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# INTRODUCTION

## **WACOSS**

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 Social Service, who assist low income and disadvantaged people, Australia wide.

## **OUR VISION**

WACOSS and our 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

# PRESIDENT'S REPORT



**T**he 21st Century continues to drive rapid change across our communities.

Change requires us to come up with new ways of thinking and working if we are to ensure the well-being of children, the strength and diversity of families and the overall health and wellbeing of our communities.

WACOSS has a key role to play in leading the community services sector as we steer our way through this river of change that seems to be 'permanent white water!'

At last count (2003/2004) Western Australia had over 600 non-government agencies delivering services in communities across the state. These community agencies turnover more than ½ billion dollars each year and are vital contributors to economies within cities and regions. Non-government community agencies comprise nearly two thirds of the total number of agencies delivering human services across WA.

The sector provides a range of vital services in our communities and directly assists the most vulnerable and voiceless people in our neighbourhoods.

In this regard, the community services sector has a role far wider than fulfilling government service objectives or behaving like a corporation or profit driven enterprise – the sector serves a broader social, economic and political role in the community. This role is one of civil renewal and engagement, the development of social capital and creation of strong cohesive communities.

'Civic entrepreneurship' is not the same as 'corporate entrepreneurship'. The contribution and motivation of the community services sector is qualitatively different from both the state or the market.

In these combined roles of civic participation and as an increasingly important industry sector, the time has come for a united voice to ensure that in addition to our role as service providers in communities, our civil role is understood and valued.

However, the pressure to do more with less is ever present. In deciding how to best respond to the needs of children, families and communities, we must ensure our services are resourced in a realistic and sustainable manner.

The Western Australian community benefits from a robust and vibrant community services sector. In recognising the sector's strengths and promoting them, we need to clearly articulate the value we bring to families and the community, to the relationship with government and to the private sector.

A key challenge in the way forward is for the sector to clarify the real value that it brings through service delivery. This starts with defining the true cost of service delivery.

Full cost recovery of community delivered services must be recognised not because this will benefit our agencies or the public purse – but because, if services for people are not properly funded, then they will not adequately meet the needs of those using them.

The community sector must determine the real costs of delivering a service to people and negotiate a fair price for delivery. This will allow the sector to decide when to subsidise services, offer reduced services or when service delivery is just not viable or sustainable, to walk away.

This raises another critical and challenging issue: the diversity in community service organisation income streams and our ability and responsibility to strengthen sustainability.

For this to occur, the sector will require information on alternative sources of funding, help to access these and sufficient resources to investigate ways in which income can be diversified.

This requires WACOSS and other peaks to have the very best available information about where and how alternate income sources can be accessed.

The sector is already collaborating to leverage limited resources most effectively and efficiently, sharing research, contributing to and adapting leading practice in community service organisation management, joint initiatives in areas such as management systems development and management education and training.

# PRESIDENT'S REPORT

This is a key part of the message that we need to promote to government, the private sector and the community.

Central to the viability and sustainability of the sector is its workforce. In Western Australia the community sector is struggling to find and keep trained staff. Workforce planning needs prioritising as the basis for effective and efficient service delivery. However, no comprehensive approach to workforce planning in this sector can overlook the current inadequate remuneration levels and other conditions of employment.

Community sector organisations require a range of diverse yet specialist skills. Working in the sector is demanding and stressful. Despite the high and increasing demands placed on employees, industry wide indicators of income level have found that remuneration and conditions need to be considerably improved.

Lifting the real level of wages in the sector is crucial if the sector is to remain sustainable, particularly if the sector is

to be able to attract and retain a new generation of young workers.

Without additional funding, the capacity for community sector agencies to improve remuneration beyond the required minimum levels is difficult to achieve without compromising services. But we also have our own role to play in meeting these new challenges. As a sector we need to be able to clearly articulate and promote our role and value to children, families and communities and to work together to put forward practical and real solutions to the challenges we face as we support society's most vulnerable people and communities.



**Rae Walter**  
**WACOSS President**

# WACOSS BOARD



Ms Rae Walter  
President



Mr Chris Hall  
Vice President



Mr Peter Basell  
Board Member



Ms Lyneve Cannon  
Board Member



Mr Zane D'Mello  
Board Member



Mr Mark Goerke  
Board Member



Mr Steve McDermott  
Board Member



Ms Angie Paskevicius  
Board Member



Mr Peter Sirr  
Board Member



Ms Judi St Clair  
Board Member

# WACOSS BOARD

## President

Ms Rae Walter

## Vice President

Mr Chris Hall

## Board Members

Mr Peter Basell (Elected November 2005)

Ms Jo Buontempo (Resigned November 2005)

Ms Lyneve Cannon (Elected November 2005)

Mr Zane D'Mello

Mr Mark Goerke

Mr John Knowles (Term ended November 2005)

Ms Tris Langdon (Resigned April 2006)

Mr Steve McDermott (Elected November 2005)

Ms Angela Paskevicius (Appointed May 2006)

Mr Peter Sirr (Elected November 2005)

Ms Marisa Spaziani (Resigned May 2006)

Ms Judi St Clair

## Board Member Attendance at Board Meetings 2005/2006

Ms Rae Walter	7
Mr Chris Hall	6
Mr Peter Bassel (From November 2005)	3
Ms Jo Buontempo (To November 2005)	1
Ms Lyneve Cannon (From November 2005)	6
Mr Zane D'Mello	5
Mr Mark Goerke	10
Mr John Knowles (To November 2005)	3
Ms Trish Langdon (To April 2006)	6
Mr Steve McDermott (From November 2005)	4
Ms Angela Paskevicius (From May 2006)	2
Mr Peter Sirr (To November 2005)	5
Ms Marisa Spaziani (To May 2006)	5
Ms Judi St Clair	8



# EXECUTIVE DIRECTOR'S REPORT



**A**ccording to the poet Henry Longfellow, "*all things must change to something new, something strange!*"

This year WACOSS and the wider community sector in Western Australia have definitely seen changes! Our members across the state report that they are struggling to respond to the rapidly increasing amounts and effect of poverty in communities.

Day to day living including caring for children and keeping them safe and healthy, managing a family budget, finding a house and getting from home to work and back are normal activities that are increasingly out of reach for many Western Australians. Agencies that have been sustaining service levels through cross-subsidising, report that they can no longer deliver the existing levels of service. Services are being reduced or shut down due to lack of funding. More and more people in crisis have no where to go for support.

WACOSS's policy and advocacy work over the last twelve months has focussed on raising these issues with government, business and the community. WACOSS has highlighted the challenges being faced in our sector as we work to support families and individuals in crisis. The WACOSS Bi-Annual Conference "Shaping the Future" held in May 2006 added weight to the sector's priorities and provided us with more information and motivation to keep pushing on these issues.

Within this culture of change, WACOSS membership numbers grew over the past year. Smaller organisations seem to have responded to the lower membership rates and improved benefits that we have been able to package for them. The extra support from large organisations is critical to the advocacy work that WACOSS undertakes. Our advocacy work is conducted on behalf of the vulnerable and disadvantaged people with whom we work and adds strength to the voices of the various peaks organisations that work on behalf of their members.

The WACOSS team has also seen some changes as we said 'farewell' to the wonderful Lanie Chopping, and welcomed Irina Cattalini as the new Director of Social Policy in WACOSS. Under the creativity and leadership of Wendy Lamotte, our training and consulting activity has grown by 37% over the last twelve months. While I believe that the training that WACOSS currently provides to the sector should be free to attend, I am still working to convince the government of the value that this offers in minimising risk and maximising services to clients. It's an ongoing discussion! Phillip Torrisi manages our services to members and has done a fantastic job at packaging benefits and constantly improving our website. Great thanks to every member of our team. Your boundless enthusiasm and tireless efforts continue to make WACOSS a great place to work!

WACOSS's President, Rae Walter and the WACOSS Board have also worked to progress our agendas on behalf of the sector. Personally, I must thank Rae for her support and advice throughout the year as we have had many opportunities to work together on furthering the sector's priorities.

