

# WESTERN AUSTRALIAN COUNCIL OF SOCIAL SERVICE INC



## ANNUAL REPORT 2008

*Ways to make a difference*

| Social Policy & Advocacy | Organisation Development Services | Member Services |

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# Introduction

**W**ACOSS 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.

WACOSS has come to the end of the strategic plan for the 2006-2008 period. The WACOSS Board and staff look forward to the implementation of the new strategic plan for 2008 - 2011.

## 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



**W**ACOSS has witnessed a year characterised at best as that of lost opportunities in terms of the State Government's response to the needs of low income and disadvantaged persons in our community. As a community, Western Australia has been experiencing a period of unprecedented prosperity.

Investment has been focused on not squandering this prosperity. However, the investment has been predominantly in physical infrastructure. As this economic period comes to an end, the community, particularly that growing group that has missed out on the Boom, has been left with a very limited safety net of community services compared to the need.

According to the annual ACROSS Community Service Survey, more than 400,000 Western Australian's accessed services provided by the not for profit sector. There was also increased demand on services due to increased complexity of presenting issues to services, often as a result of people experiencing ongoing issues of housing affordability or homelessness as well as substance abuse and mental health issues. This trend is evident across nearly every service and activity area of the sector.

The Community Services sector has also faced unprecedented issues relating to organisational viability. The sector is finding it difficult to provide services on an ongoing basis due to increasing staff turnover and additional infrastructure costs specifically organisational accommodation and transport and fuel expenses. Agencies providing services to rural and remote communities have had to resort to a range of temporary staffing and accommodation solutions in order to continue meeting the needs of the communities they work in.

WACOSS applauded the action taken by the State Treasurer to ensure that the Government's indexation policy pertaining to funding for the community sector which was adopted in 2004 will be implemented. However, we await the consistent roll out of the policy across all government departments.

During the past year, WACOSS actively represented the

issues and views of the sector at all levels of government. Representation was undertaken through individual meetings as well as forums such as the Human Services Industry Roundtable and the WACOSS Conference.

The WACOSS 2006/07 pre budget submission focused on a call for a return of a social dividend to the people of WA. This was the third in a series of pre budget submissions that identified the growing impact of the economic boom on the community and the evidence that a percentage of people were missing out on the Boom. If Not Now, When?, the title of the 2006/07 pre budget submission clearly expressed the growing concern that opportunities to address growing social inequities were being missed.

The May 2008 budget announcements were disappointing in that only very few of the sector's claims were taken up. WACOSS was critical of a Government that appeared to be out of touch with those in our community who were hurting from increased costs for the basics of living, fuel and energy increases, and accommodation costs. As I said at the time 'The Community services sector is the only place that struggling families and individuals can go to for help - and that sector is in crisis. It urgently needs an increase in core funding, to address the skyrocketing demand for services, the increasing complexity of clients' needs, and the difficulty attracting and retaining staff.'

The work of WACOSS often takes time. For two years we worked towards the development of a social inclusion plan for WA. In the budget papers of May 2008, the government agreed to establish a Social Inclusion Framework Reference Group for the purpose of establishing a plan.

The protection of children has also been a long term objective for WACOSS. We applauded the initiatives that were implemented as part of the response to the Ford Review. However, protecting children is a difficult and complex community responsibility and therefore improvements can't be made in isolation.

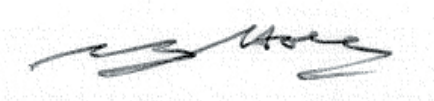
During the past 12 months, WACOSS has performed a critical role in advocating with and on behalf of those members of our community who have been or at risk of being left behind by the current economic boom. Our work is often done in partnership our members, other Peaks and various community and business partnerships. The staff team at WACOSS has worked tirelessly to ensure effective and informed representation of the issues we are concerned about.

# PRESIDENT'S REPORT

The Executive Director, Lisa Baker, worked on a project on Human Rights for a good part of the year and I would like to acknowledge her work on that project and the support the Director, Social Policy, Irina Cattalini and Director, Business Services Lyn Levy provided both to Lisa and to the staff at WACOSS. Lisa also announced her resignation from the position of Executive Director and worked with the Board to ensure a smooth transition to the new Chief Executive Officer Sue Ash.

I'd like to also acknowledge the work of the WACOSS Board, and in particular thank retiring members Wayne Stevenson, Judi St Clair, Joe Calleja and Mark Goerke. Mark has chaired the finance committee for most of his time on the Board and has seen the transformation of WACOSS finance reporting and results.

As part of our preparation for the coming year, the WACOSS Board endorsed a new strategic plan. I believe that the organisation is well positioned to build on the work of Lisa's six years with WACOSS and I look forward to working with Sue and the team to ensure WACOSS continues to be a strong advocate for the disadvantaged, the services the community of WA needs and the providers that deliver these services.



**Chris Hall**  
**WACOSS President**



# WACOSS BOARD



Mr Chris Hall  
President



Ms Angie Paskevicius  
Vice President



Mr Francis Lynch  
Board Member



Mr Wayne Stevenson  
Board Member



Mr Joe Calleja  
Board Member



Mr Zane D'Mello  
Board Member



Mr Mark Goerke  
Board Member



Ms Tricia Lee  
Board Member



Mr Stanley Jeyaraj  
Board Member



Mr Peter Sirr  
Board Member



Ms Judi St Clair  
Board Member



# WACOSS BOARD

## President

Mr Chris Hall (Appointed Oct 2007 - June 2008)  
Ms Rae Walter (July 2007 - Oct 2007)

## Vice President

Ms Angela Paskevicius (Appointed Oct 2007-June 2008)  
Mr Chris Hall (July 07 - Oct 2007)

## Board Members

Mr Joe Calleja  
Mr Zane D'Mello  
Mr Mark Goerke  
Mr Stanley Jeyaraj  
Mr Francis Lynch  
Ms Angela Paskevicius  
Mr Peter Sirr  
Ms Judi St Clair  
Mr Wayne Stevenson  
Mr Steve McDermott (Resigned February 2008)  
Ms Sue Ash (Appointed Feb and resigned May 2008)  
Ms Tricia Lee (Appointed June 2008)

## Board Member Attendance at Board Meetings 2007/2008

Ms Rae Walter	2
Mr Chris Hall	7
Mr Mark Goerke	10
Mr Zane D'Mello	6
Ms Judi StClair	8
Mr Wayne Stevenson	5
Mr Stanley Jeyaraj	8
Mr Steve McDermott	3
Mr Joe Calleja	6
Mr Peter Sirr	7
Ms Angela Paskevicius	8
Mr Francis Lynch	7
Ms Sue Ash	3
Ms Tricia Lee	6



# EXECUTIVE DIRECTOR'S REPORT



It would be fantastic to start my report by saying that we have had a quiet year with few demands on our resources. But as all of you know, this twelve months has seen WACOSS stretched beyond our limits in terms of demand for support and advocacy from innumerable Western Australians and an inability to find staff to deliver our services.

Like most organisations in the community sector WACOSS has been unable to recruit staff to key positions during this reporting period. Despite this, our team have all worked brilliantly to ensure that we meet our strategic outcomes.

