



THE WESTERN AUSTRALIAN COUNCIL OF SOCIAL SERVICE INCORPORATED



WACOSS



WACOSS

The Western Australian Council of Social Service Inc (WACOSS) is the peak council of community service organisations and individuals in Western Australia. WACOSS is part of a national network consisting of ACOSS and the State and Territory Councils of Service, who assist low income and disadvantaged people, Australia wide.

OUR VISION

WACOSS and its members share a vision of a socially just and sustainable West Australian society where people care for each other and have access to the resources and opportunities necessary for their wellbeing.

OUR MISSION

- *To achieve our vision of a just and sustainable society WACOSS seeks:*
- *To be an effective influence on policies that promote the wellbeing of West Australians.*
- *To contribute to the existence of an effective and vibrant community services sector.*
- *To contribute to an informed public opinion on social issues.*





WACOSS PEOPLE

BOARD MEMBERS



WACOSS BOARD

President Mr Tony Pietropiccolo
Vice President Ms Anne Russell-Brown

ORDINARY BOARD MEMBERS

Mr John Gherardi
Ms Sue Ash
Mr Cathcart Weatherly
Ms Lucy Morris
Ms Trish Langdon
Mr John Knowles
Ms Rae Walter
Ms Violet Bacon
Ms Tas Michael



Lisa Baker
Executive Director

This is my first Annual Report as the new Executive Director of WACOSS. I'm sure that all of our members are aware that after eight years as the Executive Director of WACOSS, Shawn Boyle has moved on and is pursuing a new opportunity to influence social policy in Western Australia.

I bring to WACOSS my blend of social policy, organisational development and community strengthening skills and experience. In addition to holding executive positions in State and Federal governments in Western Australia I have been fortunate to lead international projects and develop social policy with international organisations including those of the United Nations.

The profile of Western Australia is unique in many ways. Our environment is rare and ancient, our industry base is aggressive and globally focussed, our people are diverse and resilient. Despite our uniqueness and our relative geographic isolation, we face the same landscape of change that is sweeping developed and developing countries around the world. The principal agent of this change is fear and it brings with it transfers of power that are complex and unique to this time in history. The world is struggling to find a balance to this negative construct and those of us who remain committed to the goals of

social justice, fairness and equality face unprecedented challenges in identifying the way forward.

The challenge for WACOSS within this new order is to keep our focus on the great tasks of generating conditions under which people can meet their own and their family's needs for adequate nutrition, health care and education. We cannot allow governments to continue to be distracted by military conflict and ideological division. We must demand balance in all aspects of our lives. Most particularly we must strike a balance between society, the environment and the economy.

Through the excellent work of the WACOSS Social Policy Unit we continue to focus on policies that address poverty and promote social sustainability. In particular we seek to promote policies which protect the growing minds and bodies of children and argue that children should have the first call on the resources of the adult world – children should be able to count on this commitment in good times and in bad (UNICEF, *The State of the World's Children*, 1992). I look forward to continuing our work on these issues with our new Manager of Social Policy, Lanie Chopping.

Politicians and business leaders are being forced to reexamine their definitions of accountability and the ethical frameworks that they apply to their work. Increasingly, people are looking to the community sector for their benchmark in ethics and in principled business practice. WACOSS has been promoting the sector's potential in this area. The professional development, consultancy, training and other support opportunities that WACOSS offers the community sector aim to meet this increasing demand on our services.

In 2003 WACOSS has continued to develop the scope of our sector development agenda. Under the management of Joel Levin, WACOSS's Not for Profit Development Unit has been awarded the 2002 Community Service Award for Developing and Supporting the Community Services Industry. The opportunities that WACOSS offers the sector continue to increase and diversify as Joel Levin matches our growing range of activities to new demands coming from the sector. I would also like to thank the corporate support that we have found from many businesses keenly interested in contributing to the growth of the Community Sector.

EXECUTIVE DIRECTOR'S REPORT

I acknowledge the strength and commitment that continues to be shown by our Corporate Support Unit. Under the management of Ninder Barlow, this team provides the internal support for all of our work. Their continuing efforts ensure that our services to members and our own policy and development team's activities can be delivered in a seamless and effective way.

I would also like to thank the Board and membership for their support in my new role. Your commitment and involvement in WACOSS has allowed me to rapidly gain the knowledge and understanding that I need to ensure the continued success of WACOSS.

Lisa Baker

Executive Director

WACOSS PEOPLE

CURRENT STAFF



Ms Lisa Baker
Executive Director (From March 2003)
Ms Ninder Barlow
Manager Corporate Support
Ms Patricia Stanning
Executive Assistant & Corporate Support
Ms Leanne Barron
Manager Social Policy Unit
Mr Joel Levin
Manager Not for Profit Development Unit
Ms Trena Buncle
Senior Policy Officer
Ms Lanie
Chopping Emergency Relief Sector Support Project Officer
Mr Barry Healy
Training and Development Officer
Ms Karen Brisbane
Aboriginal Community Development Officer
Ms Annie Toh
Accountant
Ms Rena Dawidowicz
Accounts Assistant
Ms Beryl Ho D'Orville
Librarian

Ms Margaret Hughes
Odgers Administration Assistant
Ms Faye Holdaway
Administration Assistant
Ms Kylie Meakins
Project Officer

FAREWELLED DURING THE YEAR

Mr Shawn Boyle Executive Director (Resigned January 2003)
Mr David Katz
Ms Mina Bodnaras

Auditor – Horwath Perth

Hon Solicitor – Mr Jeremy Scudd, B Juris, LL.B

HIGHLIGHTS

SOCIAL POLICY

WACOSS seeks to be a positive influence on policies that promote the wellbeing of West Australians. We do this by developing sound social policy through research and consultation with our constituencies, providing forums such as conferences and seminars to debate issues, establishing formal advisory committees and working parties and by developing strategic policy alliances and partnerships.

This in turn gives WACOSS representatives the policy material to provide quality advice to decision-makers and advocate on the interests of low income and disadvantaged people and the agencies who help them.

As there are a limitless number of social issues requiring attention in the community services sector. WACOSS prioritises our policy issues according to sector demand, member feedback and Board direction.

State Budget

A key role for WACOSS as the peak of the community service sector is to develop an annual Pre-Budget Submission to inform Government of community sector policy and expenditure priorities. WACOSS worked with other peak bodies and key stakeholders to develop "Thriving Communities" our submission for State Budget 2003/04, which we submitted to Government in January 2003. Work is currently underway for the 2004/05 WACOSS Pre-Budget Submission.

WACOSS undertakes State Budget analysis each year on Budget day and once again we held an informative State Budget briefing session for non-government agencies.

Poverty

WACOSS has always maintained a commitment to work on poverty related policy matters, as it is part of our core reason for existence. The major work in poverty this year has focussed on utilities reform, housing and homelessness and welfare reform.

WACOSS made written submission to the Senate Inquiry into Poverty this year and appeared before the Senate Committee in July 2003. WACOSS submission concentrated on the level of hardship and deprivation experienced by individuals and families in Western Australia and the struggle of many households to meet basic needs such as food, clothing, shelter and essential services.

WACOSS is actively involved with the State Government and other agencies in the development of activities for International Eradication of Poverty Day in October 2003.

Children's Issues

WACOSS efforts in relation to Children's issues have in the past year focussed on policy issues affecting children.

WACOSS held a successful Information Session regarding the introduction of a Children's Commissioner, which was attended by around 50 people. Subsequently we have prepared and made submission to the legislative Council Select Committee on the establishment of a Children's Commissioner. The submission maintains that the State Government fund the establishment of an independent Office of a Children's Commissioner with responsibility for:

- Promoting children's interests and rights across government departments and the community;
- Instigating and undertaking investigations in regard to specific issues or incidents, including the capacity to compel witnesses; and
- Researching issues relating to the interests and rights of children.

WACOSS worked with the Office of Children and Youth on a range of strategies this year including the facilitation of the Children's Summit, the development of curriculum for school teachers to undertake consultative processes with students and the development of a paper looking at issues for consideration in consultation with children aged 9 – 12 years not in the traditional school system.