The changes that are occurring hold promise for our future. But we have our own role to play in meeting these new challenges. As a sector we need to be better at promoting our role and our value, clearer in defining what we really want our role to be, and work together to put forward practical and real solutions to the problems we face as we support society's most vulnerable people and communities. WACOSS has a leadership role to play in this journey and the next twelve months present unique opportunities for us to work with our members to plan the 'smart way forward' for the sector.

A handwritten signature in black ink, appearing to read "Lisa Baker". The signature is fluid and cursive, written over a white background.

**Lisa Baker**  
Executive Director

# WACOSS STAFF

## Current Staff



Ms Lisa Baker  
**Executive Director**



Ms Wendy Lamotte  
**Team Leader**  
**Member and Sector Development**



Ms Irina Cattalini  
**Team Leader**  
**Social Policy**



Ms Lynn MacLaren  
**Senior Policy Officer**



Ms Leigh Sinclair  
**Senior Policy Officer**



Ms Nicole Hodgson  
**Senior Policy Officer**



Ms Kate Mills  
**Senior Policy Officer**  
**(Consumer Utilities Project)**



Ms Rebekah Garwood  
**Policy Officer**



Mr Phillip Torrisi  
**Communications Officer**

# WACOSS STAFF



Ms Lyn Levy  
**Project Officer**  
**(Emergency Relief Sector Support)**



Ms Zoe Warwick  
**Training and Development Officer**



Ms Robyn Weir  
**Training Coordinator**



Ms Pauline Russo  
**Executive Support Officer**



Ms Jacqueline Newbigin  
**Project Support Officer**



Ms Amy Quigley  
**Receptionist**

**WACOSS Auditor** - Ray Wooley Pty Ltd Accountants

**WACOSS Honorary Solicitors** - Gibson & Gibson

## Farewelled During the Year

Mr Cathcart Weatherly - **Media and Member Services Officer**

Mr Marti Davey - **Office and Accounts Clerk**

Ms Fiona Bishop - **Project Support Officer**

Ms Margaret Zvejska - **Executive Assistant**

Ms Elize Steynberg - **Executive Support Assistant**

Ms Erin Gauntlett - **Senior Policy Officer**

Ms Amanda Barns - **Training Coordinator**

Ms Gita Rotherham - **Policy Officer**

Mr Grant Cottrell - **Training and Development Officer**

Mr Anthony Stewart - **Project Support Officer**

Ms Natalie Hunt - **Policy Officer**

Ms Lanie Chopping - **Team Leader - Social Policy**

# SOCIAL POLICY & ADVOCACY

The work undertaken by the WACOSS Social Policy Unit goes to the core of the efforts of WACOSS to meet its mission to achieve a just and sustainable society. The Social Policy Unit is responsible for developing the policy which represents the interests of low income and disadvantaged Western Australians and provides a platform to inform WACOSS's advocacy efforts.

The WACOSS mission is informed by the objects under the WACOSS constitution, four of them in particular are:

- 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 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.

The WACOSS social policy team has continued to strengthen its policy and advocacy work over the past year, through the dedicated efforts of a professional team of policy officers, and uphold both its mission and constitutional objectives.

The policy staff have undertaken research and consultation with our members and stakeholders, providing forums, including the biannual conference, networking sessions and seminars to explore contemporary social policy issues. In addition, the team have supported the Policy Advisory Councils and developed strategic policy alliances and partnerships.

The cooperative work between the small team at WACOSS and the broader members of the non-government human services sector has strengthened our ability to base policy and advocacy on quality research and evidence based solutions.

The priorities of the WACOSS social policy development are determined by the Board and informed by the demands of the sector, feedback from members and research and

consultation conducted by the staff. The previous twelve months have continued to focus on three priority areas; the Sustainability of the Sector, Poverty and Children.

## Highlights of 2005 - 2006

### **WACOSS Conference 2006 – *Shaping the Future: Social Services & Solutions for Tomorrow***

The WACOSS Conference 2006 was held on the 4th & 5th May 2006 at the Sheraton Perth Hotel. The Conference provided an opportunity for the community services sector to talk about how to create the kind of future we want to see and stimulated interesting conversation and debates. Keynote speakers included Charles Brass with a Futurist's perspective on facing great global challenges, Trisha Broadbridge, 2006 Young Australian of the Year, Hugh Mackay, Social Researcher and Commentator and Shelley Taylor-Smith, Author, Trainer and Sportswoman.

### **2006/07 State Pre-Budget Submission – *Shaping Our Future***

WACOSS provides an annual submission to the State Government regarding the Non-Government Human Service Sector's assessment of where social expenditure and support is most needed by the people of WA. Our submission, provided in October 2005 was the result of extensive consultation with peak and other key organisations throughout WA. It included research undertaken by ACIL Tasman supporting arguments for improved funding to the non-government human services sector.

### **Policy Advisory Councils – Contribution to WACOSS policy and advocacy**

The Policy Advisory Councils (PACs) established late in 2004, have met regularly over the past year, and provided valuable and expert advice to WACOSS in its three core policy areas, of poverty, children and sector sustainability.

The PACs have helped WACOSS to bring a strategic, deliberate and consistent approach to policy work with a clearly articulated process for members to contribute and participate in discussion around key policy development and responses. Members of the PACs have been able to make recommendations and provide advice directly to the Executive Director as chair of the PACs.

## Social Policy Seminars

WACOSS conducts a range of educative and consultative forums to improve awareness of social issues and assist the community to have input to these agendas. This year's list includes:

- *Is poverty anyone's fault?* Presented jointly by WACOSS and Wesley Mission
- *Connecting People Connecting Services* WA Emergency Relief Conference 2005
- *Through Their Eyes* Anti-Poverty Week Event presented by WACOSS and other organisations of the WA Anti-Poverty Week Steering Committee
- *The Role of NGOs in Diverting Young People from Crime* Launch of WACOSS Crime Prevention Project
- *Consultation on the Industry Plan* Sector Development Proposal events in Albany, Joondalup, Bunbury, Geraldton, Gosnells and Midland.
- *WACOSS Midwest Community Services Network Networking Luncheon* Sponsored by WACOSS and the Mid West Development Commission.
- *Regional Community Leadership and Development Program Sundowner* Hosted by WACOSS in Albany.
- *Indigenous Agencies* WACOSS Pre - Conference Networking Session
- *Regional, Rural and Remote Agencies* WACOSS Pre-Conference Networking Session
- *Build Your Own Network Open Space* WACOSS Pre-Conference Networking Session
- *Shaping the Future: Social Services & Solutions for Tomorrow* WACOSS Conference 2006
- *Bonus Points: The hidden value of NGO's assisting young people* Presented by WACOSS and the Youth Affairs Council of WA
- *The role of advocacy in NGO's* Presented by WACOSS and ACOSS
- *Consumer Rights and Essential Service Advocacy* WACOSS Consumer Utilities Project Free Statewide Training Seminars
- *Housing Strategy WA Consultation Forum*
- *Regional Community Leadership and Development Program Information Session* Presented by WACOSS in Kalgoorlie

## Networks and Forums – supported by WACOSS

WACOSS recognises the value of people in the sector coming together to share information, ideas and experience. We continued to support a range of important networks and collaboration this year, including:

- *WA Peaks Forum*
- *Emergency Relief Agencies Forum*
- *WACOSS Mid-West Community Services Network*
- *WACOSS Consumer Utilities Project Reference Group*
- *WA Collaboration*
- *More Than a Bed Campaign*

## Submissions to Government Inquiries and Consultations

WACOSS role in advocating on behalf of the community services sector and disadvantaged West Australians involves a range of strategies including campaigns, writing letters, direct contact and liaison with decision-makers and distribution of policy. In addition, WACOSS makes submissions, informed by our policy work, to Government inquiries and consultation processes. Submissions provided this year include:

- WACOSS Round Two Submission to Draft Electricity Retail and Generation Licenses
- WACOSS Submission to the Mahoney Inquiry into the Performance of the Department of Justice With Regard to the Management of Offenders in Custody and in the Community
- WACOSS Submission – Industry Plan Stage 2 – Sector Development Model
- Family and Domestic Violence Policy Department for Community Development 2005: WACOSS Response to Consultation Draft
- WACOSS Submission to ERA on the Western Power Proposed Communications Rules for the Electricity Industry Customer Transfer Code.
- WACOSS Submission to the Inquiry into the Adequacy of Foster Care Procedures by the Department for Community Development
- WACOSS Submission to Petition No 22 – The Utility Consumer Hardship Inquiry
- State Tax Review
- Feedback on Main Tax Relief Proposals