Highlights from our work over 2007/2008 include:

- Completing a review of the Peaks Forum to strengthen and clarify the role of this group and its relationship to WACOSS
- 2008 WACOSS Conference, with record attendance figures
- Building the community/government sectors relationship through the work of the Human Services Industry Roundtable
- Continuing to advocate for low income and vulnerable consumers through our work with the Consumers Utilities Project and growing partnerships with energy and water providers
- Consolidating our commitment to support the work of our multicultural member organisations
- Completion of an extensive survey of our membership to identify improvements to our organisation and services
- Finalising a new strategic plan with our Board and Staff including a new framework for social policy development and;

- Progressing our commitment to work with vulnerable Western Australians for example through offering support to Queers for Reconciliation and also by opening discussions with Aboriginal community groups to identify how we should work together.

In the case of the sometimes heart breaking stories of the people and groups that WACOSS represents, our staff maintain their professionalism, commitment and sense of humour. This is my final report as Executive Director of WACOSS. Thanks to our wonderful staff – Irina Cattalini and the Social Policy Team, Lyn Levy and the Organisational Development Team and our support staff who manage to keep us all going!



**Lisa Baker**  
Executive Director

## Farewell from WACOSS

**This year we farewelled our Executive Director, Lisa Baker. Lisa resigned in June 2008 after many years of dedicated service to WACOSS and the sector. The board and staff of WACOSS would like to thank Lisa for all her hard work and we wish her well for the future.**



# The WACOSS Team



## 2007/08 Staff:

Ms Lisa Baker - **Executive Director**

Ms Irina Cattalini - **Director, Social Policy**

Ms Lyn Levy - **Director, Business Services**

Ms Lynn MacLaren - **Senior Policy Officer**

Ms Rebeckah Garwood - **Senior Policy Officer (Children)**

Mr Aden Barker - **Senior Policy Officer (Consumer Utilities Project)**

Ms Jacqueline Newbiggin - **Executive Support Officer**

Mr Bernie Fisher - **Project Officer - Emergency Relief**

Ms Lorilee Beecroft - **Policy Officer**

Ms Claire Farley - **CUP Project Support Officer**

Ms Tamina Salmeri - **Receptionist**

Mr John Hart - **Communications Officer**

Ms Karen Handley - **Project Officer**

Mr Dave Paris - **Project Officer**

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

**WACOSS Honourary Solicitors** - Gibson & Gibson

## Farewelled During the year:

Ms Stephanie Nazer - **Policy Officer**

Mr Phillip Torrisi - **Communications Officer**

Ms Ruth Simms - **Building Networks Project Officer**

Ms Amy Quigley - **Training Coordinator**

Ms Fiona Graham - **Executive Support Officer**

Ms Kaitlyn Elsegood - **Receptionist**

# Strategic Outcomes

In 2005 WACOSS developed its three year strategic plan. As we end the final phase of this plan we believe this to be an excellent opportunity to report back to our members and stakeholders on how we have fared in meeting our key objectives. This year's annual report provides an overview of the core activities of the Social Policy Unit, WACOSS Organisational Development and Member Services.

The WACOSS team has worked hard on achieving its four strategic outcomes as it completed the last year of the 2005-2008 strategic plan. Highlights have been the enormous amount of energy and enthusiasm demonstrated by the sector in participating in the various consultative forums and events held by WACOSS, a highly successful WACOSS Conference 'A Showcase of STARS' and the level of government and media attention generated by our social policy advocacy.

In early 2008 planning commenced on our key strategic goals which will take us to 2011. This work was undertaken with the assistance of an external consultant, William Varey, from Forsyth Consulting. The new strategic plan signed off by the board in March will guide WACOSS's work over the next three years. The 2008-2011 plan will build on the outcomes achieved under the current plan which are reported below.

## OUTCOME 1

WACOSS leads the community services sector and influences government to develop policies that promote the wellbeing of West Australians.

## OUTCOME 2

WACOSS leads the Community Services Sector in maintaining a vibrant, effective and sustainable sector.

## OUTCOME 3

WACOSS plays a significant role in informing public opinion on social issues.

## OUTCOME 4

WACOSS is a viable and efficient organisation.



# STRATEGIC OUTCOME 1

## **WACOSS leads the community services sector and influences government to develop policies that promote the wellbeing of West Australians.**

**T**he WACOSS Social Policy team worked tirelessly this year achieving a truly successful year of policy advocacy.

The Social Policy Unit worked collaboratively with staff throughout WACOSS member organisations that contribute to the development of WACOSS social policy and advocacy through a number of channels, such as Policy Advisory Councils, the Peaks Forum, Social Policy Seminars and policy networks.

This year we concluded our three year corporate plan and developed a new strategy for the coming years. We reflected on our achievements in our three core policy areas of Children, Poverty and Sector Viability. The bulk of our workload in these areas is evident in the detail to follow.

Finally, we continued to work on priority ongoing and emerging issues, such as Human Rights, Essential Services, Social Sustainability and Welfare Reform.



**Australia Fair Leaders Lunch, ACOSS address, Dec 2007**

### **WACOSS Core Policy and Policy Advisory Councils**

The WACOSS Board sets the priority social policy areas addressed by WACOSS; and recently approved a new strategic plan for WACOSS which will see a renewed focus on social policy in the area of Aboriginal affairs as well as maintain our work for our broad constituency of individuals and families across the state living on low incomes.

The new strategic plan sets the direction that WACOSS will take to develop strong social policy, represent and strengthen the sector, influence government, business and the community to achieve positive social change and maintain WACOSS as an independent and viable organisation.

In January 2008, it was decided that given the potential for duplication with the work carried out by the WA Peaks Forum, and in line with WACOSS' strategic priorities in its next Strategic Plan 2008-2011, the Sector Viability PAC will be suspended for twelve months and the future of this PAC will be considered as part of the review of the WA Peaks Forum late in 2008.



**Australia Fair, Media Conference, Dec 2007**

# STRATEGIC OUTCOME 1

## Social Policy Events

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.



**Community Sector Parade, WACOSS Conference, May 2008**

## WACOSS Conference 2008 'A Showcase of Stars'



The highlight of the social policy calendar for this year was the biennial WACOSS Conference 2008 – Communities at Work: A Showcase of STARS. The Conference, held between Wednesday 30th April till Friday 2nd May once again proved to be a successful and rewarding event. The 2008 Showcase of STARS theme brought together around 300 participants and more than 70 speakers.

The Pre-Conference Networking Day began proceedings on Wednesday at the Sheraton Perth Hotel. The Networking Day provided an opportunity for delegates to share their ideas on the challenges facing our sector in a more informal setting. The four streams discussed at the Networking were: Indigenous Issues, Regional, Rural and Remote Issues, Children's Issues / Services, Communities at Work – Future of the Sector Forum.

The conference proper began on Thursday with Breakfast at Supreme Court Gardens, and then a Community Sector parade to the Sheraton Hotel.

The Conference featured speakers from interstate universities, Commonwealth and State Governments, the corporate sector, unions and the community sector.

Delegates attended various concurrent sessions over the two days, covering the "Showcase of STARS" themes; Striving, Thriving, Aligning, Reviving and Surviving.

