray (Wanslea); Veronica Rodenburg (Yaandina, Roebourne); Daniel Morrison (Aboriginal Alcohol and Drug Service); Steve Joske (Red Cross, WA); Kathleen Gregory (Foundation Housing); Cheryl Cassidy-Vernon (Youth Legal Service).

WA Peaks Forum:

The WA Peaks Forum comprises representative peak bodies from across the WA Community Services Sector who meet regularly to share, exchange and discuss sector issues and undertake strategic projects on behalf of our sector. The peaks work collaboratively to implement the WA Peaks Forum Strategic Plan and WACOSS provides the secretariat role to coordinate the Forum and its strategic projects.

Pre-Budget Submission Paper & Analysis of the State Budget

The WACOSS Pre-Budget Submission reflects the key recommendations for how the community sector would like to see the WA Budget funds allocated to meet the immediate and pressing needs of disadvantaged Western Australians and invest in the social wellbeing of our community. The submission is developed in consultation with our members and the sector. The Analysis of the State Budget outlines the key features of the State Budget each year and assesses how well it responds to the sector's recommendations to support Western Australians.

Partnership Forum

The Partnership Forum brings together leaders from State Government agencies and the community sector to address issues of mutual concern with a view to improving outcomes for all Western Australians. Partnership Forum members are appointed by the Premier. The Forum has developed a set of principles to govern and facilitate the Government-Community Sector partnership in the policy, planning and delivery of community services in Western Australia. Some of the important principles include a commitment to a collaborative approach, interdependence, mutual respect, trust, and recognising the value and contribution of both sectors. WACOSS CEO Irina Cattalini is a member of the Partnership Forum and our staff contribute to various secretariat functions to support the Forum's strategic directions.

Community Service Funding Reform Program

The new Delivering Community Services in Partnership Policy (DCSP) is driving reform to the processes for funding and contracting community services. This will affect how services are designed, the development of service specifications, outcomes measurement, and new approaches to price setting and reporting. From early in 2012 WACOSS will be rolling out a series of training, consultancy services and advice to assist community sector organisations to prepare for these changes. Keep an eye out for more information about these important changes and visit our website to express your interest.

Regional Network Project

WACOSS is working to assist regional service providers through regular video conference meetings held with regional networks and peak bodies, to build capacity through enhanced collaboration and coordination between organisations. As a state-wide peak, WACOSS is committed to involving and supporting regional organisations. We also regularly record and broadcast our metropolitan events to regional services through regional Community Resource Centres.

The Rising Cost of Living Paper

Each year WACOSS produces The Rising Cost of Living in WA paper. The paper's intent is to track changes in typical living expenses for the WACOSS representative household model, such as housing, electricity, gas, food and transport. The paper highlights the movement in living costs compared to changes in income for people living on low and fixed incomes in WA. It is an important publication for policy makers to inform needs for concessions, tariff setting and financial assistance.

Emergency Relief

The Emergency Relief sector consists of over 300 agencies and outlets, supporting clients in financial hardship and crisis. WACOSS is involved in building capacity through delivering training for the workforce (including volunteers); running Emergency Relief Forums and network events; holding a biennial Emergency Relief Conference; distributing a regular newsletter; supporting the State Emergency Relief Committee (SERC); and producing the Emergency Relief Directory.

Beyond Farming

Beyond Farming is an innovative pilot program which forms part of the drought relief measures in WA. The program puts farmers in touch with former farmers to talk through different options available to them and to link them to other services and support outside farming.

Emerging Issues Seminar

In April each year, WACOSS hosts the Emerging Issues Seminar, providing a comprehensive overview of the most important issues and emerging trends confronting the community sector. Developed by WACOSS senior staff and guest speakers, the seminar provides detailed up-to-date information designed to assist organisations in planning for and responding to these critical issues impacting on the sector.

Stakeholder Engagement

Working on behalf of our sector and our members WACOSS plays a lead role across a broad range of committees, working parties, steering groups, boards and forums. Some include: Anti-poverty Week State Committee; Children's Policy Advisory Committee; Community Services, Health and Education Training Advisory Council; Centre for Social Impact Advisory Board; Centre for Advanced Consumer Research Advisory Board; Economic Regulation Authority Consumer Consultative Committee; Partnership Forum; Reconciliation Australia; Community Services Roundtable; Strong Families Monitoring Group; and the WA Peaks Forum. WACOSS also has a representative on the Board of ACOSS and convenes regularly with all the State and Territory COSS'.

HOW WE CAN ASSIST YOU

Become a WACOSS Member

Support WACOSS's work and receive updates, discounts and invites to special member only events. Member Services - offering membership to individuals and organisations to support and strengthen the sector.

When you become a WACOSS member you are contributing back to our sector. As a member you are immediately eligible to receive a host of useful products and services which include:

- discounts to training and professional development,
- delivery of e newsletters and special updates latest news,
- voting at AGM (Social Services memberships only),
- invitations to sector events to hear key decision makers,
- discuss issues, challenges and directions,
- opportunities to input into sector policy and decision making,
- meet colleagues at all levels from a diverse range of agencies and tap into new innovations and ideas.