# SOCIAL POLICY & ADVOCACY

- WACOSS Submission to the Western Australian Industrial Relations Commission State Wage Case
- WACOSS Submission to the Housing Strategy WA
- WACOSS Submission to the draft report of the Economic Regulation Authority Inquiry into Country Water and Wastewater Pricing in Western Australia
- WACOSS Submission to the issues paper of the Economic Regulation Authority Inquiry into Country Water and Wastewater Pricing in Western Australia
- Submission to the State Water Plan, Draft Water Policy Framework
- Submission to the ERA, Public Consultation Guidelines
- Submission to the ERA, Western Power Standard Form Contracts
- Public Consultation on a National Framework for Energy Distribution and Retail Regulation
- *Covering WA – Disability Services Commission*
- *Dental Health Consumer Advisory Committee (Health)*
- *Cruelty Connection Working Party – Department of Premier & Cabinet*
- *Service Agreement Monitoring Committee - Department of Justice*
- *Community Funding Program (Youth) Evaluation Project - Department of Justice*
- *Partnerships WA*
- *Economic Regulation Authority Consumer Consultative Committee*
- *Economic Regulation Authority Gas Marketing Code Of Conduct Committee*
- *Lotterywest Emergency Relief Advisory Group*

## Representation on Government Committees

WACOSS represents the interests of the community services sector and disadvantaged West Australians on a number of Government committees. Key committee work for 2005/2006 included:

- *Interagency Child Protection Coordination Committee Children*
- *Young People in Care Advisory Committee*
- *Strong Families - Monitoring Group*
- *Strong Families - Evaluation Steering Committee*
- *Department of Community Development Funding Reform Committee*
- *Community Service Industry Awards – Judging Panel*
- *Non-Government Human Services Industry Plan – Sector Development Working Group – Department of Premier & Cabinet*
- *Non-Government Human Services Industry Plan – Monitoring Group – Department of Premier & Cabinet*
- *Non Government Human Services Sub Group: Models for Sector development – Department of Premier & Cabinet*
- *Non-Government Funding - Implementation and Monitoring Committee – State Supply Commission*
- *Housing Advisory Committee (Ministerial)*
- *Emergency Relief State Advisory Committee – Family & Community Services*
- *Early Years Strategy Steering Committee – Department of Premier & Cabinet*
- *Industry Plan Phase 2 - WACOSS Consultations Summary*
- *Stage 2 Evaluation of Emergency Relief Sector Support Project*
- *NGO Sector Viability Report – produced by ACIL Tasman Consulting for WACOSS*
- *The Role of Non-Profit Organisations: Building the Capacity, Reputation and Respect of the Non-Profit Sector*
- *Bonus Points: The Hidden Value of NGO's Assisting Young People - Information Kit for Agencies,*
- *The Role of Non-Government Organisations in Diverting Young People from Crime*
- *Essential services: Energy, Water and Transport State Budget 2006/07 Info Sheet*
- *NGHSS Sector Viability State Budget 2006/07 Info Sheet*
- *Multicultural Issues State Budget 2006/07 Info Sheet*
- *Indigenous Issues State Budget 2006/07 Info Sheet*
- *Housing State Budget 2006/07 Info Sheet*
- *Health State Budget 2006/07 Info Sheet*
- *Education & Employment State Budget 2006/07 Info Sheet*
- *Domestic & Family Violence Response State Budget 2006/07 Info Sheet*

## Policy Papers

WACOSS produces a range of research and discussion papers as a key component of our policy development work. Papers produced this year include:

# SOCIAL POLICY & ADVOCACY

- *Disability Services State Budget 2006/07 Info Sheet*
- *Consumer Protection State Budget 2006/07 Info Sheet*
- *Children & Young People State Budget 2006/07 Info Sheet*
- *Utility Sheet #1 Steps to take to resolve a Utility complaint*
- *Utility Sheet #2 The Energy Ombudsman*
- *Electricity Sheet #1 What you should know about your rights*
- *Electricity Sheet #2 How to resolve a problem with Western Power*
- *Electricity Sheet #3 Electricity Regulation and the Code of Conduct*
- *Water Sheet #1 What you should know about your rights*
- *Water Sheet #2 How to resolve a problem with the Water Corporation*
- *Water Sheet #3 How to resolve a problem with AqWest Bunbury Water Board*
- *Gas Sheet #1 What you should know about your rights*
- *Gas Sheet #2 How to resolve a problem with Alinta Gas*
- *Consumer Rights and Essential Service Advocacy Information Kit*
- *Challenges & Opportunities for the Non-Government Sector – The (Re) Emergence of Community Development, Capacity Building and Other Popular Public Policy*
- *Discussion Paper – Development of a State-wide Emergency Relief Network*

## Consumer Utilities Project

The WACOSS Consumer Utilities Project (CUP) was established with the support of the Department of Consumer and Employment Protection and works with key stakeholders and decision-makers to improve consumer protection in relation to essential services in WA.

Key achievements of the project over the year:

- Development of a Consumer Utilities Project website and resource materials
- Delivery of training for agencies on Consumer Rights and Essential Service Advocacy throughout metropolitan and regional WA

- Representation of consumer issues in consultation processes through government committees and submissions
- Finalist for DOCEP Consumer Protection Awards

The work of CUP is also supported through a grant from the Water Corporation. The Water Corporation have also recently agreed to launch a financial assistance scheme for customers in 2006/2007.

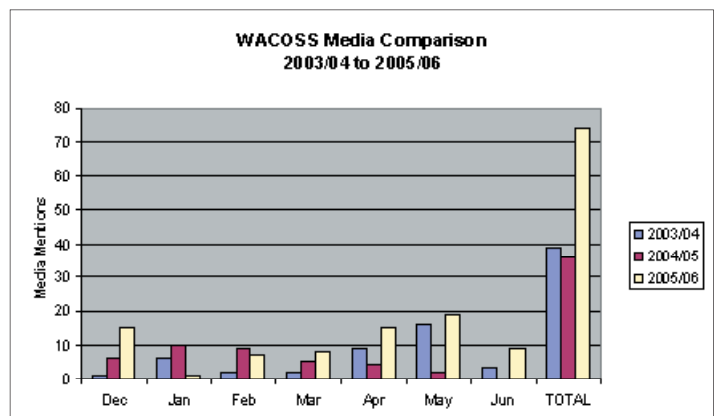
Western Power was restructured in April 2006 and the new electricity retailers, Synergy and Horizon Power have continued to provide much-needed support to customers in need through the funds provided to the Power Assist Schemes.

## Crime Prevention Research

WACOSS in partnership with the University of WA Crime Research Centre, undertook a project in 2005 to investigate the contribution that can be made by NGOs to diverting young people from offending. The results of the research and a kit to assist the sector were published in November 2005.

## WACOSS in the Media

This year WACOSS continued to advocate on the many issues that affect the community through regular media releases, media interviews and comments. As can be seen in the chart below, in 2005/06 there was a significant increase in WACOSS media mentions during the recorded months compared to 2003/04 and 2004/05.



The list of WACOSS media mentions on the next page conveys the wide range of issues raised by WACOSS during the recorded months of 2005/06.