Some of the speakers included: Professor Robert Watts, Hon. Sue Ellery, Minister for Child Protection; Communities; Women's Interests and Volunteering, Jason Clarke, Mindworker, Minds at Work, Hon Robyn McSweeney, Shadow Minister for Child Protection, Communities and Heritage, Professor Colleen Hayward and Dr. Sarah Maddison.

A major highlight of the conference was a video address from the Premier, Alan Carpenter making a commitment to developing a Social Inclusion Strategy for Western Australia.

WACOSS would like to thank the following sponsors for their kind support: Department for Communities, Department of Consumer and Employment Protection, ACI Broking (WA) Pty Ltd, Disability Services Commission, Hesta Super Fund, Water Corporation, Department for Child Protection, Office of Crime Prevention, UnitingCare West, WRMC and Lotterywest

WACOSS would like to thank all those who attended and look forward to seeing you all again for the 2010 conference.



**WACOSS President, Chris Hall's address, WACOSS Conference Breakfast, Supreme Court Gardens, May 2008**



# STRATEGIC OUTCOME 1

This year the Social Policy Events Calendar also included:

- State Budget 2008 Sector Briefing – 8 May 2008
- WACOSS State Election Campaign 2008 Sector Consultation – 1 April 2008
- Human Services Industry Round Table: Sector Briefing - 1 April 2008
- Children's Advocacy Centres: Sector Information and Consultation Event – 28 February 2008
- NRA Sector Briefing with Andrew Johnson (ACOSS) – 21 February 2008
- Australia Fair Thong 2007 Painting Barbeque: Community Engagement Event – 5 November 2007
- Third Civil Society Dialogue: Candidates Forum – WACOSS hosted – 26 October 2007
- DCP Indexation Review Sector Consultation – 17 October 2007
- CEO's Lunch at UWA – 12 October 2007
- Community Perspectives: A Human Rights Act in WA - 31 July 2007



**Anti-Poverty Week BBQ, Oct 2007**

## Networks and Forums – supported by WACOSS

WACOSS recognises the value of people in the sector coming together to share information, ideas and experience. After finalising the development project and conducting a strategic planning day in March 2008, the outcomes of the project continue to be implemented in 2008 with a new structure, Terms of Reference and Partnership Agreement for the WA Peaks Forum. We also continued to support a range of important networks and collaborations this year, including:

- Civil Society Dialogue
- WACOSS Mid-West Community Services Network
- WA Collaboration
- WACOSS Emergency Relief Forum
- WA Peaks Forum
- Sustainable September

## Policy Papers

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

- The Rising Cost of Essential Services – June 2008
- Energy as a Human Right – February 2008
- The Rising Cost of Living in Western Australia: Update – January 2008
- The Rising Cost of Living in Western Australia – August 2007

## 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

# STRATEGIC OUTCOME 1

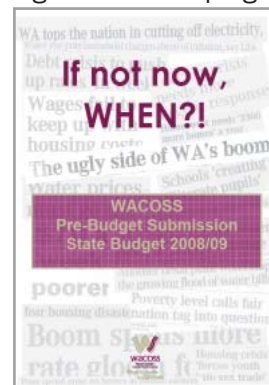
inquiries and consultation processes. Submissions provided this year include:

- WACOSS Submission to the Office of Energy Electricity Market Review – Tariff Arrangements – June 2008
- WACOSS Submission to the Productivity Commission Inquiry into Paid Maternity, Paternity and Parental Leave – May 2008
- WACOSS Submission to WAIRC State Wage Case – April 2008
- WACOSS Submission to Phase 2 – Smart Meters – April 2008
- WACOSS Submission to Fair Pay Commission 2008 Minimum Wage Review – March 2008
- WACOSS Submission to the Office of Energy Utility Hardship Inquiry – February 2008
- Response by WACOSS to the Economic Regulation Authority's Draft Report: Inquiry on Competition in the Water and Waste Water Services Sector – February 2008
- WACOSS Submission to the Office of Energy Electricity Retail Market Review – January 2008
- WACOSS Response to the Renewable Energy Target for WA – December 2007
- WACOSS Response to the Administration and Management of Government Concession – Nov 2007
- WACOSS Response to the Inquiry into the Affordability of Bottled Liquefied Petroleum Gas (LPG) for Household Use in Western Australia's, October 2007
- WACOSS Submission to the Office of Energy - Gas Tariff Regulations Review, October 2007
- WACOSS Submission to the Office of Energy Electricity Market Review Issues Paper, September 2007
- WACOSS Submission to the Office of Energy's Electricity Supplier of Last Resort Discussion Paper, August 2007
- WACOSS Response to the ERA Issues Paper Inquiry on Competition in the Water and Wastewater Service Sector, August 2008



## State Pre-Budget Submission – If Not Now, When ?!

WACOSS provides an annual submission to the State Government regarding the Non-Government Human Service Sectors assessment of where social expenditure and support is most needed by the people of WA. Our 2008/2009 submission, provided in October 2007 was the result of extensive consultation with peak and other key organisations throughout WA. A number of our 96 recommendations have been taken up by government, for example a grant scheme for utility hardship. Many other recommendations continue to underpin our advocacy efforts such as a commitment to improve indexation and a refuge for young women escaping domestic violence.



# STRATEGIC OUTCOME 1

## 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 2007/2008 included:

- Strong Families - Monitoring Group
- Community Service Industry Awards – Judging Panel
- Department for Child Protection Reference Group on: Secondary Family Support Services and Information Sharing
- Department for Child Protection Community Sector Child Protection Advisory Group
- Dental Health Services Consumer Advisory Group
- Human Services Industry Roundtable
- Human Services Industry Roundtable – Workforce Plan Working Group
- Human Services Industry Roundtable – Industry Scoping Working Group
- Non-Government Funding - Implementation and Monitoring Committee – State Supply Commission
- Dental Health Services Consumer Advisory Council
- Economic Regulation Authority (ERA) Consumer Consultative Committee
- Economic Regulation Authority (ERA) Gas Marketing Code Of Conduct Committee
- Economic Regulation Authority (ERA) Gas Service Licensing Committee
- Economic Regulation Authority (ERA) Water Service Licensing Committee
- Electricity Code Consultative Committee
- Equal Opportunity Commission Section 80 Inquiry into Discrimination in Housing Implementation and Monitoring Committee
- State Tax Review Reference Group
- Water Corporation Debt Recovery Advisory Council
- Gas Licensing Review Stakeholder Group
- Department of Corrective Services Service Agreements Management Board
- Department of Corrective Services Re-entry Review Committee
- Centrelink Aboriginal & Torres Strait Islander Consumer Consultative Committee
- Emergency Relief State Advisory Committee – Family & Community Services
- Lotterywest Emergency Relief Advisory Group

## PROJECTS

### Consumer Utilities Project

The WACOSS Consumer Utilities Project (CUP), funded by the Department of Treasury and Finance, with additional support from the Water Corporation, works with key stakeholders and decision-makers to improve consumer protection in relation to essential services in WA. The project is also supported by a Reference Group comprised of representatives from our sector. Key achievements of the project over the year included delivering free training and workshops, advocating successfully for the introduction of a new consumer consultative committee at Synergy and representing consumer interests in consultation processes through government committees and submissions.