Further benefits include access to whole of sector arrangements in employee assistance, industrial relations and not-for-profit management support. Join us now and be part of a vigorous community committed to making a difference. Meet colleagues at all levels from a diverse range of agencies and tap into new innovations and ideas. For the full range of member benefits go to www.wacoss.org.au or call our Membership Officer on (08) 9420 7222.

MANAGEMENT SUPPORT ON-LINE – MSO Your Virtual Help Desk.

WACOSS provides its Management Support Online (MSO) service to all not for profit organisations located within Western Australia, with attractive discount rates offered to current WACOSS member organisations. WACOSS Management Support Online builds the capabilities of staff, volunteers and management committees by enhancing their expertise across the organisation, saving time while building operational resources. Includes a comprehensive set of policy and procedure templates covering governance and management operations. With WACOSS Management Support Online, organisations are enabled to develop their own sustainability and self-reliance whilst contributing to a wider culture of organisational, governance and management excellence across NGOs. The integrated services and resources provided through WACOSS Management Support Online will enable staff, volunteers and management members to operate their organisation confidently.

WACOSS MSO is a 'one stop shop' assisting organisations to:

- Reduce risk
- Manage resources
- Solve problems
- Develop good practice in governance, management, services and activities and administration.

WACOSS MSO provides:

- Full set of policy and procedure templates covering governance and management operations.
- Over 160 downloadable templates, tools, and info sheets.
- Over 50 skill building sessions, good practice guides and activities.
- Diagnostics and assessments for quality management and risk assessments - highlights areas of strength and potential challenges as a prevention and early intervention strategy.
- Confidential advice & assistance service

Subscribing couldn't be easier: To subscribe to WACOSS Management Support Online simply follow the prompts on the website.

IN-HOUSE & CUSTOMISED TRAINING

Do you want us to deliver training for your staff or board at a site you choose? WACOSS can deliver courses tailored to meet your staff or board's needs, at reasonable prices. We can deliver any of the courses listed here or on the website, or we can customise something specifically for you. We can also provide facilitators and team building sessions. We can offer:

- Guest speakers at Conferences & Seminars
 - Half and full day training courses
 - Series of training courses, sessions
 - High level facilitation for your event
 - Team building program or activities
 - Travel outside Perth – Rural and Remote & Interstate
- Most will be charged on a cost recovery basis. If required, WACOSS can link you with funding options. Call the Training Coordinator for details or ask for a quote.

ORGANISATIONAL DEVELOPMENT CONSULTANCY SERVICES

Want some extra expertise to help your organisation or board? WACOSS have a team of high level consultants who have specific expertise, knowledge and experience in a wide range of areas in organisational development for the not-for-profit sector. Not sure what you need? Call and discuss what your current issues are and we can assist define your needs and recommend a course of action.

The type of services we can offer (but not limited to) include: Governance Performance Reviews/Audits Governance Development Programmes Strategic & Business Planning Organisational or Programme Reviews Structural Reviews Risk Management Development Develop Policy & Procedures Financial Processes Check & Advice Marketing Plans Etc.

COMMUNITY LEADERSHIP DEVELOPMENT PROGRAM

The Community Leadership Development Program, a partnership between WACOSS and MODAL (a leading private company) provides an excellent opportunity for people working in the Community Services sector to enhance their leadership skills. Since 1995, the Diploma of Management has become a benchmark for management and team leaders in the business sector. In the Community Development and Leadership program we have taken a Diploma of Management from the Business Services training package to offer to managers, team leaders and coordinators of human service organisations. There are 8 units to be delivered in one day training sessions during a 12 month period (Note first training session includes an additional introductory day). Thanks to the commitment of MODAL to community services donation of time, this course is offered at a reduced price. Costs may also be partially covered by Lotterywest. Applications are usually open in May each year.



COMING SOON

Climate Clever Events.

This is a series of events that will be offered regionally for community service staff to explore how climate change and the carbon tax affect our sector.

Please express your interest on the website.

Preparing for the new Funding and Contracting Reforms – Training series & consultancy services.

WACOSS will be rolling out a series of workshops which is aimed at preparing your organisation for the new WA Government procurement policy on funding and contract reforms.

Express your interest by going to the website.

Australian Consumer Law – Are you complying?

With a move towards more consumer directed services and individualised funding – do you know what it takes to assess if your organisation is complying with the new Australian Consumer Laws? **Express your interest by going to the website.**

Australian Charities and Not-for-profits Commission (ACNC)

What the new ACNC will mean for the sector: The Australian Government is establishing a new independent regulator for Charities and Not-for-profits and consulting with the sector about its role and functions. Keep up to date with how this may affect the regulatory burden on your organisation and the new opportunities it presents.

Express your interest by going to the website.



Western Australian Council of Social Service

Making a difference

www.wacoss.org.au

Contact Us: City West Lotteries House
2 Delhi St, West Perth WA 6005
Freecall: 1300 658 816
Phone: (08) 9420 7222
Fax: (08) 9486 7966

Email: training@wacoss.org.au