# SOCIAL POLICY & ADVOCACY

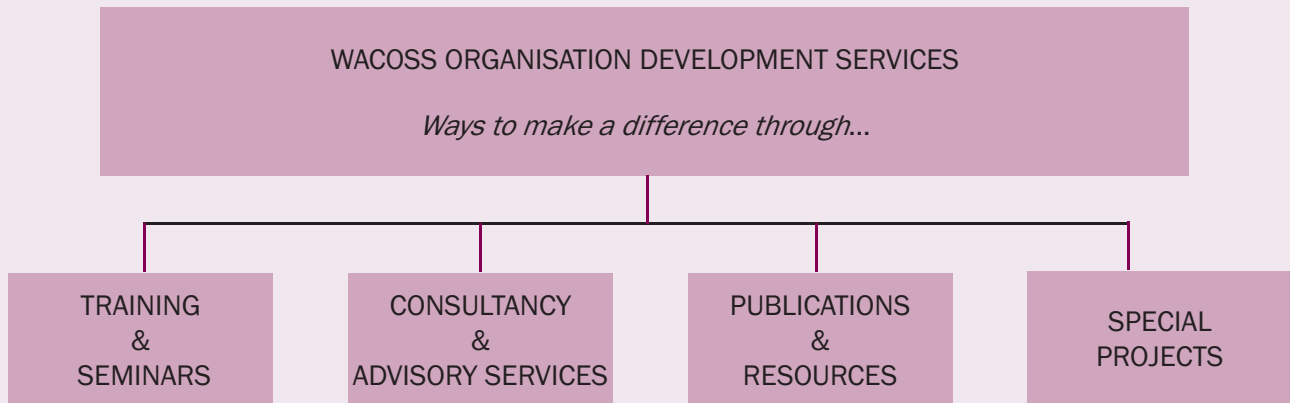
DATE	ISSUE	OUTLET	DATE	ISSUE	OUTLET
5/12/2005	Welfare payments	ABC Radio North West	19/4/2006	Impact of rising petrol prices on low-income earners	Channel 10
7/12/2005	Young people and crime	ABC Radio	24/4/2006	Widening gap between rich and poor despite economic boom	Nova 93.7 Radio
7/12/2005	Young people and crime	6PR RadioRadio West Network	24/4/2006	Impact of WA's property market growth low-income families	720 ABC Radio Perth
7/12/2005	Young people and crime	ABC Radio	27/4/2006	Interest rate rise	Channel 7
8/12/2005	Welfare payments	ABC Radio	30/4/2006	Welfare payments	ABC TV
11/12/2005	Budget surplus and tax cuts.	Channel 7	30/4/2006	Interest rate rise	ABC TV
12/12/2005	WA Government under pressure to make tax cuts in the next budget	ABC TV	1/5/2006	Welfare payments	Radio National
13/12/2005	Increase in social issues in the Goldfields during school holidays and festive season	Kalgoorlie Miner Newspaper	1/5/2006	Welfare payments	720 ABC Radio
16/12/2005	Reduction in donations to aid organisations during festive season	The West Australian Newspaper	1/5/2006	Welfare payments	ABC Mid West Radio
16/12/2005	Donations to charities for Christmas 2005 well down on previous years	Nova 93.7 Radio	3/5/2006	Interest rate rise	720 ABC Radio
22/12/2005	State Budget surplus	GWN	3/5/2006	Interest rate rise	ABC News Online
22/12/2005	State Budget surplus	Triple J Radio	3/5/2006	Interest rate rise	Channel 10
22/12/2005	State Budget surplus	ABC Radio	3/5/2006	Interest rate rise	GWN
27/12/2005	Impact of WA's property market growth on poverty	ABC Radio	4/5/2006	State Budget 2006	Spirit Network Radio
27/12/2005	Impact of the removal of stamp duty on lower-priced properties for low-income families	ABC Radio	4/5/2006	State Budget 2006	ABC TV
25/1/2006	Cost of sending children to school	Channel 7	4/5/2006	State Budget 2006	The West Australian Newspaper
13/2/2006	Social well-being survey	The Australian Newspaper	9/5/2006	Impact of WA housing boom on low income earners	The West Australian Newspaper
15/2/2006	Government refuses to allow poker machines in Burswood Casino	Nova 93.7 Radio	9/5/2006	Foster carers and volunteer organisations getting Government grants	The West Australian Newspaper
15/2/2006	Government refuses to allow poker machines in Burswood Casino	Channel 9	11/5/2006	State Budget 2006	Perth 6PR Radio News
20/2/2006	"Mean Australia Survey"	ABC Radio North West	11/5/2006	State Budget 2006	Channel 10Channel 9Channel 7ABC TV
20/2/2006	Impact of gambling on the community	GWN	11/5/2006	State Budget 2006	Sky TV
21/2/2006	Self-interest trends in society	6PR Radio	11/5/2006	State Budget 2006	720 ABC Radio
27/2/2006	Tax cuts	Channel 10	23/5/2006	Wage increase for award earners	The West Australian Newspaper
2/3/2006	Widening gap between rich and poor despite economic boom	Perth Radio National	25/5/2006	Government's plan to crack down on truancy	ABC News Online
7/3/2006	First Home Buyer Scheme ineffective due to the 'overheated' WAproperty market	6PR Radio	25/5/2006	Government's plan to crack down on truancy	ABC Kimberley Radio
9/3/2006	Poverty	Goldfields Miner Newspaper	2/6/2006	Interim report on Western Australia's tax regime.	ABC News Online
8/3/2006	WA housing boom	The West Australian Newspaper	2/6/2006	Tax reform	720 ABC Perth Radio
20/3/2006	WA housing boom	The West Australian Newspaper	5/6/2006	Homeswest tenants struggle to keep up with the cost of living.	The West Australian Newspaper
22/3/2006	Budget surplus and abolition of State taxes	ABC Perth Radio	8/6/2006	Widening gap between rich and poor despite economic boom	ABC News Online
27/3/2006	Widening gap between rich and poor despite economic boom	6PR Radio	8/6/2006	Widening gap between rich and poor despite economic boom	720 ABC Radio
27/3/2006	First Home Owners Grant Scheme	Channel 7	9/6/2006	Widening gap between rich and poor despite economic boom	The West Australian Newspaper
6/4/2006	Pay increases for senior WA public servants	6PR Radio	9/6/2006	Widening gap between rich and poor despite economic boom	ABC Radio
6/4/2006	Pay increases for senior WA public servants.	Channel 7	14/6/2006	Increasing demand for community services	ABC News Online
7/4/2006	Pay increases for senior WA public servants	Channel 10	14/6/2006	WACOSS calls on the State Government to invest in social infrastructure	Perth Radio National News
7/4/2006	Rising petrol prices	Channel 7			
18/4/2006	Welfare agencies unable to meet increasing demand	96FM Radio			
19/4/2006	Welfare agencies unable to meet increasing demand	ABC News Online			
19/4/2006	Increasing demand for community services	720 ABC Perth Radio			
19/4/2006	Increasing demand for community services	ABC Radio			
19/4/2006	Impact of rising petrol prices on low-income families	Channel 10			

NOTE: Record of WACOSS media mentions from July 2005 until November 2005 is unavailable due to problems with the media monitoring service.



# MEMBER & SECTOR DEVELOPMENT

## *Working together to build strong and viable community organisations*



**W**ACOSS Organisation Development Services - training, seminars and independent consultancy services designed for the social services sector.

In a world of constant change WACOSS's Organisation Development Services are designed to build sector knowledge, resources and skills and support members in achieving their goals.

We offer an extensive range of seminars, training services, customized training and collaborative frameworks to strengthen sector skills and help the exchange of ideas.

### **The 2005/2006 Year**

This year saw the team continue to broaden regional and metropolitan training delivery and further grow our consultancy services.

### **Trainings and Seminars**

WACOSS Organisation Development Services work in partnership with the community to build strong, well-managed, lively organisations.

Within the community there is an increasing awareness of the importance of effective business and management

practices, particularly for organisations accountable for managing government funds.

WACOSS Organisation Development Services has developed training to build and strengthen the capacity of the community sector. In providing these services we add confidence and skills to the sector and contribute to the long-term economic, social and environmental prosperity and sustainability of Western Australia.

Our training courses and seminars have covered a wide range of areas and are always up-to-date and topical. Key sessions include topics such as:

- Governance – policies, procedures and responsibilities
- People – staff, clients, volunteers and employment
- Finances – fundraising, tax status and accounting
- The future – strategic planning, business plans, growth, and vision
- Teams – developing effective teams, supervising staff, dealing with conflict and communication
- Risk management

Our courses covering governance, facilitation skills and fundraising are always popular as organisations grow and need to meet the challenges of operating in today's environment.

# MEMBER & SECTOR DEVELOPMENT

At WACOSS we are flexible and service oriented. We customise any of our existing courses and seminars, or develop a course, to suit the organisation's needs or the needs of a particular community.

In the 2005/2006 year 58 publicly accessible trainings and seminars were held, over one quarter of these were conducted in regional areas. In addition, 20 customised training sessions were held for individual organisations.