Areas of focus included the review of the Code of Conduct (for the Supply of Electricity to Small Use Customers), the Bottled LPG Affordability Inquiry, and successfully lobbying for the development of a new Gas Code which is now in its early formative stages. The project also meets regularly with the Office of Energy, Alinta and Horizon Power.

### Utilities Assistance Scheme

The Power Assist Scheme sponsored by Synergy and Horizon Power ensures that people having difficulty paying their electricity account have access to assistance from agencies for the payment of overdue electricity accounts.



# STRATEGIC OUTCOME 1

The Water Corporation also launched a new financial assistance scheme for customers in 2006/2007, Water Assist and continues to work with WACOSS on its approach to protecting vulnerable consumers.

## LESS

The LESS (Low-income Energy Efficiency Scheme) Scoping Study commenced in June 2008 with funding from the Office of Energy.

Further to the extensive work of WACOSS regarding barriers to energy efficiency faced by households living on lower incomes and people facing financial hardship, the Office of Energy provided resources for WACOSS to engage a consultant to conduct the scoping study.

The study's objective was to identify the current level of capacity in the non-government social and environmental services sector to provide energy efficiency and retrofitting services.

WACOSS strongly supports the involvement of the non-government social services sector in providing these services, as required, given the special skills required in working with people in financial hardship and other types of disadvantage.

## Peaks Forum Development Project

In 2007, WACOSS received funding from Lotterywest to engage a consultant to work on a WA Peaks Forum (WAPF) Development Project.

The Project aimed to enhance the capacity of the Forum in two ways.

The first was to achieve clarity regarding the role, function and governance of the WAPF through the development of protocols, policies and procedures.

The second stage of the project was to produce a strategic plan to guide the work of the WAPF over the next 3 – 5 years. The strategic planning work was completed in March 2008, with the project successfully assisting the WAPF to agree on a new structure and purpose with clearly articulated strategic processes. The WAPF has now identified its position as an independent body of WACOSS,

with a finalised Partnership Agreement and Terms of Reference clearly articulating this position to the WACOSS Board.

## Social Sustainability Assessment Framework Project

WACOSS received funding from Lotterywest in 2007 to develop a Social Sustainability Assessment Framework which would build on previous work by WACOSS to develop the Model of Social Sustainability. The social dimension has been relatively unexplored in relation to the other dimensions of sustainability. The purpose of this project is to develop a Social Sustainability Assessment Framework, which will provide a way for community organisations to assess the social dimensions of sustainability within their organisations. WACOSS has worked with a diverse reference group comprised of community and government representatives to develop a draft model of the assessment framework. The pilot process has taken place at numerous community service agencies from February to April 2008, with the project to be officially completed and launched in September 2008.

## Anti-Poverty Week

WACOSS supported the co-chairs and committee of Anti-Poverty Week in 2007 to assist to coordinate the events for the week and increase the awareness of the experiences and impact of poverty in Western Australia. We were very pleased with the level of participation across the sector, from sausage sizzles and barbeques to social policy forums and speaking panels. This project was generously supported by Lotterywest.



Anti Poverty Week BBQ, Oct 07

## STRATEGIC OUTCOME 2

### WACOSS leads the Community Services Sector in maintaining a vibrant, effective and sustainable sector.

One of WACOSS's key roles in the sector is to deliver a range of industry specific support services to people working in not-for-profit organisations throughout Western Australia. In achieving this objective the WACOSS Organisation Development Services provides a mix of publicly available training, customised workshops, sector support, project work, regional training and consultancy and advisory services. This enables us to work with hundreds of community groups ranging in size and diversity across WA.

The following section provides a brief snapshot of a variety of ongoing work and projects we have delivered this year within each of these strategies.

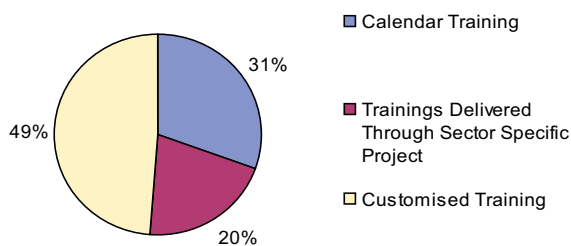
### Delivering training and professional development aimed at building well managed and governed organisations

This year WACOSS coordinated 109 events attended by over 1400 people. Activities included workshops, forums, seminars and professional development activities. Seventy nine of these events were held in the Perth metropolitan area and thirty events in regional locations spanning as far north as Wyndham and Esperance in the South.

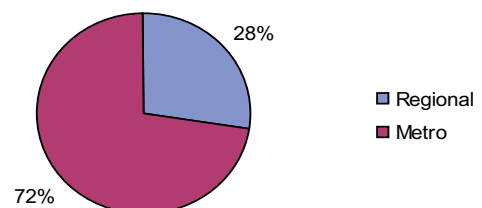
WACOSS now has a selection of over twenty five workshops which fall within five key areas of not-for-profit management.

- Governance
- Management and Leadership
- Financial Management
- Communication Skills
- Resources and Funding

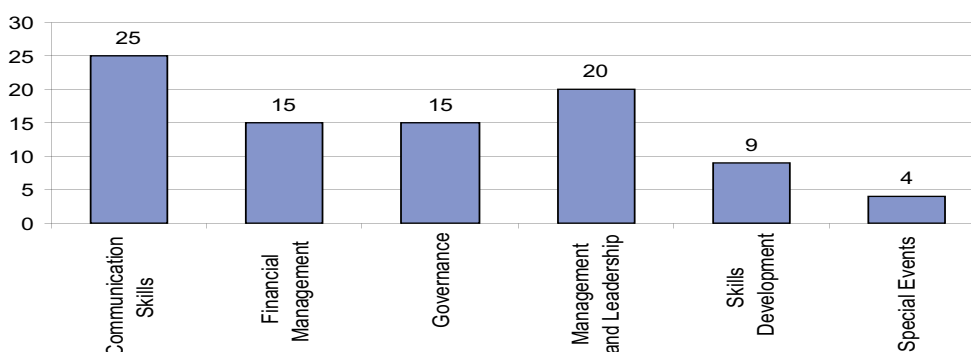
#### Training Delivered 2007/08



#### Location of Training



#### Trainings Delivered by Topic



## STRATEGIC OUTCOME 2

Two special training events held this year included international and interstate presenters Tena Meadows from the United States, presenting on Sociocracy, a governance model of consent decision making, and Jason Clarke from Minds at Work, a Melbourne company specialising in problem solving and strategic thinking.

Thank you to our pool of trainers/consultants who continue to keep up to date with current sector issues and deliver quality workshops: Kym Brookton, Kathryn Choules, Wendy Lamotte, Joel Levin, Hilda O'Callaghan, Jane Scott and Zoe Warwick.

### Consultancy and Advisory Services

WACOSS consultancy services works with organisations on strategic planning, funding and resource planning, organisations reviews and assistance on writing policy and procedure manuals.