HIGHLIGHTS

WACOSS is pleased to have joined the Department of Premier and Cabinet Early Years Taskforce and we look forward to our continued participation in the Children's policy area.

Sector Viability

The viability and strength of the non-government human services sector is a key social policy area for WACOSS.

This year WACOSS representatives undertook negotiation of the new common shell agreement with Government, which will provide greater consistency in funding contracts across a variety of State Government departments.

WACOSS has commenced negotiation with Government regarding the development of a Non-Government Human Services Industry Plan. Industry Plans have been developed across a number of sectors of the economy. In general they are seen as providing a direction for the future of an industry, including ways to:

- address challenges that arise,
- strengthen and promote the industry, and
- enhance viability.

The plan will have the main components including:

- An overarching framework or compact such as a partnership agreement;
- Development of a whole of government policy regarding the payment of indexation to the non-government human services sector; and
- Strategies regarding sector capacity building for the non-government human services sector.

The Industry Plan is due to be completed in December 2003.

Sustainability

WACOSS has completed the second phase of the Housing and Social Sustainability project and we look forward to launching the second report in the near future.

WACOSS has continued our work with the WA Collaboration and we are pleased with the ongoing development of partnerships with other stakeholders including environmental organizations.

We believe that our participation in the WA Collaboration as well as our work through the Housing and Social Sustainability Project has ensured that the social aspects of sustainability including social equity considerations are clearly on the sustainability agenda.

Social Policy Conference

Over 100 people attended the "Behind the Buzzwords" conference held in May 2003. Participants, including Government and Non-Government Workers, came from across the State with a large contingent from the Pilbara and the Kimberley regions. Community Development consultant Lyla Rogan facilitated this seminar over two days looking at unpacking concepts such as 'capacity building' and 'place management'. The feedback from attendees has been very positive particularly regarding the interactive workshop held on Day 2.

REGIONAL COMMUNITY DEVELOPMENT

WACOSS has continued our commitment to capacity building with regional communities to enable responsive community service delivery and active participation in social policy development.

Key achievements in this area include:

- The establishment of 3 regional capacity building projects with funding from the WA Regional Initiatives Scheme of the Department of Local Government and Regional Development. These community development initiatives involve working in partnership with local communities in Gascoyne, Mid-West and Kimberley regions;
- The development of strong working relationships with key stakeholders including State Government Regional Development Commissions across Western Australia;

HIGHLIGHTS

- Ongoing support and resourcing to the WACOSS Mid-West Network and WACOSS South-West Network, including successful application for strategic planning processes for each of these groups.

ABORIGINAL COMMUNITY DEVELOPMENT

Karen Brisbane, the WACOSS Aboriginal Community Development Worker has continued to undertake developmental work with Aboriginal organizations and communities over the last 12 months.

Key achievements in this area include:

- The design and development of "The Little Black Book" containing accessible information for Aboriginal young people. The development of the resource included consultation with hundreds of Aboriginal Young people over a period of 4 months. The resource contains information regarding health, education, law, employment and general interest areas identified by young people. "The Little Black Book" was launched by Aboriginal actor Ningali Lawford on the 11th July 2003 to coincide with NAIDOC week;
- Commencement of discussions with key stakeholders regarding the development and delivery of Governance training programs with Indigenous organizations; and
- Collaboration with the Office of Women's Policy to facilitate Women's Safety community consultation session;
- Ongoing support and resourcing of the Aboriginal Disabilities Network.
- Ongoing liaison with and support to Aboriginal community organizations.

HIGHLIGHTS – CURRENT MAJOR PROJECTS

EMERGENCY RELIEF SECTOR SUPPORT PROJECT

The WACOSS Emergency Relief Sector Support Project is a 3 year project that has been operating since June 2001. The project, funded by the Lotteries Commission WA, aims to build capacity in the Emergency Relief (ER) sector and thus ensure effective ER services are provided to disadvantaged people in WA through an enhanced and sustainable Emergency Relief Sector.

The objectives of the WACOSS ER Sector Support Service are:

- To establish best practice models, including benchmarks, for the delivery of Emergency Relief services.
- To consolidate effective networks between Emergency Relief agencies and external service providers.
- To increase the knowledge and skills of Emergency Relief agencies.
- To undertake an independent evaluation of the WACOSS Emergency Relief Sector Support Project.

Key achievements in this area include:

- Completion of the Emergency Relief Seminar Series 2002, including Basic Client Interview Skills (Nov 2002) and Basic Budgeting Skills (Nov 2002).
- Ongoing provision of written information to assist service delivery in monthly mail outs to over 300 Emergency Relief workers, volunteers and associated services.
- Provision of planning workshops for newly established ER agencies. E.g. Manjimup Combined Churches group (in partnership with FaCS)
- Development of a comprehensive submission to the Commonwealth Department of Family and Community Services Review of the Emergency Relief Program.
- Revision and update of the WACOSS Emergency

Relief Handbook due for national re-release in late 2003 / early 2004.

- Commencement of an evaluation strategy by an independent consultant has included interviews with 20 stakeholders (ER providers) in both rural and metropolitan areas. Follow up interviews will take place over coming months and early in the New Year.

The final year of the project will concentrate on the Best Practice and Benchmarking process. A discussion paper on benchmarking of aspects Emergency Relief delivery is due for release imminently and will be followed by a series of workshops to discuss the paper and create a model of best practice for agencies to reference. The result will be a practical package of ideas that agencies can choose to apply to enhance the delivery of Emergency Relief.

Utilities Reform

An important issue in the poverty work undertaken by WACOSS is access to essential services. Utilities issues have become increasingly important as they now represent the cause of the majority of debt issues faced by low-income West Australians who present for emergency relief and financial counselling. With a range of Government reforms and policy initiatives in water, gas and electricity currently occurring, WACOSS has made a considerable effort to pursue opportunities for providing input on social equity and consumer perspectives into such agendas.

Key achievements in this area include:

- WACOSS received a grant from the Office of Water Regulation to undertake the following work:
- Contribute to the Water Services Coordination Act Review;
- Undertake and report on a comparative analysis of Ombudsman systems in other jurisdictions in order to feed into the development of a utility ombudsman in Western Australia; and
- Undertake and report on research in relation to debt recovery issues to feed into the State Government Debt Recovery Taskforce.

SOCIAL POLICY AND ADVOCACY

HIGHLIGHTS – CURRENT MAJOR PROJECTS

As a part of the State Government's Consumer Justice Strategy, an Officer from the Department of Consumer and Employment Protection was seconded to WACOSS for a twelve-month period. Kylie Meakins joined WACOSS in March 2003 to work on issues related to utilities.

One of the achievements of this work has been working with the Utilities Sub-committee of the Emergency Relief Forum to establish two Inter-agency Protocols between emergency relief agencies, financial counsellors and Western Power and the Water Corporation. A third Inter-agency Protocol with Alinta is nearing completion. These protocols provide a framework within which emergency relief agencies and financial counsellors can negotiate with the utilities providers in relation to the payment of accounts, in order to maintain supply. The operation of the existing protocols will be reviewed early in 2004.

In February a utilities survey was distributed to 200 emergency relief agencies. From the responses received a report was developed that extrapolated the amount of money that had been paid to the three main utilities by emergency relief agencies in the previous twelve months, a figure of \$1.3 million. The release of that report titled "Would You Like Some Heat with that Trickle of Water?" gained front-page coverage in The West Australian and stimulated heated debate on talk-back radio.

With the proposed disaggregation of Western Power and the introduction of full retail contestability for gas in May 2004, WACOSS has been involved in joint government-public interest group forums established for both electricity reform and gas retail market reform. The recently established Electricity Reform Consumer Forum aims to provide consumer representatives with the opportunity to give advice and feedback to Government on electricity reform matters affecting consumers, and Government a forum through which it can keep electricity consumer representatives informed of electricity reform implementation issues. The Consumer Protection and Education Working Group has been meeting regularly to finalise a constitution for the soon to be established Gas Ombudsman Scheme.