Over 1,200 individuals attended a WACOSS Organisation Development Services training during the 2005/2006 financial year.

**Overall this represents a 37% increase in the number of training sessions conducted in this financial year compared to last.**

The training topics delivered included the following;

FINANCE	<i>"Finding your inner accountant..."</i> Basic financial management for Not-For-Profit Organisations
	<i>"Finding MORE of your inner accountant..."</i> Financial Management for Not-For-Profit Organisations
GOVERNANCE	<i>"Governance 101"</i> An Introduction to Organisational Governance.
	Risk Management: <i>The ABC of IAC</i>
	<i>"Creating the map toward organisational excellence"</i> Strategic Planning that works!
	<i>"Oh my goodness, I'm on a Board!!"</i> Your rules, responsibilities and liabilities as a Board Member
HUMAN RESOURCE MANAGEMENT	<i>"Getting it right from the start!"</i> Effective recruitment for your organisation.
	<i>"You say tomato..."</i> Managing diversity in the workplace
	<i>"OSH Made Easy..."</i> Introduction to Occupational Safety and Health for Community Organisations

LEADERSHIP	<i>"How many times do I have to say it?"</i> Effective communication skills for the workplace
	How to be a ' <i>SUPER</i> ' Supervisor
	<i>"Where is the love?"</i> Negotiation and conflict resolution skills for the workplace
	<i>"Leading from within"</i> Leading staff to confidence and competence
	Presentation skills for the mortally terrified
	<i>"More than a gold star"</i> How to conduct effective performance appraisals
SKILL DEVELOPMENT	<i>"Extending your 15 minutes of fame"</i> Professional media presentation skills training
	<i>"The Facilitator's Bag of Tricks"</i> A workshop for new trainers and facilitators
	Creating child protection policies for the workplace, not the bookshelf!
	<i>"Excuse me sir, but...you are freaking me out!"</i> Dealing with clients in crisis and distress
THRIVING BEYOND SURVIVAL	<i>"Move beyond boring meetings and AGM's"</i> Running effective meetings
	<i>"When cake stalls just don't cut it any more..."</i> Submission writing and fundraising for survival
	<i>"How to get your 15 minutes of fame..."</i> Making the media work for Community Organisations
	The Project Manager's Toolbox
	<i>"Talk of the Town..."</i> Event management made easy
	<i>"I have a dream... Where to from here!?"</i> Lobbying and advocacy for NGO's

# MEMBER & SECTOR DEVELOPMENT

A summary of our feedback and evaluation forms showed:

- **94% of participants rated our seminars as excellent or very good**
- **82% of participants rated our ability to meet their expectation as excellent or very good**

## Consultancy and Advisory Services

WACOSS Organisation Development Services offers consulting programmes to build and strengthen the capacity of the community sector. In providing these services we add confidence and skills to the sector and contribute to the long-term economic, social and environmental prosperity and sustainability of Western Australia.

During the past financial year we have provided consultancies in the areas of:

- **Governance and Management Development**

It is vital that Management Committees and Boards are aware of the principles and practices of good governance. At WACOSS we can review current governance practices and develop a program to address any gaps or areas of concern. We offer a tailored governance training session for both board members and staff, covering the five key areas of governance.

- **Development of Strategic and Business Plans**

*'Where do we want to go and how will we get there?'* Capturing this information in a strategic plan and a business plan will help organisations reach goals for the future of the service and ensure organisations remains sustainable and relevant.

- **Facilitation of Meetings and Planning Days**

Planning days and special meetings can sometimes disappoint. WACOSS can help achieve purpose in any group sessions. Our experienced, skilled facilitators can support goals by –

- Providing a neutral facilitator to ensure all parties have an equal voice
- Keeping the conversation flowing, with conflict kept to a constructive level
- Keeping people focused on key issues to ensure outcomes are met

- **Development of Policies and Procedures**

Well developed policy and procedure manuals are an essential part of risk management, good governance and the everyday effectiveness of organisations. Our trained consultants can assist in the review, development and implementation of organisational policy.

- **Development of Information Technology Plans**

Information Technology (IT) can be a major source of frustration. Our IT planning consultants will help you define your short and long term IT requirements and investigate a variety of alternative business solutions. In addition, the IT report developed during the process can become a useful supporting document when applying for funding.

- **Organisational Review**

WACOSS draws upon its expertise in the community sector and its objective position as an external consultant to identify solutions that will work for community service organisations. A review report prepared by our consultants includes a process to achieve organisational change. The report can also be used to support funding applications for the implementation of recommendations.

## Special Projects

WACOSS regularly manages and delivers a range of special sector development projects as joint ventures linking WACOSS with other organisations.

- **Community Business Partnerships**

In 2005, WACOSS, in partnership with WA Community Foundation Inc, launched a project to support and resource community organisations and small to medium enterprises.

- **Creative Volunteering**

As part of a national initiative by Regional Arts Australia, WACOSS delivered six nationally accredited packages for volunteer organisations across regional Western Australia. These have included:

- Carry Out Business Planning
- Network within Communities
- Undertake Marketing
- Working With Collections
- Develop Funds And Resources
- Plan and Program Events

# MEMBER & SECTOR DEVELOPMENT

- **EmployRight**

This initiative, funded by the Department for Community Development, provided all Western Australian community service organisations with the opportunity to freely access desperately needed information and support towards creating child safe, work safe environments.

Training included; child centred harm prevention, recruitment, screening, risk management, policy development, internal investigation and reporting procedures. This information was accessed by over 10,000 hits online, 23 face to face opportunities via training and organisation visits and over 200 calls on the community management helpline. Employright provided the opportunity for agencies to share better practices that have been successfully developed and applied by other NGOs in less resource consuming ways, adding to the sectors capacity. Employright's success has led to requests from Government Agents such as the Volunteering Secretariat with customisation for the volunteering sector in the *W.A.V.E* (Western Australian Volunteering Essentials) project due to start October 9th 2006.

- **Regional Community Leadership and Development Programme**

In January 2006, WACOSS commenced this program to deliver free training opportunities in the Great Southern and Goldfields Esperance regions through the Regional Community Leadership and Development Program. Based on a needs analysis involving a regional sector survey and guidance from a regional reference group we developed four two-day training programmes. The sessions have been very popular with 19 and 24 participants over 2 days in Albany and 14 and 19 participants over 2 days in Kalgoorlie. Registrations are strong for the remaining programmes in Esperance, Kalgoorlie, Albany and Mt Barker. Two part time regional project officers in Albany and Kalgoorlie joined the team in July to support the project. The programme is intended to strengthen the community services sector in each region and concludes with a joint evaluation session to strengthen inter-regional networks. Funding was provided by the Department of Local Government and Regional Development through the Western Australian Regional Initiatives Scheme.

- **Community Leadership Development Program**

In September 2005 we were very proud to launch for the third year, our community business partnership

with MODAL a leading West Australian training and development company.

This partnership has produced the first nationally accredited diploma of business targeted to community managers. The initiative "Community Management and Leadership Development Program" has been made possible (cost accessible) through MODAL corporate citizenship, who are providing their time free of charge to the project. Another group of community leaders graduated in 2005/2006.

- **Emergency Relief Sector Support Project**

This year, the Lotterywest supported project has been focused on building networks and improving communication across the whole sector. The first ever state committee made up of members who will be able to represent the views of the emergency relief sector is in its final stages of establishment. Over 10 people have nominated from across metropolitan and regional locations in WA.

## **A Special Thankyou**

I would like to take this opportunity to thank one of our important partner organisations for their support over the past year.

MODAL a leading Australasian management and organisational development company, have extended their purpose of "to create value in Australasian businesses by improving the performance of people, teams and organisations" to the community sector by generously donating their time to deliver the Community Management and Leadership Development Program. Thankyou.

## **A glance at the coming year.....**

The year ahead is exciting and full of potential. We have another extensive training program planned, along with the development of several new training programs. Many consultancy projects are underway or ready to commence and we are working on the establishment of several new partnership projects.

In addition, WACOSS will be adding to our website and training to provide the sector with access to the latest information to support them in diversifying their income base, full costing of services and achieving efficiencies through good practice.