Agencies which engaged WACOSS consultancy services included:

- Council of the Ageing
- Peel Community Living – Mandurah
- Isolated Childrens Parents Association
- Bayswater Family Centre
- Waikiki Family Centre
- SIDS and KIDS
- Rockingham Kwinana Youth Service
- Migraine and Headache Association
- People Who Care
- Manjimup Catchment Council
- Ngnowar Aerwah Aboriginal Corporation



**Jason Clarke, Problem Solving 101, workshop, Oct 2007**

### Building New Networks and Maintaining Existing Ones

WACOSS seeks to ensure that all of our services are accessible by all community groups and not only those with capacity and resources to access them. Two projects supporting dedicated sectors include the Emergency Relief Sector Support Project and the Building Networks Project.



**Building Networks Consultation, July 2007**



## STRATEGIC OUTCOME 2

### Emergency Relief Project

WACOSS continues to provide support to the emergency relief sector through the hosting the monthly Emergency Relief (ER) forum, coordinating the biannual conference, coordination of the State Emergency Relief Committee, training and sector specific resources. The ER conference, 'intERactions,' was held in November and was an opportunity to discuss the expectations placed on services and the capacity to deal with a growing number of clients within limited resources. The conference was attended by 120 people. Highlights included presentations by Michael Raper National Welfare Rights, Greg Goebel Queensland Division, Australian Red Cross and street vendors from the Big Issue.

### Building Networks Project

This project funded by the Office of Multicultural Interest targeted assistance to the growing number of new groups formed by members of new and emerging refugee and humanitarian communities in Western Australia. The project aimed to support these community groups to develop sustainable legal, management and governance frameworks. The project worker facilitated a series of ten sessions.



**Building Networks Consultation, July 2007**

Successful outcomes included:

- New and emerging groups establishing important networks with government departments and mainstream community groups
- Assistance with planning for projects within their own communities
- Improved understanding of legislation governing not for profit groups

- Three groups participating in the project receiving funding to deliver programs within their own communities

The experience gained from this project gave WACOSS the opportunity to provide targeted workshops for Culturally Linguistically Diverse community groups in partnership with the Association Assisting Victims of Torture and Trauma (ASeTTS) and the City of Stirling.

### Building the Capacity of Managers and Emerging Leaders in the Community Services Sector

#### Diploma of Business: WACOSS - MODAL

This year with the continued generous support of MODAL thirty six people working in the community sector were given the opportunity to enhance their leadership skills by being successful applicants in the Diploma of Business run by MODAL. The qualifications gained will further strengthen services through improved management and leadership skills. Fifteen people graduated this year with the remainder still completing the required units and assessments. WACOSS would like to congratulate the following graduates of the MODAL program: Beverley Baker, Aileen Boyer, Fiona Callan, Irina Cattalini, Raffael Anthony Di Bartolomeo, Jeremy Durbin, Julie Farley, Peter Goff, Tania Jackson, Tara Ludlow, Melva Marshall, Melissa Porteus, Ann Reeves, Tony Riches and Joy Smith.



**MODAL Program, July 2007**

## STRATEGIC OUTCOME 2

### Creative Volunteering Project

Our three year partnership with Country Arts WA, Regional Arts Australia and the YMCA to deliver accredited training under the Creative Volunteering Program was completed this year. This program has meant many small regional centres have been able to access quality training. The one day workshops cover event management, marketing, governance, networking and resource development. This year 7 of the 12 workshops were delivered as additional conference days for two regional conferences, the Country Arts Pulse Conference held in Denmark and the Great Southern Leadership Conference held in Pinjarra. Both events attracted many people from across remote, rural and regional locations in Western Australia.



**Norseman workshop participants Western Australian Volunteering Essentials (WAVE) Project**



**Creative Volunteering Workshop, Pinjarra, Oct 2007**

### West Australian Volunteering Essentials

After a successful round of training in the 2006-07 year WACOSS was again provided funding by the Office of the Volunteering Secretariat to deliver metropolitan and regional training based on the WAVE resource and website. This has enabled WACOSS to provide management tools to assist community organisations with recruitment, screening and selection of volunteers, staff management and creating child safe organisations. 104 people attended one of the seven workshops delivered as part of the project.

### Supporting Regional and Rural Links

#### Regional Community Leadership and Development Program (RCLDP)

In April 2008 WACOSS received funding from the Department of Local Government and Regional Development through the Western Australian Regional Initiatives Scheme. The project funded for 12 months includes a mentoring program, free training and support and networking opportunities aimed at building skills and knowledge to strengthen community service organisations in the regions. Work has commenced on consulting with the regions to determine training and network support needs.



**Creative Volunteering Workshop, Lake Grace, Oct 2007**



# STRATEGIC OUTCOME 2

## Regional Volunteer Centres

The Southwest, Peel and Esperance Volunteer Resource Centres all coordinated their own sector development programs throughout the year. WACOSS assisted the three centres by customising and delivering workshops within their respective regions. This has meant community groups have been able to access WACOSS training locally delivered at heavily subsidised prices.

## Working with Community Business Partners

### Information Communication Technology Strategy

WACOSS is a core partner in a consortium of services along with fifteen other agencies who have joined forces to work on an Information Communication Technology (ICT) strategy for the not for profit sector.

The project funded by Lotterywest aims to raise awareness of the strategic benefits of ICT, improve funding and purchasing opportunities and build ICT support tailored to the not for profit sector.

## Workplace Relations & Management Consultants

The partnership WACOSS has with Work Place Relations & Management Consultants (WRMC) has enhanced the support we offer our members and ensures that agencies have access to professional, up to date and timely information.

## Power Assist Scheme

The Power Assist Scheme is managed and brokered through WACOSS on behalf of emergency relief agencies. The scheme is sponsored by Synergy and Horizon Power and ensures that people having difficulty paying their electricity account have access to assistance from agencies for the payment of overdue electricity accounts. WACOSS and the Emergency Relief sector are grateful for the continued support of Synergy and Horizon Power for this valuable scheme which helped approximately 700 households this year.

## New Look Training Website

This year WACOSS gave the Training Website a make-over. Take a look at the re-designed website at: [www.wacosstraining.org.au](http://www.wacosstraining.org.au)

# STRATEGIC OUTCOME 3

## WACOSS plays a significant role in informing public opinion on social issues.

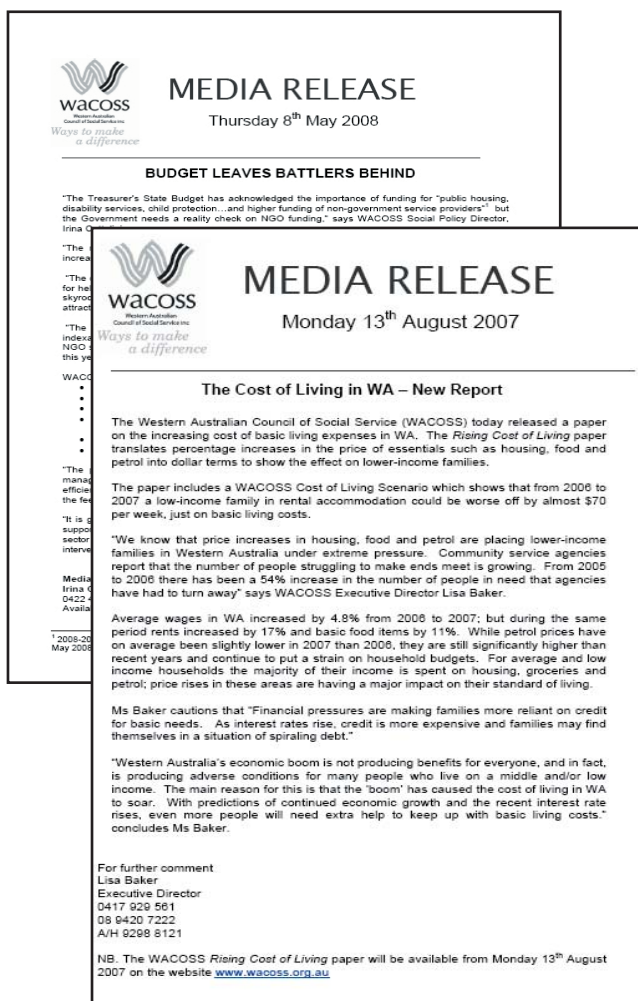
This year was a very busy year for promoting public awareness of the issues that are important to our sector. WACOSS published a long list of social policy articles, generated a significant amount of media through diverse outlets, and delivered presentations and speeches at a number of public events and conferences, such as the Bridging Dinner and ACOSS Congress.