Reform in the energy sector is occurring in other States in Australia with some negative impacts for consumers. With or

without reform utilities costs are a heavy burden for low-income earners and WACOSS will continue to advocate to protect consumers and urge Government and the utilities providers to seek avenues to assist all areas of the community to meet the increasing costs of essential services.

SOCIAL POLICY AND ADVOCACY

WACOSS REPRESENTATIVES ON COMMITTEES

Department of Justice – Aboriginal Reference Groups –
Prisoners entry into the community
Karen Brisbane

Office of Women's Policy (Small Grants Panel)
Karen Brisbane

Dental Advisory Committee
Trena Buncle

Regional Telecommunications Advisory Group
Trena Buncle

Community Development Seminar Series
Leanne Barron / Trena Buncle

Housing Advisory Committee
Leanne Barron

WA Collaboration
Leanne Barron & Trena Buncle

Emergency Relief State Advisory Committee
Lanie Chopping

Curtin School of Social Work and Social Policy Alumni
Committee
Trena Buncle

CREDO (Regional Development)
Trena Buncle

Sustainable Transport Alliance
Leanne Barron / Trena Buncle

Electricity Reform Implementation Unit (Community Advisory
Group)
Kylie Meakins

Gas Retail Deregulation Project (Consumer Protection
Education Working Group)
Kylie Meakins

Water Corporation (Community Agencies Liaison Group)
Kylie Meakins

Joint Advisory Committee on Regional Development
(Institute for Regional Development (UWA) and WACOSS)
Trena Buncle

Department of Premier and Cabinet (Crime Prevention
Taskforce)
Trena Buncle

Department of Premier and Cabinet (Early Years Taskforce)
Sue Ash

Department of Premier and Cabinet (Early Years Taskforce)
Sue Ash

Department of Justice (Scenario Planning) Workshop
Lisa Baker

Department of Premier and Cabinet/RSPCA Working Party on
"Cruelty Connection"
Lisa Baker/Kylie Meakins

Department for Community Development Non Government
Funding Reform Working Party –
Lisa Baker and Lucy Morris

Children Youth and Families Agencies Association
Sue Ash

WA Collaboration on Sustainabilit
Leanne Barron/ Lisa Baker

Department for Community Development Seminar Series
Leanne Barron

State Government Community Risk Management Initiative
Working Party Member
Joel Levin

Review of Training in the Department of Community
Development
Joel Levin

WA Community Leadership Plan Strategy Group One
Joel Levin

State Training Board Sub-Committee on Not-For-Profit
Training
Joel Levin

Leadership WA Initiative Formative Working Party
Joel Levin

SOCIAL POLICY AND ADVOCACY

MEDIA INTERVIEWS 2002/2003

DATE	OUTLET	ISSUE	DATE	OUTLET	ISSUE
1/8/02	Channel 7 News	West Australians to pay more for water	9/5/03	ABC Radio	State Budget
1/8/02	Channel 10 News	West Australians to pay more for water	13/5/03	Curtin FM	Federal Budget
1/8/02	Channel 2 News	West Australians to pay more for water	20/5/03	Curtin Radio	State Budget
13/8/02	6RTR	Social Security Penalties	20/5/03	ABC Television	Public Housing
17/9/02	Radio Fremantle	Poor People	1/6/03	The Sunday Times	Our Working Poor – Agencies Losing Ground Welfare Agencies are struggling to meet growing demand from WA's "Working Poor" – WACOSS says the situation will get worse without immediate action to curb the demand.
4/12/02	The West Australian	Response to The Gordon Inquiry	3/6/03	The West Australian	Wealthy would pay more in fines plan – WACOSS said it was important that the penalty matched both the crime and income level
14/12/02	The West Australian	Gallop shift on Federal cash risk over trading – change of trading hours	10/6/03	Radio 6PR	Refuges
14/12/02	The West Australian	Families fight on in brave new world – Increasing number of working poor families struggling to cope with financial pressures.	11/6/03	Radio 6PR Trap report	Sole Parents Should Work – The Tender
3/1/03	The West Australian	Credit Card charges pledge – Utilities say handling fees will not be passed on – WACOSS says many low income earners struggled with credit card debt	11/6/03	The West Australian	Sole Parents 'should work'. The Tender Trap report
15/1/03	The West Australian	WACOSS supports the introduction of a child death review committee and the introduction of a Children's Commissioner	11/6/03	The West Australian	Family pet violence link
31/1/03	The West Australian	Welfare need swamps agencies – findings from Australians Living on the Edge report	14/6/03	The West Australian	Poverty survey a surprise – "concerned people on such low wages did not consider themselves poor"
11/2/03	The West Australian	SOFT OPTIONS ON WATER We'll face bigger bills: family. The price increase will hit one in six households and raise an estimated extra 2\$million were criticised by WACOSS			
11/2/03	Chanel 9	Water Charges			
11/2/03	Chanel 7	Water Charges			
13/2/03	The West Australian	House Boom misses: charity The property market boom has widened the gap between Australia's haves and have-nots.			
18/2/03	The West Australian	More Going Hungry – Food shortages drive ordinary West Australians to charities. –			
24/2/03	Nova FM	Impact of petrol prices on low income earners			
14/4/03	The West Australian	Welfare groups seek \$60m rise in Budget – release of pre budget submission and release of results of Australians Living on the Edge			
8/5/03	ABC Television	State Budget			
9/5/03	The West Australian	State Budget 2003 – Families Hit Hard			



SECTOR DEVELOPMENT

HIGHLIGHTS





SECTOR DEVELOPMENT

MAJOR EVENTS

TOPIC & LOCATION	DATE	Attendees
Community/Business Partnerships Discussion Round Table	1-Jul-02	57
The Strategic Edge -Business Planning Seminar	31-Jul-02	76
GST Help Day	15-Aug-02	2
Successful Submission Writing Seminar	28-Aug-02	142
Governance and Duty of Care Workshop - Occupational Therapists Australia	28-Aug-02	15
GST Help Day	12-Sep-02	2
CSSU Employment Legislation Workshop	12-Sep-02	10
Governance and Duty of Care Workshop- City of Armadale	15-Sep-02	65
Beyond Survival - Fundraising	18-Sep-02	60
Telecentre Conference - Governance	19-Sep-02	70
Management Committees and Organisational Governance - Broome	23-Sep-02	29
ER Series of Seminars - Domestic Violence Issues	26-Sep-02	25
ACROD Conference - Duty of Care	27-Sep-02	100
ER Series of Seminars - Working with Clients with Mental Health Issues	3-Oct-02	35
Privacy Act Seminar	11-Oct-02	80
Governance and Duty of Care Workshop - SBDC Conference	14-Oct-02	60
Governance and Duty of Care Workshop - City of Gosnells	16-Oct-02	60
GST Help Day	17-Oct-02	6
<i>Launch of the State Government's New Policy on the Funding and</i>	<i>23-Oct-02</i>	<i>52</i>
Purchasing of Community ServicesER Series of Seminars - Cross Cultural Training, working with Aboriginal People	30-Oct-02	43
<i>Special General Meeting and Policy Launch of Model of Social Sustainability</i>	<i>31-Oct-02</i>	
Governance for Committees Workshop - WA Rural Counsellors - Forrestfield	31-Oct-02	20
ER Series of Seminars - Working with Clients with Drug & Alcohol Issues	4-Nov-02	34
Governance - Committee Members Induction Seminar	6-Nov-02	60

SECTOR DEVELOPMENT

MAJOR EVENTS

TOPIC & LOCATION	DATE	Attendees
GST Help Day	14-Nov-02	5
FBT & Salary Package Seminar	4-Dec-02	105
Duty of Care - Kalgoorlie	13-Dec-02	10
Goverance Training - Geraldton	3-Feb-03	11
Employing Right Seminar	28-Feb-03	113
GST Help Day	14-Mar-03	7
Introduction to Neuro Linguistic Programming	24-Mar-03	15
Standard Service Agreement Forum	28-Mar-03	118
Finances Made Easy Seminar	28-Mar-03	83
Winning Submissions Writing Seminar	14-Apr-03	38
GST Help Day	30-Apr-03	6
Issue of Risk Seminar	14-May-03	25
Issue of Risk Seminar	23-May-03	21
<i>Behind the Buzzwords Conference</i>	<i>26-May-03</i>	<i>101</i>
<i>Behind the Buzzwords Conference</i>	<i>27-May-03</i>	<i>41</i>
GST Help Day	29-May-03	4
Manager/Supervisor Coaching	27-Jun	58

CORPORATE SUPPORT

HIGHLIGHTS

The main objectives of the Corporate Support Unit is to achieve the following key goals.