## SOCIAL SERVICE ORGANISATION MEMBERS

Aboriginal Alcohol and Drug Service  
Access Housing Association Inc.  
Activ Foundation Inc.  
Adoption Jigsaw WA Inc  
Adoption Research & Counselling Service  
ADRA (Adventist Development Relief Agency)  
Advocacy South West Inc  
Agencies for South West Accommodation  
Albany Lions Community Care Centre (WA) Inc  
Albany Youth Support Association Inc  
Allambee Counselling Incorporated  
Amputees in Action Inc.  
Anglicare WA  
Armadale Community Family Centre  
Armadale Information and Referral Services Inc  
Armdale Home Help Services for the Aged and Disabilities  
Association for Services to Torture and Trauma Survivors  
Association of Civilian Widows Inc  
Australian Association of Occupational Therapists  
Australian Association of Social Workers  
Australian Breastfeeding Association  
Australian Institute of Welfare and Community Workers  
Australian Red Cross  
Avon Youth, Community and Family Services  
Balga Detached Youth Work Project Inc.  
Balga Job Link  
Bay of Isles Community Outreach Inc  
Brockman House Inc  
Brookton Community Services Inc.  
Burdekin - Youth In Action  
Busselton Childcare Centre  
Busselton Family Centre Inc.  
Calvary Youth Services Mandurah Inc  
Canteen WA  
Carnarvon Family Support Service Inc.  
CASE for Refugees  
Catholic Outreach  
C-BERS Services  
Centacare Family Services - Geraldton  
Central Agcare Family Counselling  
Central West TAFE - Community Services Dept.  
Centrecare Inc  
Cerebral Palsy Association of W.A.  
Chrysalis Support Services Inc  
Citizens Advice Bureau of WA Inc  
City of Albany - Albany Volunteer Centre  
City of Bayswater Neighbourhood Centre  
City of Cockburn - Community Social Services  
City of Melville Community Development Services  
CLAN Midland  
CLAN WA Inc  
Coeliac Society of WA Inc  
Collie Family Centre  
Communicare  
Community Development Services (City of Joondalup)  
Community Housing Coalition of WA  
Community Legal Centres Association (WA) Inc.  
Community Project Solutions  
Community Vision Inc  
Co-Scope Joblink  
Crosslinks Incorporated  
Crossways Community Services  
Curtin Student Guild  
Cystic Fibrosis Assoc of WA  
Development Disability Council of WA Inc  
Eastern Metropolitan Community Housing Association  
Eastern Region Domestic Violence Prevention Council Inc.  
Eastern Region Domestic Violence Services Network - Koolkuna  
Escare Inc Family Support & Youth Service  
Esperance Crisis Accommodation Service  
Fairbridge Western Australia Inc.  
Financial Counsellors Resource Project  
Foothills Information & Referral Service  
Foster Care Association of WA Inc.  
Foundation for Information Radio of WA Inc.  
FPWA  
Frank Konecny Community Centre  
Fusion Australia Ltd  
Gay and Lesbian Community Services of WA  
Genetic Support Council WA  
Geographe Community Centre Inc  
Geraldton Region Community Education Centre  
Geraldton Resource Centre Inc  
Glyde-In Community Learning Centre Inc.  
Golden Mile Family Support Development Unit  
Goldfields Women Health Care Centre  
Gosnells Community Legal Centre Inc  
Gosnells Community Lotteries House  
Grace Care Inc  
Granny Spiers Community House Inc.  
Greenfields Family & Community Centre  
GROW WA  
Gynaecological Awareness Information Network (GAIN) Inc.  
Haemophilia Foundation WA Inc.  
Harvey Health and Community Services Group Inc.  
Headwest - (Brain Injury Association of WA Inc)  
Health Agencies of the Yilgarn Inc.  
Health Consumers' Council WA Inc  
Helping Out People Everywhere (HOPE) Inc.  
Hepatitis Council of WA Inc.  
Homestead The - Beldon  
HTTB (Inc)  
i. d. entity.wa  
In Town Lunch Centre Inc  
Incest Survivors Assoc Inc  
Jewish Community Services of WA Inc.  
Joondalup Lotteries House Inc  
Joondalup Youth Support Services Inc.  
Kalamunda Community Care (Inc)  
Katanning Regional Emergency Accommodation Centre Inc  
Kidlink Early Intervention Program Inc  
Knights of the Southern Cross  
Lansdale Family Support Association Inc  
Learning Center Link  
Lifeline WA  
Local Information Network Karratha Inc.  
Lone Parent Family Support Service - Birthright  
Lymphoedema Association of Western Australia  
Margaret River Community Resource Centre Inc.  
McFarleane House Learning Centre Inc. Occasional Care Service  
Meerilinga Young Children's Foundation  
Melville Cares Inc  
Men's Advisory Network  
Mercy Community Services Inc  
Metropolitan Migrant Resource Centre  
Midland Women's Health Care Place  
Midwest Community Living Association  
Midwest Family Support Association Inc  
Midwest Men's Health Inc  
Milligan Foundation Housing Association  
Milliya Rumurra Association  
Mission Australia  
Moora Youth Group  
Multicultural Services Centre of WA  
Nardine Wimmin's Refuge Inc  
NASCHA Inc  
National Council of Women of WA Inc.  
New Life Welfare (WA) Inc  
Newman Employment Task Force Inc  
Newman Neighbourhood Centre  
Ngala  
Nintirri Centre Inc.  
Northcliffe Family Centre  
Northern Districts Community Support Group  
One World Education and Resource Centre  
Orana House  
Organisation of Un(der)employed People  
Parent Adolescent Counselling Service  
Parents Without Partners WA (Inc)  
Parkerville Children and Youth Care Inc  
Peel Youth Programme Inc.  
People Who Care  
People with Disabilities WA Inc  
Perth Area Consultative Committee

# WACOSS MEMBERS

Perth Asian Community Centre  
Perth Inner City Youth Services  
Playgroup WA (Inc)  
Professional Counsellors Association of WA Inc.  
Relationships Australia Western Australia Inc  
Roberta Jull Community Care Association Inc.  
Rockingham Kwinana Division of General Practice  
Ruah Community Services  
Rural Community Legal Service Inc.  
Safecare  
Salvation Army - Crossroads West  
Salvation Army Geraldton - Family Crisis Centre  
Salvation Army Social Services  
Sandalwood Family Centre  
SCALES Community Legal Centre  
Secret Harbour Counselling Service  
SES Volunteer Association of WA Inc.  
Shelter WA  
South City Housing Inc  
South East Metropolitan Youth Action  
South Lake Ottey Family & Neighbourhood Centre  
South West Aboriginal Medical Service  
South West Emergency Care Inc.  
South West Regional Domestic Violence Committee  
Southcare Inc.  
Southern Agcare Inc.  
Southside Care  
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  
Student Association - South West College of TAFE  
Sussex Street Community Law Service  
Swan Emergency Accomodation Inc  
Swan TAFE - Midland  
Tenants Advice Service  
The Aged Persons Support Service (Inc.)  
The Churchill Clinic Inc.  
The Gowrie WA Inc  
The Open Hand Inc.  
The Richmond Fellowship of Western Australia Inc  
The Samaritans Inc  
Tom Price Youth Support Association Inc.  
UnitingCare  
Valued Independent People Inc  
Victoria Park Youth Accommodation Inc  
Volunteer South West Inc.  
Volunteer Task Force Inc  
Volunteering Western Australia  
WA AIDS Council  
WA Association for Mental Health  
WA Network of Alcohol and Other Drug Agencies - WANADA  
WA No Interest Loans Network Inc  
WA Police Legacy (Inc)  
WA School Canteen Association Inc  
WA Veteran's Support Group and LINC's Inc  
Wanslea Family Services  
Waratah Support Centre  
Waroona Community Centre Inc.  
Welfare Rights & Advocacy Services  
Wesley Mission Perth  
Westerly Family Centre Inc  
Western Institute of Self Help (WISH) Inc  
WESTN Inc  
Wheatbelt Agcare Community Support Services Inc  
Wickepin District Resource and Telecentre  
Women's Council for Domestic Family & Violence Services (WA)  
Women's Electoral Lobby (WA) Inc.  
Women's Health Care Association Inc.  
Women's Health Resource Centre Inc.  
WOMEN'S Healthworks - Health, Education and Resource Centre Inc.  
Workpower Incorporated  
YMCA of Perth Inc.  
Yorganop Child Care Aboriginal Corporation  
Youth Affairs Council of WA  
Youth Involvement Council  
Youth Legal Service