WACOSS also introduced a new Social Policy section to the fortnightly electronic newsletter, e-news, which featured a number of articles of current, topical policy issues throughout the year to inform public opinion on social policy issues.

## Published Articles

The WACOSS social policy articles published in e-news covered a diverse range of social policy issues including:

- Compulsory Income Management: 70% of Income Quarantined – A Tool to Combat Child Neglect – June 2008
- Consultation on Australian Government Green Paper on Homelessness: “Which Way Home? A New Approach to Homelessness.” – June 2008
- Redress WA - Compensation for Child Abuse Victims – May 2008
- Federal Budget Takes Social Inclusion Seriously – May 2008
- State Budget Leaves Battlers Behind – May 2008
- Sorry Day – Federal Parliament’s Apology to the Stolen Generation – February 2008
- Compensation for Child Abuse Victims – December 2007
- Australia Fair BBQ – Get Your Thongs On!! – November 2007
- Australia Takes on a Social Inclusion Agenda – November 2007
- Reflections on Welfare Reforms 15 months on – November 2007
- Enrolling to Vote for People Without a Fixed Address – October 2007
- Australia Fair: A Fair Go Barbeque – October 2007
- WA’s Third Civil Society Dialogue 2007 – Event Report Back – October 2007
- WACOSS Conference 2008 - Communities at Work: A Showcase of S.T.A.R.S. – October 2007



## STRATEGIC OUTCOME 3

- Synergy's Green Energy Products – October 2007
- Make the Most of Your Networking Day before the WACOSS Conference – October 2007
- If You Don't Care, Why Should We? Carers petition – September 2007
- A WA Charter of Accounts for Not-for-Profits? – September 2007
- Child Advocacy Centres A Child Focused Approach To Child Protection – August 2007

The Consumer Utilities Project also published e-news articles on various topics such as Aboriginal Utility Issues, Power Assist and Alinta Care Updates, the Rising Cost of Essential Services and Energy as a Human Right.

### Presentation and Speeches

The WACOSS Executive Director and social policy staff promoted the issues important to our sector in a number of presentations and speeches throughout the year, including:

- Peak Oil, Utilities and Social Service impacts - Mature Adult Learners Association – May 2008
- Effective Consumer Campaigning Workshop - National Consumer Congress – March 2008
- Building Social Capital - WA ALP Social and Community Policy Committee – February 2008
- Financial Hardship and Vulnerable Consumers – State Ombudsman – November 2007
- Industry Plan: WACOSS' Experience – ACOSS Congress – November 2007
- LPG Consumer Issues – ERA Consumer Consultative Committee – September 2007
- WACOSS: Who We Are, What We Do, Why We Do It – EDN Conference – September 2007
- 'Special Needs and Elder Abuse – Aged Care Assessment Team (ACAT) – September 2007'
- What Is WACOSS?: The Big Issue Training – August 2007

### Campaigns

WACOSS was active in a number of different collaborative initiatives in the past year, which campaigned for better outcomes for disadvantaged West Australians in areas such as housing and poverty and the viability of the sector:

#### Australia Fair

This ongoing national initiative has been supported by WACOSS since its inception. Hundreds of Western Australians took part in surveys in October 2007 to identify what they considered to be the top ten things that make Australia fair. This initiative is encouraging ordinary Australians to think about fairness and poverty, and to take action to make Australia fair, by writing to Members of Parliament, or participating in a number of community events around the country.

#### Creating Room in the Boom (CRiB)

Following on from the No Room in the Boom campaign, WACOSS was among a coalition of groups advocating for solutions to the housing affordability crisis as part of the Still No Room in the Boom campaign and worked this year with Shelter WA, the Community Housing Coalition WA and Tenants Advice Service WA to develop a new campaign Creating Room in the Boom to run in 2008/09.

#### Community Services, What's it Worth?

In June 2008, the Australian Services Union (ASU) rallied on the steps of Parliament House to highlight the urgent need to improve wages and conditions for workers covered by the SACS Award. The ASU calls for an increase in workers' salaries by 30%. WACOSS attended the rally to show its support for this important campaign.



ASU Campaign Launch May 08

# STRATEGIC OUTCOME 3

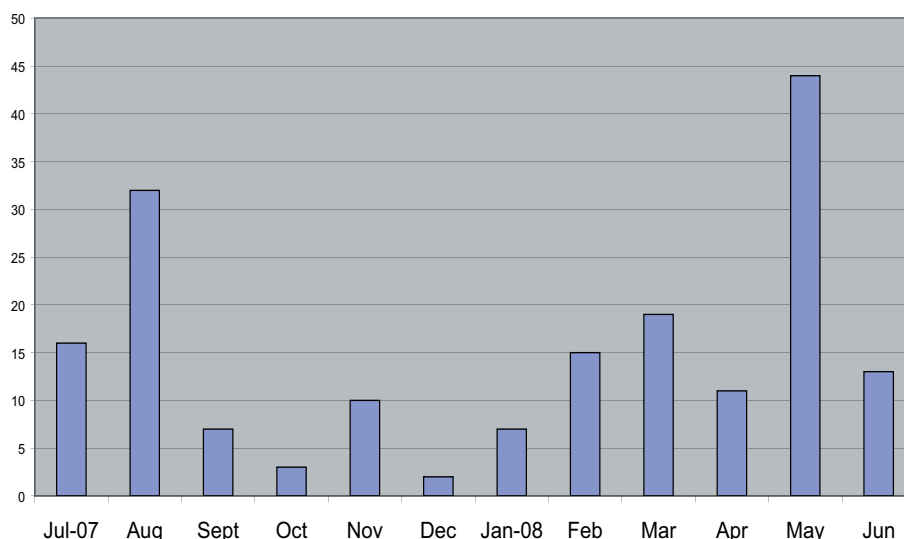
## Media

WACOSS achieved a significant increase in media coverage compared to the 2006-07 period.

The total media for the period 2007-08 was 179 , which averages 15 media exposures per month. This represents an average of 3 media coverages a week.