1. To assist WACOSS in realizing our vision, mission, values, policies and broad strategic goals as outlined in the Corporate Plan.
2. To provide internal services and resources to assist Social Policy and the Not-For-Profit Development Unit to achieve their particular goals.
3. To develop systems and procedures necessary to achieve both of the above and to ensure that these operate efficiently and effectively.
4. To develop systems and procedures necessary to ensure that the organization meets its statutory obligations.
5. To manage risk and help building internal capacity to enable the organization to take advantage of future opportunities.
6. To assist with the internal communications, integrating and

co-ordination of services and resources throughout the organization.

7. Helping to make WACOSS an attractive place to work.

Rather than attempt a comprehensive look at the Corporate Support Unit's activities, this report to you – our colleagues, members, supports, critics and friends – is a summary of activities.

CORPORATE INFORMATION

WACOSS was established in 1956 and is an organization incorporated under the Incorporation Association Act 1987.

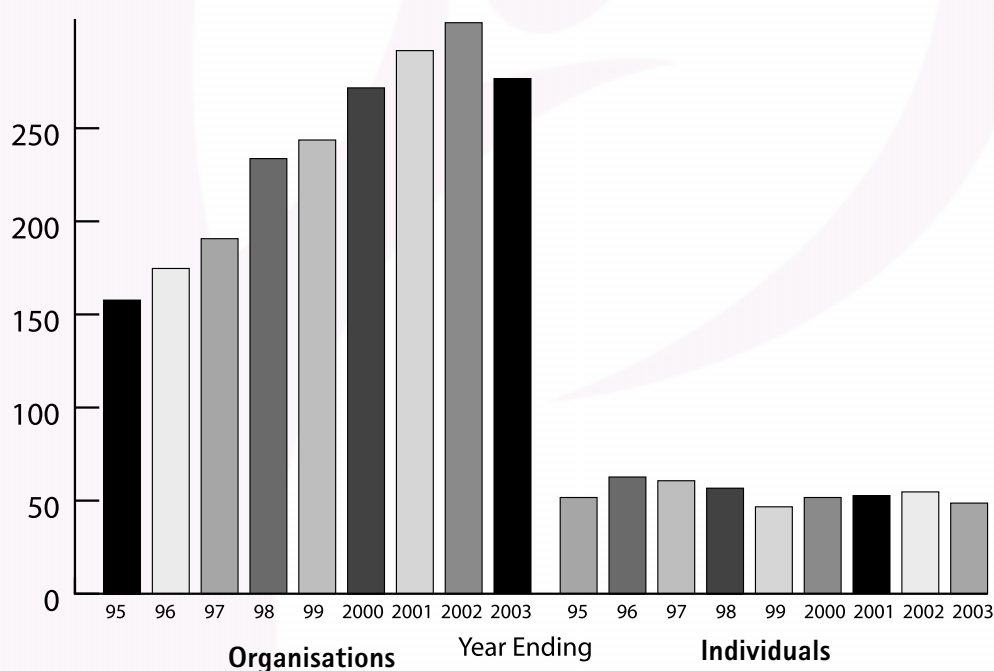
WACOSS is a non-profit organization, operates to its Constitution, and is an Income Tax Exempt Charity by status.

ORGANISATIONAL MANAGEMENT

Governance

Since the last Annual General Meeting, 11 Board meetings and

WACOSS Membership Growth Chart



HIGHLIGHTS

10 Finance Committee meetings were held, meeting the constitutional requirements.

The Governance Committee continues its work on governance policies of the organisation and will contribute to the development of a Governance Manual, which forms part of the WACOSS Organisational Policies and Procedures Manual. The Governance Manual will demonstrate best practice guidelines.

Internal Organisational Development

As WACOSS continues to build its diverse and independent income base, the search for ways to increase our efficiencies and effectiveness continues. At the time of writing this report, the organisation is undertaking a review of its organizational structure and business processes. Through this we are seeking to ensure that our systems can manage growth and are designed to meeting the changing needs of the organisation. We have also made a commitment that system, policies and procedures will comply with best practice guidelines.

Premises

We continue to be at full capacity at the Lotteries House premises. The work towards our relocation to new premises will continue under the guidance of our new Executive Director.

HUMAN RESOURCES

It has been an eventful year in which the organisation managed the change in leadership from Shawn Boyle to Lisa Baker, the current Executive Director.

Credit must go to the staff who have maintained such a strong spirit and commitment over a period of significant change.

As for Shawn Boyle, he certainly left the organisation healthy both in its heart and head!

From a staff perspective, we were also very sad to say good-bye to another long standing colleague, Leanne Barron. Leanne has decided to pursue new challenges, the first of which will be working with the Department of Premier and Cabinet to shape

an Industry Plan for the Human Services Sector.

WACOSS continues to employ a mix of full-time, part-time, casual and contract staff. The employees and contractors are listed in the front pages of this Report. WACOSS is a respondent to the Social and Community Services Award. Staff are employed under conditions listed in this Award.

The completion of the policy and procedures manual demonstrating best practice human resource guidelines will further provide clarity and a harmonious workplace.

WACOSS continues to be a member of both Jobs Australia and Workplace Management Relations Consultants.

FINANCIAL MANAGEMENT

Financial viability is an increasing concern for not-for-profits, as well as the accounting, financial analysis, and governance systems that support good decision-making.

Overseen by the Finance Committee, WACOSS finances are managed by the Executive Director on a day-to-day basis. The Finance Committee is a standing committee of the Board and the members of this Committee are elected at the first Board meeting after each Annual General Meeting. The board members of the Finance Committee are:

Sue Ash – resigned in July

John Knowles – current chair

Lucy Morris

Rae Walter

As WACOSS continues to build its diverse and independent income base, the financial management of the organisation is becoming more complex and incorporates a greater element of business risk. The core government grant accounts for one-third of the organisation's total turnover. Our financial analysis is under constant review.

It is therefore with pride, I report that accountability, audit trails

CORPORATE SUPPORT

HIGHLIGHTS

and risk management strategies are in place to ensure that the organisation continues to operate effectively and efficiently.

In summary, income for the year was \$1,042,684 and expenditure was \$1,054,195. We had a deficit of \$11,511. The accumulated funds are \$128,395, of which \$64,710 is represented by fixed assets. A full audited statement prepared by the appointed auditors is available in the Annual Report.

As more and more activities are managed in-house, the ability of our accounts assistant, Rena Dawidowicz, to process the accounts without much delay and accurately, must be recognised.

Processing of invoices and ensuring that payments are received on time goes hand in hand. At the time of writing this report the breakdown of debtors is as follows:

Current – 52%

60 days – 47%

90 days – 1%

Continuous monitoring of debtors has resulted in prompt payments, and a healthy cash flow for the organisation.