## INDIVIDUAL MEMBERS

Andrews, Ian  
Bacon, Violet  
Bom, Marion  
Cake, Myra  
Calleja, Joe  
Cannon, Lyneve  
Cassey, Heather  
Chivers, Annette  
Clare, Michael  
Colquhoun, Simon  
Creed, Helen  
Diamond, Susan  
Doyle, Angela  
Flatau, Paul  
Forward, Jane  
Geaney, Mick  
Godfrey, Lindy  
Haines, Jennifer  
Hall, Andrew  
Hall, Sonia  
Harding, Noel  
Harries, Maria  
Hassett, Pat  
Kaub, Jon  
Leitmann, Sabina  
Morley, Tony  
Murray, Kaye  
Sirr, Peter  
Smith, Jill  
Thornton, Gay  
Troughton-Smith, Tony  
Webber, Ruth  
White, Ann  
Williams, Robyn  
Young, Susan

## ASSOCIATE ORGANISATION MEMBERS

Alan Halford and Associates  
Community Support Services - Shire of Mundaring  
Community Work Support Unit - Department of Justice  
Department for Community Development - East Perth  
Department of Education and Training - Career Development Services Branch  
Hammond Insurance Broking Pty Ltd  
Job Train Pty Ltd  
Peel Development Commission  
Population Health Unit  
South Coast Regional Initiative Planning Team (SCRIPT)

## ASSOCIATE INDIVIDUAL MEMBERS

Brown, Clive  
Ellery, Sue  
Gallop MLA, The Hon. Dr Geoffrey  
Keys, Julian  
McHale MLA, The Hon. Shelia  
Pratt, The Hon. Louise Clare  
Travers, The Hon. Kenneth  
Watson, The Hon. Giz

## HONORARY LIFE MEMBERS

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

## **WACOSS wishes to formally thank the following supporters for their contribution during 2005/06**

Alinta  
Country Arts WA  
Department for Community Development  
Department of Consumer and Employment Protection  
Department of Family and Community Services  
Department of Local Government and Regional Development  
Department of Premier and Cabinet  
EventEdge International Management Group Pty. Ltd.  
Horizon Power (Formerly Western Power)  
Lotterywest  
Modal Pty. Ltd.  
Regional Arts Australia  
Synergy (Formerly Western Power)  
Water Corporation  
Workplace Relations and Management Consultants (WRMC)

NOTE: Supporters are listed in alphabetical order.



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# FINANCIAL STATEMENTS

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# FINANCIAL STATEMENTS

## Statement by Members of the Board

In the opinion of the committee the financial report as set out on pages 5 to 15:

1. Presents fairly the financial position of Western Australian Council of Social Service Inc, as at 30 June 2006 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:



Rae Walter  
WACOSS President



Mark Goerke  
Chair Finance Committee

Dated this 19th September 2006.

# RAY WOOLLEY PTY LTD ABN 30 056 227 247

## ACCOUNTANTS

PRINCIPAL:  
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WESTERN AUSTRALIA 6872

### **WESTERN AUSTRALIAN COUNCIL OF SOCIAL SERVICE INC.**

#### **Independent Auditor Report to the members of Western Australian Council of Social Service Inc.**

##### **Scope**

The financial report and committee's responsibility.

The financial report comprises the balance sheet, income statement, cash flow statement, accompanying notes to the financial statements and the statement of the committee for Western Australian Council of Social Service Inc. for the year ended 30 June 2006.

The committee are responsible for the preparation and the true and fair presentation of the financial report and have determined that the accounting policies used and described in Note 1 to the financial statements which form part of the financial report are consistent with the financial reporting requirements of the Associations Incorporations Act (WA) and are appropriate to meet the needs of the members. This includes responsibility for the maintenance of adequate accounting records and internal controls that are designed to prevent and detect fraud and error, and for the accounting policies and accounting estimates inherent in the financial report.

The financial report has been prepared for distribution to members for the purpose of fulfilling the committees' financial reporting requirements under the Associations Incorporations Act (WA). 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.

##### **Audit Approach**

We conducted an independent audit in order to express an opinion to the members of the organisation. Our audit was conducted in accordance with Australian Auditing Standards, in order to provide reasonable assurance whether the financial report is free of material misstatement. The nature of an audit is influenced by factors such as the use of professional judgement, selective testing, the inherent limitations of internal control, and the availability of persuasive rather than conclusive evidence. Therefore, an audit cannot guarantee that all material misstatements have been detected.

We performed procedures to assess whether in all material respects the financial report presents fairly, in accordance with the Associations Incorporations Act (WA), including compliance with Accounting Standards and other mandatory financial reporting requirements in Australia, a view which is consistent with our understanding of the organisation's financial position, and of its performance as represented by the results of its operations and cash flows.

# RAY WOOLLEY PTY LTD

ABN 50 056 237 297

## ACCOUNTANTS

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### WESTERN AUSTRALIAN COUNCIL OF SOCIAL SERVICE INC.

**Independent Auditor Report  
to the members of  
Western Australian Council of Social Service Inc.  
continued**

We formed our audit opinion on the basis of these procedures, which included:

- examining, on a test basis, information to provide evidence supporting the amounts and disclosures in the financial report, and
- assessing the appropriateness of the accounting policies and disclosures used and the reasonableness of the significant accounting estimates made by the committee.

While we considered the effectiveness of the management's internal controls over financial reporting when determining the nature and extent of our procedures, our audit was not designed to provide assurance on internal controls.

#### **Independence**

In conducting our audit, we followed applicable independence requirements of Australian professional ethical pronouncements.

#### **Audit Opinion**

In our opinion, the financial report of Western Australian Council of Social Service Inc. presents a true and fair view in accordance with the accounting policies described in Note 1 to the financial statements, of the financial position of Western Australian Council of Social Service Inc. as at 30 June 2006 and the results of its operations and its cash flows for the year then ended.



Ray Woolley Pty Ltd

Ray Woolley  
Registered Auditor  
16 September 2006

# FINANCIAL STATEMENTS

## Income Statement

For the year ended 30 June 2006

		<b>2006</b>	<b>2005</b>
	<b>NOTE</b>	<b>\$</b>	<b>\$</b>
Revenue from ordinary activities	2	1,296,216	1,080,643
Grants received for fixed assets		0	85,473
Employee expenses		(757,397)	(597,759)
Depreciation expenses	3	(43,719)	(16,880)
Lease expense	3	(37,147)	(38,014)
Project and consultancy expenses		(80,183)	(186,370)
Travel expenses		(58,589)	(50,182)
Administrative expenses		(313,933)	(173,028)
Surplus/(Deficit) from ordinary activities		<u>1,648</u>	<u>103,883</u>
Net change in equity for year	15	<u>1,648</u>	<u>103,883</u>

The Statement of Financial Performance should be read in conjunction with the accompanying notes.

# FINANCIAL STATEMENTS

## Balance Sheet

As at 30 June 2006

	NOTE	2006 \$	2005 \$
<b>CURRENT ASSETS</b>			
Cash assets	4	335,365	566,701
Receivables	5	54,816	74,926
Prepayments		0	0
<b>TOTAL CURRENT ASSETS</b>		<b>390,181</b>	<b>641,627</b>
<b>NON CURRENT ASSETS</b>			
Plant and Equipment	6	109,536	141,434
<b>TOTAL NON CURRENT ASSETS</b>		<b>109,536</b>	<b>141,434</b>
<b>TOTAL ASSETS</b>		<b>499,717</b>	<b>783,061</b>
<b>CURRENT LIABILITIES</b>			
Payables	7	42,061	60,582
Income in advance	8	158,217	420,565
Provisions	9	64,904	69,027
<b>TOTAL CURRENT LIABILITIES</b>		<b>265,182</b>	<b>550,174</b>
<b>TOTAL LIABILITIES</b>		<b>265,182</b>	<b>550,174</b>
<b>NET ASSETS</b>		<b>234,535</b>	<b>232,887</b>
<b>EQUITY</b>			
Accumulated surplus	15	114,558	212,910
Redundancy Reserve	16	19,977	19,997
Relocation Reserve	16	100,000	0
		<b>234,535</b>	<b>232,887</b>

The Statement of Financial Performance should be read in conjunction with the accompanying notes.