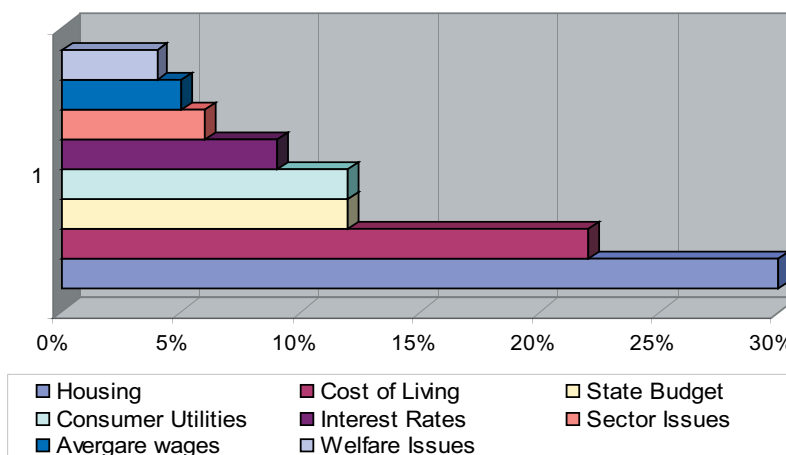
The amount of media coverage varied over the year with the high points being reached in August 2007 with 32 media exposures and 44 in May 2008 . These peaks were influenced by the Rising Cost of Living reports in August and the State Budget in May.

**2007/08 media records**



The dominant medium for WACOSS related media over the 2007/08 period was radio with 71% followed by TV with 16%, print 11% and online coverage at 2%. The issues covered reflected the diversity of the sector with housing (30%) and Cost of Living (22%) receiving the most exposure.

**2007/08 media issues reported**





# STRATEGIC OUTCOME 4

## WACOSS is a viable and efficient organisation

### Collective Agreement

In February the Board signed off on a framework for a WACOSS employment agreement for staff and management to commence discussions on improving wages and conditions. The process is ongoing and negotiations hope to be finalised in the near future.

### Financial Management

For the third year in a row WACOSS has outsourced its bookkeeping and accounting functions to Nulsen Haven Shared Administration Services. The team at Nulsen Haven have continued to serve us well in the management of multiple contracts and service agreements, fee for service activities, invoicing, budget and financial reporting and planning and payroll.

### Constitutional Change

In March 2008 a general meeting was held to pass amendments to our constitution to bring strategic improvements to our corporate governance by allowing us to add two members to our Board who may be appointed based on particular skills or experience.

### Workplace Improvements

Ergonomic assessment of staff work areas by Worklink.

Information Records Management Grant application submitted to Lotterywest to employ an independent consultant to audit and upgrade our internal and external information systems.

### Staff Professional Development

The WACOSS staff are an incredibly dedicated team who work hard and at times under enormous pressure to respond to policy and sector development issues. The team took time out to relax and reflect on our work at team building activities and social functions held away from the office during the year.



Staff Team Building Day, Dec 2007

### Staff Achievements

Irina Cattalini graduated with a Diploma of Business after participating in our Community Leadership Program.

Lynn MacLaren commenced the Community Leadership course this year and has been coordinating the collective agreement as her major project.

Three staff members also were enrolled into the Certificate IV in Workplace Assessment and are currently completing assessments to obtain this qualification.



Staff Team Building Day, Dec 2007

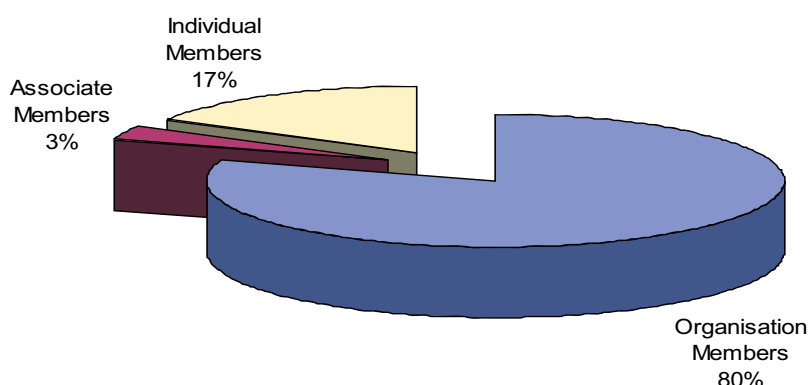
# STRATEGIC OUTCOME 4

The WA non-government community services sector works in an increasingly complex environment and WACOSS plays a crucial role in reflecting the needs of the sector and the clients it serves to government, business, media and the community, to influence the development of social policy.

WACOSS would like to thank the 289 members listed below who supported us through the 2007/08 financial year.

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 required for their well-being.

**Membership 2007/08**



## Social Service Organisation Members

Access Housing Association Inc  
Adoption Jigsaw WA Inc  
Adoption Research & Counselling Service  
ADRA (Adventist Development Relief Agency)  
Advocacy South West Inc  
Aged and Community Services WA  
Albany & Regional Volunteer Service  
Albany Youth Support Association / Young House Inc  
Allambee Counselling Incorporated  
Agencies for South West Accommodation  
Anglicare WA  
Armadale Community Family Centre  
Armadale Home Help Service for the Aged and Disabled Inc  
Armadale Information and Referral Services Inc  
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  
Bridging the Gap Inc  
Brockman House Inc  
Brookton Community Services  
Burdekin - Youth In Action  
Busseton Family Centre Inc  
Calvary Youth Services Mandurah Inc  
Canteen WA  
Care Options Inc  
Carnarvon Family Support Service Inc  
CASE for Refugees  
Catholic Outreach  
Centacare Family Services - Geraldton  
Central Agcare Family Counselling  
Centrecare Inc  
Chrysalis Support Services Inc  
Citizens Advice Bureau of WA Inc  
City of Cockburn - Community Social Services  
CLAN Midland  
CLAN WA Inc  
Coalition for Asylum-Seekers, Refugees and Detainees  
Collie Family Centre

Communicare  
Community Development Services (City of Joondalup)  
Community Legal Centres Association (WA) Inc  
Community Housing Coalition of WA  
Community Midwifery WA  
Community Sector Services Inc  
Community Vision Inc  
CommunityWest  
ConnectGroups - Support Groups Association WA  
Crossways Community Services  
Cystic Fibrosis Assoc of WA  
DayDawn Advocacy Centre  
Derrick Ernst Neighbourhood Centre  
Developmental Disability Council of WA Inc  
Eastern Region Domestic Violence Services Network - Koolkuna  
Employment Law Centre of WA Inc  
Equal Health  
Escare Inc Family Support & Youth Service  
Esperance Crisis Accommodation Service  
Extra Edge Community Services  
Fairbridge Western Australia Inc  
Financial Counsellors Association WA 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  
Frontier Services  
Gay and Lesbian Community Services of WA  
Geraldton Regional 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  
Greening Australia (WA)  
GROW WA  
Gynaecological Awareness Information Network Inc  
Haemophilia Foundation WA Inc  
Harvey Health and Community Services Group Inc  
Health Agencies of the Yilgarn Inc  
Health Consumers' Council WA Inc  
Helping Out People Everywhere (HOPE) Inc