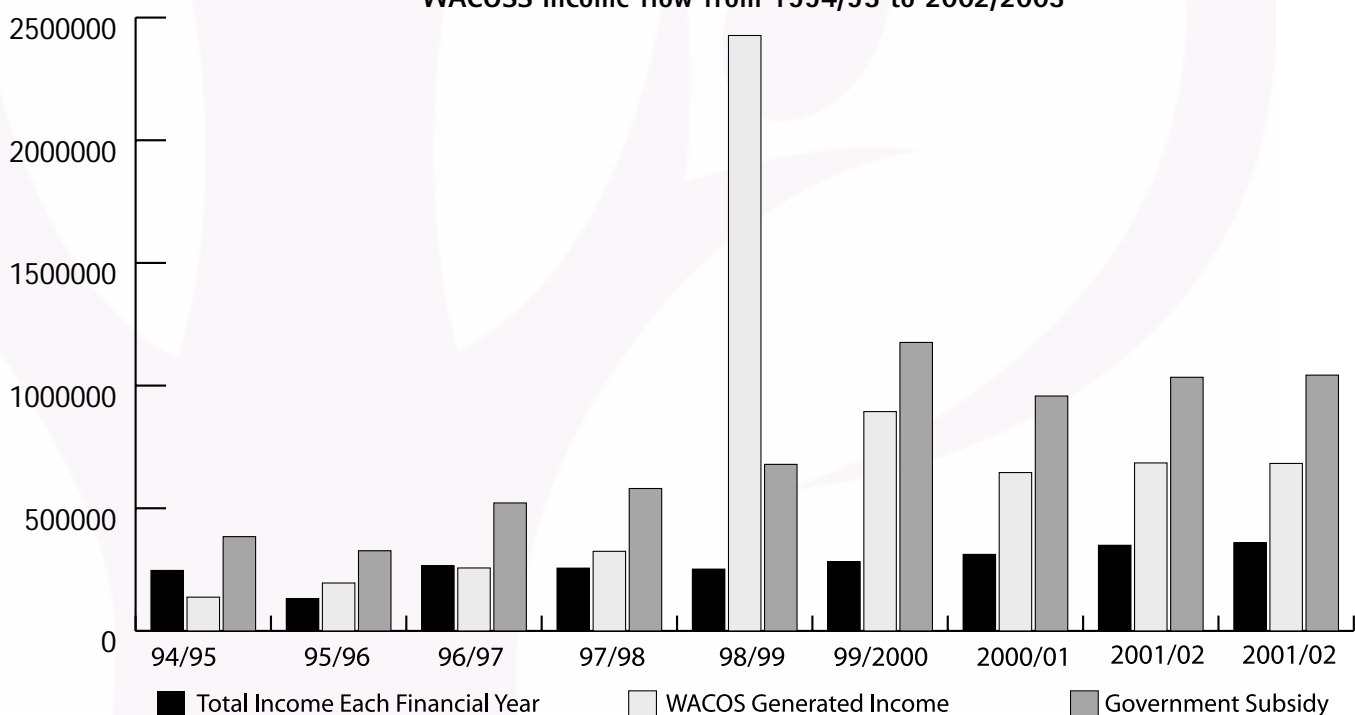
MEMBERSHIP SUPPORT

WACOSS membership continues to grow. This reflects the growing importance and value placed by the sector on the services provided to members. Total membership at the time of writing this report is 326.

WACOSS also lost 25 members. The common reason for not renewing membership is the lack of resources as agencies struggle to meet community demand for services in the increasing tight budgetary climate.

Members continue to receive a growing number of services which includes the E-News, tax help advice, an ongoing 1300 telephone number for non-metropolitan members, discounts to seminars, publications and industrial advice services. All WACOSS staff provide general information service to members related to their area of expertise. This everyday support is a crucial element of WACOSS' customer services to its members.

WACOSS Income flow from 1994/95 to 2002/2003



CORPORATE SUPPORT

HIGHLIGHTS

EVENTS MANAGEMENT

Streamlined administrative systems that have been put in place continue to provide cost efficiency in managing events in house (see chart). However, this also places an extremely high level of stress on staff. To manage occupational health and safety issues, at the time of writing this report, WACOSS is negotiating an external events co-ordinator for its conference and is undertaking a comprehensive business processes review.

CORPORATE COMMUNICATIONS

The E-News continues to be a "must read" item and the membership of this newsletter keeps growing on a daily basis. The newsletter is also circulated further from the organisational networks on our database, making it one of the most distributed newsletters.

To manage cost efficiency and manage workload demands, the e-news is now produced monthly. WACOSS is using the IT platform, as a way of communicating with the sector. The E-News continues to be a web based newsletter and is distributed as a link. Members who don't have access to the web are sent hard copy of the newsletter. The E-News has certainly raised the profile of WACOSS. This is demonstrated by the regular congratulatory messages on the contents and the relevance of the newsletter.

Getting the sector on-line, remains a strategic priority for WACOSS. We continue to work on this priority, and remain hopeful that this dream will eventuate someday.

The newsletter also put extra demand on administrative staff to maintain the database of over 9000 organisations on a daily basis. A special mention must be made of Margaret Hughes-Odgers, Trish Stanning and Faye Holdaway who continue to work tirelessly, on this database. Thank you.

Beryl Ho D'Orville our librarian, a quiet achiever, maintains the WACOSS library, a valuable resource to its members and others interested in the sector issues. The library now continues to

grow on a daily basis. The introduction of selected publications in the weekly electronic newsletter has generated regular queries and has added a special touch to the work of the librarian. At the time of writing this report, the library is undergoing a review of its contents and function to improve our internal efficiency and ensure that we are making the best use of our resources.

CHALLENGES AHEAD

The continuous development; and improvement of business systems is critical to ensure that scarce resources are used wisely. A review of our business process systems is in progress. The review of these processes with the development of a policies and procedures manual, which complies with industry standards will further enhance the quality of work undertaken by the corporate services team. This would be impossible without the commitment of the WACOSS corporate services team. The challenge ahead is to ensure that the people who have worked tirelessly and given so much continue to do so, for without them it will not be possible to achieve so much.

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FINANCIAL · STATEMENTS

THE WESTERN AUSTRALIAN COUNCIL OF SOCIAL SERVICE INCORPORATED



WACOSS



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FINANCIAL STATEMENTS

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Statement of Financial Position	3
Statement of Financial Performance	4
Statement of Cash Flows	5
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STATEMENT BY MEMBERS OF THE BOARD

In the opinion of the committee the financial report as set out on pages 3 to 14:

1. Presents fairly the financial position of Western Australian Council of Social Service Inc, as at 30 June 2003 and its performance for the year ended on that date in accordance with Australian Accounting Standards, mandatory professional reporting requirements and other authoritative pronouncements of the Australian Accounting Standards Board.
2. At the date of this statement, there are reasonable grounds to believe that Western Australian Council of Social Service Inc. will be able to pay its debts as and when they fall due. This statement is made in accordance with a resolution of the Board and is signed for and on behalf of the Board by:

.....
Tony Pietropiccolo
President

.....
Sue Ash
Chair Finance Committee

Dated this 22nd day of September 2003

INDEPENDENT AUDIT REPORT**TO THE MEMBERS OF THE****WESTERN AUSTRALIAN COUNCIL OF SOCIAL SERVICES (INC)****Scope**

We have audited the financial report of Western Australian Council of Social Service Inc. (the Association)

comprising the Statement of Financial Position, Statement of Financial Performance, Statement of Cashflows and Notes to the Financial Statements for the year ended 30 June 2002 as set out on pages 3 to 14. The Board is responsible for the financial report. We have conducted an independent audit of the financial report in order to express an opinion on it to the members.

Our audit has been conducted in accordance with Australian Auditing Standards to provide reasonable assurance whether the financial report is free of material misstatement. Our procedures included examination, on a test basis, of evidence supporting the amounts and other disclosures in the financial report, and the evaluation of accounting policies and significant accounting estimates. These procedures have been undertaken to form an opinion whether, in all material respects, the financial report is presented fairly in accordance with Accounting Standards and other mandatory professional reporting requirements so as to present a view which is consistent with our understanding of the Association's financial position, the results of its operations and its cash flows.

The audit opinion expressed in this report has been formed on the above basis.


Audit Opinion

In our opinion, the financial report presents fairly in accordance with applicable Accounting Standards and other mandatory professional reporting requirements the financial position of Western Australian Council of Social Service Inc. as at 30 June 2002 and the results of its operations and its cash flows for the year then ended.