# FINANCIAL STATEMENTS

## Cash Flow Statement

For the year ended 30 June 2006

		2006	2005
	NOTE	\$	\$
CASH FLOWS FROM OPERATING ACTIVITIES			
Receipts from Government		395,161	539,252
Receipts from members		81,618	90,681
Interest received		9,298	6,508
Receipts from services, projects and other income		566,115	771,571
Payments to suppliers and employees		(1,269,893)	(1,034,722)
Net cash provided /(utilised) by Operating activities	10	<u>(217,701)</u>	<u>373,290</u>
CASH FLOW FROM INVESTING ACTIVITIES			
Grants received for fixed assets		0	85,473
Cash received on sale asset		27,273	0
Fixed assets purchased		(40,908)	(86,815)
Net cash utilised by investing activities		<u>(13,635)</u>	<u>(1,342)</u>
Net increase/(decrease) in cash held		(231,336)	371,948
Cash at beginning of financial year		566,701	194,753
Cash at end of financial year	4	<u>335,365</u>	<u>566,701</u>

# FINANCIAL STATEMENTS

## Notes to and Forming Part of the Financial Statements

### For the year ended 30 June 2006

#### 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 and the requirements of the Associations Incorporation Act (WA) 1987.

The financial report of Western Australian Council of Social Service Inc (WACOSS) as an individual entity complies with all Australian equivalents to International Reporting Standards (AIFRS) in their entirety. WACOSS is an association incorporated in Western Australia under the Associations Incorporation Act (WA) 1987.

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.

#### Basis of Preparation

Western Australian Council of Social Services Inc has prepared financial statements in accordance with the Australian equivalents to International Financial Reporting Standards (AIFRS) from 1 July 2005. In accordance with the requirements of AASB 1: First-time Adoption of Australian Equivalents to International Financial Reporting Standards, adjustments to the accounts resulting from the introduction of AIFRS have been applied retrospectively to 2005 comparative figures excluding cases where optional exemptions available under AASB 1 have been applied. These accounts are the first financial statements of Western Australian Council of Social Services Inc to be prepared in accordance with AIFRS.

The accounting policies set out below have been consistently applied to all years presented

#### Reporting Basis and Conventions

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.

#### (a) Depreciation

Depreciation of fixed assets is calculated on a diminishing balance 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.

Redundancy reserve has been created, separate to Accumulated Funds to show the amount that would be payable if WACOSS was required to make all staff redundant.

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.

### **(f) Income Tax**

The organisation 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.

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<b>NOTE 2. Revenue</b>	<b>2006</b>	<b>2005</b>
	\$	\$
<i>Operating activities</i>		
Government operating grant	403,871	438,886
Membership subscriptions	81,618	90,681
Seminars and consultancy	172,880	160,007
Project Management	614,352	373,459
Sales of directories and publications	476	910
Interest	9,298	6,508
Other Income	13,721	10,192
	1,296,216	1,080,643

## **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	9,298	6,508
Profit on disposal of assets	1,785	0

### b) Charging as expense:

Depreciation expense	47,319	16,880
Provision for employee entitlements	1,874	9,805
Operating lease rentals	37,147	38,014
Audit services	5,360	9,735

## **NOTE 4. Current Asset - Cash Assets**

Cash on Hand	500	500
Cash at Bank	334,865	469,139
Cash on Deposit	0	97,062
	335,365	566,701

a) Cash totalling \$158,217 (2005: \$420,565) is restricted in nature as it represents unspent grant funds existing at year end. These grant funds are received and are committed to the completion of specific programs. Amounts are repayable to the funding organisation to the extent the funds are unspent.

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<b>NOTE 5. Current Asset - Receivables</b>	<b>2006</b>	<b>2005</b>
	<b>\$</b>	<b>\$</b>
Trade Debtors	25,558	47,373
Less provision for doubtful debts	(3,133)	(910)
Other grants receivable	32,391	28,463
	<u>54,816</u>	<u>74,926</u>

## **NOTE 6. Non Current Asset**

Plant, Equipment and Motor Vehicle at cost	283,295	284,820
Less accumulated depreciation	(173,759)	(143,386)
	<u>109,536</u>	<u>141,434</u>

## Movements in carrying amounts

Balance at the beginning of the year	141,434	71,499
Additions	40,909	86,815
Disposals	(25,488)	0
Depreciation	(47,319)	(16,880)
Balance at the end of the year	<u>109,536</u>	<u>141,434</u>

## **NOTE 7. Current Liabilities - Payables**

Trade Creditors	0	3,585
Accruals	18,146	18,137
Other Creditors	23,915	38,860
	<u>42,061</u>	<u>60,582</u>

## **NOTE 8. Current Liability - Income in Advance**

Membership received in advance	3,367	0
Grants received in advance	154,850	420,564
	<u>158,217</u>	<u>420,564</u>

## **NOTE 9. Current Liability - Provisions**

Provision for annual leave	40,770	46,438
Provision for long service leave	17,550	15,676
Other provisions	6,584	6,913
	<u>64,904</u>	<u>69,027</u>

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<b>NOTE 10. Cash Flow Information</b>	<b>2006</b>	<b>2005</b>
	\$	\$
a) Reconciliation of net cash by operating activities to surplus from ordinary activities.		
Operating (Deficit)/Surplus	1,648	103,883
Non cash flows in surplus from ordinary activities.		
Grants received for fixed assets	0	(85,473)
Depreciation	47,319	16,880
Loss/(profit) on disposal of fixed assets	(1,785)	0
Increase/(decrease) in creditors	(18,521)	(10,118)
Increase/(decrease) in provisions	(4,123)	20,184
Increase/(decrease) in unexpected grants	(8,710)	100,366
Increase/(decrease) in income in advance	(253,639)	194,783
Increase/(decrease) in receivables	20,110	32,220
Increase/(decrease) in prepayments	0	565
Net cash provided/(utilised) in operating activities	(217,701)	373,290

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

## **NOTE 11. Leasing Commitments**

Operating Lease		
Due within 12 months	40,932	40,932
Due within 12-24 months	40,932	0
	81,864	40,932

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## NOTE 12. Related Parties Information

### a) Board

The following persons served as members of the Board during the year ended 30 June 2006.

Rae Walter – President  
 Chris Hall – Vice President  
 Mark Goerke  
 Trish Langdon (resigned April 2006)  
 Zane D'Mello  
 Judi St Clair  
 Marisa Spaziani (resigned May 2006)  
 Lyneve Cannon (since November 2005)  
 Steve McDermott (since November 2005)  
 Peter Basell (since November 2005)  
 Peter Sirr (since November 2005)  
 Angie Paskevicius (since May 2006)  
 Anne Russell-Brown (resigned July 2005)  
 John Knowles (term expired November 2005)  
 Jo Buontempo (until November 2005)

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.

## 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.

## 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		Floating Interest Rate	
	2006 %	2005 %	2006 \$	2005 \$
<b>FINANCIAL ASSETS</b>				
Cash on Hand	-	-	500	500
Cash at Bank	2.45	2.45	334,685	469,139
Deposit at call	0	5.54	0	97,062
			<u>335,365</u>	<u>566,701</u>

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## 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.

	<b>2006</b>	<b>2005</b>
	<b>\$</b>	<b>\$</b>
<b>NOTE 15. Accumulated Funds</b>		
Accumulated funds at beginning of year	212,910	129,004
(Deficit)/Surplus for year	1,648	103,883
Transfer to reserve	(100,000)	(19,977)
Accumulated funds at the end of year	<u>114,558</u>	<u>212,910</u>
<b>NOTE 16 (a). Redundancy Reserve</b>		
Opening balance	19,977	0
Transfer to reserve	0	19,977
Closing balance	<u>19,977</u>	<u>19,977</u>
<b>NOTE 16 (b). Relocation Reserve</b>		
Opening balance	0	0
Transfer to reserve	100,000	0
Closing balance	<u>100,000</u>	<u>0</u>

## NOTE 17. 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 18.