Dated 27th November 2002

Horwath Perth

Chartered Accountants

**GLYN O'BRIEN**

Partner



STATEMENT OF FINANCIAL POSITION

AS AT 30 JUNE 2003

	NOTE	2002 \$	2001 \$
CURRENT ASSETS			
Cash assets	4	343,962	239,500
Receivables	5	77,063	105,393
Prepayments		6,768	6,873
Inventory	6	0	13,825
TOTAL CURRENT ASSETS		427,793	365,591
NON CURRENT ASSETS			
Plant and Equipment	7	64,170	81,360
TOTAL NON CURRENT ASSETS		64,710	81,360
TOTAL ASSETS		492,503	446,951
CURRENT LIABILITIES			
Payables		93,333	94,165
Unexpended grants		4,510	1,614
Income in advance	8	138,197	86,568
Provisions	9	128,068	124,710
TOTAL CURRENT LIABILITIES		364,108	307,045
TOTAL LIABILITIES		364,108	307,045
NET ASSETS		\$128,395	\$139,906
EQUITY			
Accumulated surplus	15	128,395	139,906
		\$128,395	\$139,906

STATEMENT OF FINANCIAL PERFORMANCE

FOR THE YEAR ENDED 30 JUNE 2003

	NOTE	2002 \$	2001 \$
Revenue from ordinary activities	2	1,042,684	1,033,917
Employee expenses		(671,247)	(606,107)
Depreciation		(18,149)	(25,477)
Other expenses from ordinary activities		(364,799)	(429,784)
Surplus/(Deficit) from ordinary activities		(11,511)	(27,451)
Net change in equity for year		(\$11,511)	(\$27,451)

STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED 30 JUNE 2003

	NOTE	2002 \$	2001 \$
CASH FLOWS FROM OPERATING ACTIVITIES			
Receipts from Government		359,919	335,508
Receipts from members		89,193	87,950
Interest received		10,817	7,761
Receipts from services projects and other income		662,831	570,786
Capital grant received		-	-
Payment to suppliers and employees		(1,016,799)	(961,450)
Net cash provided (utilised) by operating activities	10	105,961	40,555
CASH FLOWS FROM INVESTING ACTIVITIES			
Fixed assets purchased		(1,499)	(3,125)
Net cash utilised by investing activities		(1,499)	(3,125)
Net increase/(decrease) in cash held		104,462	37,430
Cash at beginning of financial year		239,500	202,070
Cash at end of financial year	4	\$343,962	\$239,500

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2003

NOTE 1. STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES

This financial report is a general purpose financial report that has been prepared in accordance with Australian Accounting Standards, Urgent Issues Group Consensus Views and other authoritative pronouncements of the Australian Accounting Standards Board.

The financial report covers Western Australian Council of Social Service Inc (WACOSS) as an individual entity. WACOSS is an association incorporated in Western Australia under the Associations Incorporation Act (WA) 1987.

The financial statements have been prepared on an accruals basis and are based on historical costs and do not take into account changing money values or except where stated, current valuations of non-current assets. Cost is based on the fair values of the consideration given in exchange for assets.

The following is a summary of the material accounting policies adopted by the Association in the preparation of the financial statements. The accounting policies have been consistently applied, unless otherwise stated.

(a) Depreciation

Depreciation of fixed assets is calculated on a straight line basis using rates designed to write the assets off over their estimated useful lives to the entity. Estimates of remaining useful lives are made on a regular basis for all assets.

The following rates of depreciation are applied.

Computer Equipment	40%
Furniture, Plant & Equipment	7.5%
Motor Vehicles	22.5%

Plant and equipment is carried at cost or fair value less any accumulated depreciation. The carrying amount of plant and equipment is reviewed annually to ensure it is not in excess of the recoverable amount from these assets. The recoverable amount is assessed on the basis of the expected undiscounted net cash flows which will be received from the assets' employment and subsequent disposal.

NOTE 1. STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

(b) Cash

For the purposes of the statement and cash flows, cash includes cash on hand, at bank and on deposit, less bank overdraft.

(c) Employee Entitlements

Provision is made for the Association's liability for employee entitlements arising from services rendered by employees to balance date. Employee entitlements expected to be settled within one year together with entitlements arising from wages and salaries and annual leave have been measured at their nominal amount. Other employee entitlements payable later than one year have been measured at the present value of the estimated future cash outflows to be made for these entitlements.

Provision for redundancy is made in accordance with the redundancy provisions of the Social and Community Services Award.

Contributions are made to employee superannuation funds and are charged as expenses when incurred.

d) Revenue

Revenue from fees rendered for services and subscriptions is recognised when the service is provided.

Interest revenue is recognised on a proportional basis taking into account the interest rates applicable to the financial assets.

Revenue from grants received from Government funding organisations is recognised when received, and is deferred as a liability to the extent that unspent grants are required to be re-paid to the funding organisation.

Capital grants are recognised as non operating revenue.

All revenue is stated net of the amount of goods and services tax (GST).

e) Leases

Lease payments under operating leases are charged as expenses in the periods in which they are incurred.

NOTE 1. STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

(f) Income Tax

The Board believes that the organisation is exempt from income tax under Section 50-5 of the Income Tax Assessment Act 1997.

g) Resource Library

The Association has compiled a resource library which provides information on a wide range of social welfare issues. No capitalized value has been attributed to this library as such costs have been expended when incurred.

h) Inventory

Inventory comprises stock of directories for resale and is measured at the lower of cost and net realisable value. Costs are assigned on a specific identification basis and include direct costs.

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2003

	2002 \$	2001 \$
NOTE 2. REVENUE		
<i>Operating activities</i>		
Government operating grant	359,919	349,160
Membership subscriptions	89,193	86,247
Seminars and consultancy	195,664	261,225
Project Management	304,988	185,044
Sales of directories and publications	49,128	111,560
Interest	10,817	7,761
Other Income	32,975	32,920
	<hr/> 1,042,684	<hr/> 1,033,917

NOTE 3. OPERATING SURPLUS/DEFICIT

The surplus/deficit from ordinary activities is arrived at after charging and crediting the following specific items.

a) Crediting as income :		
Interest received	10,817	7,761
Profit on disposal of assets	-	-
b) charging as expense :		
Depreciation	18,149	25,477
Provision for employee entitlements	16,362	12,342
Operating lease rentals	39,882	44,208
Loss on disposal of assets	-	-
Remuneration of auditor		
Audit services	3,400	3,500
Other services		2,000
c) Significant item of expense:		
write down in value of inventory of directories	5,005	-

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2003

	2003 \$	2002 \$
NOTE 4. CURRENT ASSET – CASH ASSETS		
Cash on hand	500	500
Cash at Bank	172,218	105,576
Cash on Deposit	171,244	133,424
	\$343,962	\$239,500
NOTE 5. CURRENT ASSET – RECEIVABLES		
Debtors	37,847	35,017
Less provision for doubtful debts	(910)	(8,000)
Other grants receivable	40,126	78,376
	\$77,063	\$105,393
NOTE 6. CURRENT ASSET – INVENTORY		
Stock of Directories	-	13,825
	-	\$13,825
NOTE 7. NON CURRENT ASSET – FIXED ASSETS		
Plant and Equipment at cost	178,567	177,068
Less accumulated depreciation	(113,857)	(95,708)
	\$64,710	\$81,360
Movements in carrying amounts		
Balance at the beginning of the year	81,360	103,712
Additions	1,499	3,125
Disposals	-	(16,245)
Depreciation	(18,149)	(25,477)
Balance at the end of the year	\$64,710	\$81,360

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2003

	2003 \$	2002 \$
NOTE 8. CURRENT LIABILITY – INCOME IN ADVANCE		
Membership Subscriptions	-	2,208
Grant received in advance	138,197	84,348
	<u>\$138,197</u>	<u>\$86,556</u>

NOTE 9. CURRENT LIABILITY – PROVISIONS

Provision for annual leave	54,249	42,335
Provision for long service leave	46,262	47,900
Provision for redundancy	27,557	34,475
	<u>\$124,710</u>	<u>\$112,368</u>

NOTE 10. CASH FLOW INFORMATION

a) Reconciliation of net cash provided by operating activities to surplus from ordinary activities.

Operating (Deficit)/Surplus	(11,511)	(27,451)
Non cash flows in surplus from ordinary activities.		
Depreciation	18,149	25,477
Provision for employee entitlements	3,358	12,342
Loss/(profit) on disposal of fixed assets	-	-
Increase/(decrease) in creditors	(832)	21,280
Increase/(decrease) in unexpended grants	2,896	(2,342)
Increase/(decrease) in income in advance	51,641	8,051
(Increase)/decrease in receivables	28,330	(40,515)
(Increase)/decrease in prepayments	105	552
(Increase)/decrease in inventory	13,825	43,161
Net cash provided/(utilised) in operating activities	<u>\$105,961</u>	<u>\$40,555</u>

b) The Association has no stand by credit or financing facilities in place.

c) The amount of cash not available at balance date is \$84,347 representing grant funds received but committed to completion of programs relating to the grant funds and which are repayable to the funding organization to the extent the funds are unspent.

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2003

	2003 \$	2002 \$
NOTE 11. LEASING COMMITMENTS		
Operating Lease		
Due within 12 months	37,825	-
Due within 12-24 months	37,825	-
	<u>\$75,650</u>	<u>\$31,150</u>

NOTE 12. RELATED PARTIES INFORMATION

a) Board of Directors

The following persons served as members of the Board during the year ended 30 June 2002.

Mr A Pietropiccolo	Ms P Langdon
Ms V Bacon	Ms L Morris
Ms S Ash	Ms R Walter
Mr J Gherardi	Ms T Michael
Ms C Weatherly	Ms A Russell-Brown
Mr J Knowles	

- b) No Board member received remuneration for their services and no Board member or entity associated with a Board member entered into a contract with the Council since the end of the previous financial year, except for payments totaling \$5,000 made payable to Centrecare Marriage and Family Services Inc as compensation for the services of Mr Tony Pietropiccolo.

NOTE 13. SEGMENT INFORMATION

The Association operates in one geographical and industry segment, namely the provision of services to the community service sector in Western Australia.

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2003

NOTE 14. FINANCIAL INSTRUMENTS.

a) Interest Rate Risk

The Association's exposure to interest rate risk, which is the risk that a financial instrument's value will fluctuate as a result of changes in market interest rates and the effective weighted average interest rates on those financial assets and financial liabilities, is as follows:

	Weighted Average Effective Interest Rate		Floating Interest Rate	
	2003 %	2002 %	2003 \$	2002 \$
FINANCIAL ASSETS				
Cash on Hand	-	-	500	500
Cash at Bank	2.45	.05	172,218	105,576
Deposit at call	4.68	3.29	171,244	133,424
			<u>\$343,962</u>	<u>\$239,500</u>

b) Credit Risk

The maximum exposure to credit risk, excluding the value of any collateral or other security, at balance date to recognised financial assets is the carrying amount, net of any provisions for doubtful debts, as disclosed in the statement of financial position and notes to the financial statements.

The Association does not have any material credit risk exposure to any single debtor or group of debtors under financial instruments entered into by the Association.

c) Net Fair Values

Methods and assumptions used in determining net fair value.

The net fair values of assets and liabilities approximates their carrying value. No financial assets and financial liabilities are readily traded on organised markets in standardised form. Financial assets where the carrying amount exceeds net values have not been written down as the Association intends to hold these assets to maturity.

The aggregate net fair values and carrying amounts of financial assets and financial liabilities are disclosed in the statement of financial position and in the notes to and forming part of the financial statements.

NOTE 15. ACCUMULATED FUNDS

	2003 \$	2002 \$
(Deficit)/Surplus for year	(11,511)	(27,451)
Accumulated funds at beginning of year	139,906	167,357
Accumulated funds at the end of year	<u>\$128,395</u>	<u>\$139,906</u>

NOTE 16. ASSOCIATION DETAILS

The principal place of business of the association is:

2 Delhi Street
West Perth WA 6005

The number of employees at balance date was 13.

SOCIAL SERVICE ORGANISATIONAL MEMBERS

ACOSS
 ACTCOSS
 Adoption Jigsaw WA Inc
 Adoption Research & Counselling Service
 Adra Care
 Advocare Inc
 Aged & Community Services Western Australia
 Agencies for South West Accommodation
 Albany Youth Support Association Inc
 Allambee Counselling Incorporated
 Amputees in Action
 ANAWIM
 Anglicare South Bunbury Diocesan
 Anglicare WA
 Armadale Community Family Centre
 Armadale Home Help Service for the Aged and Disabled
 Armadale Information & Referral Centre
 Association For Services to Torture & Trauma Survivors
 Association Of Civilian Widows Inc
 Aust Inst Of Welfare & Community Workers
 Australian Assoc of Occupational Therapists
 Australian Assoc Of Social Workers
 Australian Breastfeeding Association
 Australian Red Cross
 Avon Youth Services
 Balga Detached Youth Work Project of the Balga Presbyterian Church
 Balga Job Link
 Bassendean Youth Service
 Bay of Isles Community Outreach Inc
 Bayswater Extended Community Help Organisation Inc
 Boogurlarri Community House
 Brockman House Inc.
 Bunbury Domestic Violence Action Group
 C-BERS Services
 Calvary Youth Services Mandurah Inc
 Cancer Foundation of WA Inc
 Canteen WA
 Carnarvon Family Support Service Inc
 Catholic Migrant Centre
 Catholic Outreach
 Centacare Family Services - Geraldton
 Central Agcare Family Counselling
 Central Agcare Inc Rural Counselling Service
 Central West College of TAFE Human Services
 Centrecare Inc
 Cerebral Palsy Association of W.A.
 Citizen Advocacy South West
 Citizens Advice Bureau of WA Inc
 City Housing
 City of Bayswater Neighbourhood Centre
 City of Cockburn Community Social Services
 City of Joondalup
 City of Melville Community Development Services
 City of Wanneroo Financial Counselling
 Claisebrook Lotteries House
 CLAN Midland
 CLAN WA Inc
 Co-Scope Joblink
 Coeliac Society of WA Inc
 Collie Family Centre
 Communicare
 Community Midwifery WA Inc
 Community Vision
 Continence Advisory Service
 Council of DSC Funded Agencies
 Crosslinks Incorporated
 Crossways Community Services
 Curtin University - Dept of Social Work
 Cystic Fibrosis Assoc of WA
 Development Disability Council of WA Inc
 Diabetes Australia
 Eastern Metropolitan Community Housing Association
 Eastern Region Domestic Violence Prevention Council
 Eastern Region DV Svces Network
 Ebenezer Homes (Inc)
 Epilepsy Association of WA
 Escare Inc Family Support & Youth Service
 Esperance Crisis Accommodation Service
 Fairbridge Western Australia Inc
 Federation of Community Legal Centres
 Financial Counsellors Resource Project
 Foothills Information & Referral Service
 Forrest Personnel Inc
 Foster Care Association of WA Inc
 Foundation for Information Radio of WA Inc
 FPWA
 Frank Konecny Community Centre
 Fremantle Housing Association
 Fusion Australia Ltd
 Gay and Lesbian Community Services of WA
 Genetic Support Council WA
 Geraldton Region Community Education Centre
 Geraldton Resource Centre Inc

WACOSS MEMBERS

Golden Mile Family Support Development Unit
 Goldfields Individual And Family Support Association
 Goldfields Womens Health Care Centre
 Gosnells Community Legal Centre Inc
 Granny Spiers Community House (Inc)
 Greenfields Family & Community Centre
 Headwest - Head Injured Association of WA Inc
 Health Consumers' Council WA Inc
 Hepatitis Council of WA Inc
 Herdsman Neighbourhood Centre Assoc
 Homestead The - Beldon - a division of Saintscafe Ltd
 HOPE (Helping Out People Everywhere) Inc
 HTTB (Inc)
 I D Entity WA
 In Town Lunch Centre Inc
 Incest Survivors Assoc Inc
 Injury Control Council of WA
 Italian Senior Citizens Association Of WA
 Italo-Australian Welfare and Cultural Centre
 Jewish Community Services of WA Inc
 Jobs South West
 Joondalup Youth Support Services Inc
 Kalamunda Community Care (Inc)
 Karijini Counselling Service
 Katanning Regional Emergency Accommodation Centre Inc
 Kidlink Early Intervention Program Inc
 Kids Help Line
 Kimberley Aboriginal Law And Culture Centre
 Koondoola and Girrawheen Youth Inc (Streetwork)
 Learning Centre Link
 Living Stone Foundation T/A Lifeline
 Local Information Network Karratha Inc
 Lockridge Community Group (Inc)
 Lone Parent Family Support Service - Birthright
 Mandurah Home and Community Care
 Margaret River Community Resource Centre Inc
 Marninwarntikura Fitzroy Women's Shelter
 Maylands Meeting Place
 McFarleane House Learning Centre Inc
 Meerilinga Young Children's Foundation
 Melville Cares Inc
 Men's Advisory Network
 Mercy Community Services Inc
 Midland Information, Debt & Legal Advice Service Inc - MIDLAS
 Midland Women's Health Care Place
 Midvale Neighbourhood Centre - Shire of Mundaring
 Midwest Community Living Association

Midwest Family Support Association
 Midwest Men's Health Inc
 Milligan Foundation housing Association
 Milligan House
 Milliya Rumurra Association
 Mission Australia, Perth City Mission
 Mofflyn
 Moora Youth Group
 Multicultural Services Centre of WA
 NASCHA Inc
 NCOSS - NSW Council of Social Service
 New Life Welfare (WA) Inc
 Newman Neighbourhood Centre Inc
 Ngala Family Resource Centre
 Ngunga Womens Group
 Noongar Alcohol and Substance Abuse Services WA
 Northcliffe Family Centre
 Northern Districts Community Support Group
 Northern Suburbs Migrant Resource Centre
 NTCOSS
 Orana House
 Padbury Education & Child Care Centre Ltd
 Paraburdoo / Tom Price Youth Support
 Parent Adolescent Counselling Service
 Parents Without Partners WA (Inc)
 Parkerville Children's Home Inc
 Peel Youth Programme Inc
 People With Disabilities WA Inc
 Perth Asian Community Centre
 Perth Inner City Youth Services
 Pilbara Community Legal Service Inc
 Playgroup WA Inc
 Poinciana Mia Womens Refuge
 QCOSS
 Relationships Australia Western Australia Inc
 Resource Unit Children With Special Need
 Roberta Jull Community Care Association
 Ruah Centre
 Ruah Community Services (WA) Ltd
 Ruah Refuge
 SACOSS
 Safecare
 Salvation Army - Crossroads West
 Salvation Army Emergency Accommodation & Referral Service
 Salvation Army Geraldton - Family Crisis Centre
 Salvation Army Social Services
 Sandalwood Family Centre
 SCALES Community Legal Centre

WACOSS MEMBERS

Schizophrenia Fellowship Of Western Australia
Secret Harbour Counselling Service
SES Volunteers Association of WA Inc
SIDS and KIDS Western Australia Inc
Somali Community Association Inc of WA
South City Housing Inc
South East Metropolitan Youth Action
South Lake Ottey Family & Neighbourhood Centre
South West Aboriginal Medical Service
South West Counselling Inc
South West Emergency Care Inc
Southcare Inc
Southern Agcare
Spina Bifida Association of WA Inc
St Patrick's Community Support Centre
St Vincent de Paul Society WA Inc
Starick Services Inc
STAY - Short Term Accommodation for Youth
Stirling Job Link
Students Association South West Inc
Sussex Street Community Law Service
Sustaining Settlements Inc
Swan Emergency Accommodation Inc
Swan TAFE - Midland
TASCOSS
Tenants Advice Service
The Aged Persons Support Service
The Gowrie WA Inc
The Knights of the Southern Cross in WA
The Lupus Group of WA
The Samaritans Inc
Town of Vincent
Uniting Care
Valued Independent People Inc
VCOSS
Victoria Park Youth Accommodation Inc
Volunteer Taskforce Inc
Volunteering Western Australia
WA AIDS Council
WA Association for Mental Health
WA Community Advocacy Group on Mental Health Service
WA Deaf Society Inc
WA Federation of Sexual Assault Services
WA Network Of Community Based HCS
WA No Interest Loans Network Inc
WA Police Legacy (Inc)
WA School Canteen Assoc Inc
WANADA WA Network of Alcohol & Other Drug Agencies

Wanneroo Employment Skills Training Network Inc
Wanslea Family Services
Waratah Support Centre
Warren Blackwood Personnel
Welfare Rights & Advocacy Service
Westerly Family Centre Inc
Wheatbelt Agcare Community Support Service
Wickepin District Resource & Telecentre
WISH Western Institute of Self Help
Women's Electoral Lobby WA
Women's Refuge Group of WA
Womens Health Resource Centre
Wonthella House
Wyndham Family Support Inc
Yahnging Aboriginal Corporation
YMCA of Perth Inc
Yorganop Child Care Aboriginal Corporation
Youth Affairs Council of WA
Youth Focus
Youth Involvement Council Inc
Youth Legal Service

ASSOCIATE ORGANISATIONAL MEMBERS

Centrelink
Community Justice Services - Perth
DCD - East Perth
Dept of Family & Community Services
Dept of Health & Ageing
South Coast Regional Initiative Planning Team
Office for Children & Young People's Policy
Office for Women's Policy

INDIVIDUAL MEMBERS

Affleck R K
Andrews Ian
Annear Diane
Bacon Violet
Brown Clive
Cake Myra
Creed Helen
Davies Larry
Diamond Susan
Godfrey Lindy
Gregory Ross
Harding Noel
Harries Maria
Harris Patricia
Herft Yvonne
Ife Jim W (Dr)
James Colin
Laing Gail
Leitmann Sabina
McHale Sheila MLA
Morris Lucy
Murray Kaye
Robertson Doug
Ruth Eversley
Sirr Peter
Terry Robin
Gay Thornton
Vincent Karen
Vlok Liz
Webber Ruth
White Ann

ASSOCIATE INDIVIDUAL MEMBERS

Edwards Hon Dr Judy Mary
Ellery Sue
Gallop Geoffrey Dr
Keys Julian
Pratt Hon Louise Clare
Travers Hon Kenneth
Watson Hon Giz
Wood Gavin

HONOURARY LIFE MEMBERS

Terry Coughlin
F S Cross OBE JP
B Harper-Nelson
Moira Raynor
Anne Sinclair
Sir Thomas Wardle (Deceased)

FAREWELLED DURING THE YEAR

Mr Michael Wright **Senior Policy Officer Aboriginal Affairs**
Mr Joe Hutton **Communications Officer**
Ms Erin Gauntlett **Project Officer – Housing & Sustainability Project**
Ms Jackie Maguire **Administration Assistant**
Ms Antonia Hendrick **Project Officer (Casual)**

AUDITOR

Horwath Perth

HON SOLICITOR

Mr Jeremy Scudd, B Juris, LL.B

WACOSS WISHES TO FORMALLY THANK THE FOLLOWING PEOPLE FOR THEIR SUPPORT DURING 2001/2002

Major Supporters

Department for Community Development
Department of Premier & Cabinet
Lotteries Commission

Other Supporters

Clairs Keeley Solicitors
Display Print
HESTA Super Fund
Australian Taxation Office
Western Power
Enterprise Care Not for Profit Services Pty Ltd
Workplace Relations & Management Consultants
Department of Training
Department of Family & Community Services

Academic Partners

Centre for Social Research in Social Change & Social Equity, Murdoch University
Centre for Social Research, Edith Cowan University
Curtin School of Business
Curtin School of Humanities

WACOSS WISHES TO FORMALLY THANK THE FOLLOWING PEOPLE FOR THEIR SUPPORT DURING 2002/2003

Major Supporters

Department for Community Development
Department of Premier & Cabinet
Lotteries Commission

Other Supporters

Jeremy Scudds JJ Scudds & Associates
Display Print
Australian Taxation Office
Western Power
Enterprise Care Not for Profit Services Pty Ltd
Workplace Relations & Management Consultants
Department of Training
Department of Family & Community Services
Department of Consumer & Employment Protection
Department of Local Government & Regional Development
Academic Partners
Centre for Social Research in Social Change & Social Equity, Murdoch University
Centre for Social Research, Edith Cowan University
Curtin School of Business
Curtin School of Humanities