Hepatitis Council of WA Inc  
Holyoake  
i. d. entity.wa  
Incest Survivors Assoc Inc  
Investing in Communities WA Inc  
In Town Centre Inc  
Italo-Australian Welfare and Cultural Centre Inc  
Jewish Community Services of WA Inc  
Joondalup Lotteries House Inc  
Joondalup Youth Support Services Inc  
Kalamunda Community Care Inc  
Kambalda Childcare Centre Inc  
Katanning Regional Emergency Accommodation Centre Inc  
Kids Camps Inc  
Knights of the Southern Cross  
Lansdale Family Support Association Inc  
Learning & Attentional Disorders Society of WA Inc  
Learning Centre Link  
Lifeline WA  
Life Without Barriers  
Local Information Network Karratha Inc  
Loftus Community Centre  
Lymphoedema Association of Western Australia  
Margaret River Community Resource Centre Inc  
Merville Cares Inc  
Men's Advisory Network  
Mercy Community Services Inc  
Metropolitan Migrant Resource Centre  
Midland Information, Debt & Legal Advocacy Service (MIDLAS)  
Midwest Community Living Association  
Midwest Family Support Association Inc  
Midwest Men's Health Inc  
Milligan Community Learning and Resource Centre  
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 Centre  
Orana House

# STRATEGIC OUTCOME 4

Outcare Inc  
 Padbury Education and Childcare Centre  
 Parents Without Partners WA (Inc)  
 Pat Thomas Memorial Community House  
 Peel Volunteer Resource Centre  
 Peel Youth Programme Inc  
 People with Disabilities WA Inc  
 Perth Asian Community Centre  
 Perth Inner City Youth Service  
 Playgroup WA Inc  
 Professional Counsellors Association of WA Inc  
 Pro Subi Ltd  
 Relationships Australia Western Australia Inc  
 Roberta Jull Community Care Association Inc  
 Ruah Community Services  
 Rural Community Legal Service Inc  
 Safecare  
 Saints Care LTD - The Homestead Kingsley  
 Salvation Army Social Services  
 Sandalwood Family Centre  
 SCALES Community Legal Centre  
 SES Volunteer Association of WA Inc  
 Shelter WA  
 Southcare Inc  
 Southern Agcare Inc  
 South Lake Ottey Family & Neighbourhood Centre  
 South Perth Outreach Inc  
 Southside Care  
 South West Aboriginal Medical Service  
 South West Catchments Council Inc  
 South West Emergency Care for Children Inc  
 Spina Bifida Association of WA Inc  
 Starick Services Inc  
 St Patrick's Community Support Centre  
 St. Vincent de Paul Society WA Inc  
 Sussex Street Community Law Service  
 Swan Emergency Accommodation Inc  
 Swan TAFE - Thornlie  
 TAPSS Community Centre  
 Tenants Advice Service  
 The Centre for Cerebral Palsy  
 The Churches Commission on Education Inc  
 The Churchill Clinic Inc  
 The Escape Youth Group (Mulgara Family Centre)  
 The Open Hand Inc  
 The Regional Education and Careers in Highways (REACH) Foundation Ltd  
 The Richmond Fellowship of Western Australia Inc  
 The Samaritans Inc  
 The Shopfront  
 Tom Price Youth Support Association Inc  
 UnitingCare WA (Outreach Services)  
 UnitingCare West  
 Valued Independent People Inc  
 Volunteer South West Inc  
 Volunteering Western Australia  
 WA AIDS Council  
 WA Association for Mental Health  
 WA Deaf Society Inc  
 WA Employment Directions Association  
 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 Substance Users Association Inc  
 Wamba Nilgee Burru Ngardu Aboriginal Corporation  
 Wanslea Family Services  
 Waratah Support Centre  
 Waroona Community Centre Inc  
 Welfare Rights & Advocacy Service  
 Western Australian Centre for Remote and Rural Medicine LTD  
 WestAus Crisis & Welfare Services  
 WESTN Inc  
 Wheatbelt Agcare Community Support Services Inc  
 Wickepin District Resource and Telecentre  
 Women's Council for Domestic Family & Violence Services

(WA)  
 WOMEN'S Healthworks - Health, Education and Resource Centre Inc  
 Women's Health Resource Centre Inc  
 Womens Health Services  
 Workpower Incorporated  
 YMCA of Perth Inc  
 Yorganop Child Care Aboriginal Corporation  
 Youth Affairs Council of WA  
 Youth Involvement Council  
 Youth Legal Service  
 Zonta House Refuge Association Inc

## Individual Members

Agocs, Nicholas  
 Andrews, Ian  
 Bettridge, Kevin  
 Bogoiias, Arthur  
 Bom, Marion  
 Box, Geraldine  
 Branson, Pat  
 Calleja, Joe  
 Campbell, Robert  
 Cannon, Lyneve  
 Clapton, Eira  
 Clare, Michael  
 Colquhoun, Simon  
 Creed, Helen  
 Davis, Kate  
 Devlin, Mark  
 Diamond, Susan  
 Doyle, Angela  
 Geaney, Mick  
 Goff, Peter  
 Hall, Sonia  
 Haines, Jennifer  
 Harding, Noel  
 Harries, Maria  
 Isaacs, Lynette  
 Leitmann, Sabina  
 Mackenzie, Gaye  
 McLennan, Lynette (Kaye)  
 Morley, Tony  
 Murray, Kaye  
 Robinson, Fran  
 Rogers, Ailsa  
 Sirr, Peter  
 St Clair, Judi  
 Stone, Lynette  
 Stutt, Jacqui  
 Warwick, Zoe  
 Webber, Ruth  
 White, Ann  
 White, Philippa  
 Young, Lyn  
 Young, Susan

## Associate Organisation Members

ACI Broking (WA) Pty Ltd  
 City of Bayswater  
 City of Fremantle - Acting Manager Community Services  
 Community Support Services - Shire of Mundaring  
 Community Work Support Unit  
 Council on the Ageing (WA) Inc  
 Department for Child Protection  
 Department of Education and Training - Career Development Services  
 People Who Care  
 South Coast Natural Resource Management Inc.

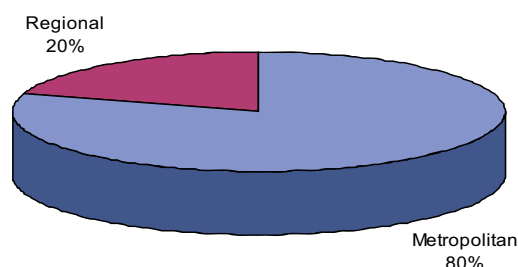
## Associate Individual Members

Brown, Clive  
 Ellery, The Hon. Sue  
 Keys, Julian  
 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

## Memberships Metro/Regional Comparisons



# STRATEGIC OUTCOME 4

## WACOSS Membership Survey, May 2008

Membership of WACOSS has remained static for a number of years. The number of PEAK organisations has grown during the same period.

The purpose of this survey was to obtain feedback exclusively from the WACOSS membership and to:

- Identify reasons organisations and individuals became members of WACOSS
- Improve WACOSS' understanding of the membership
- Level of member satisfaction with the work of WACOSS and
- Feedback on key activities that enhance the members work, knowledge or skills

An invitation to complete the survey was distributed to 289 members and stakeholders via mail and email in May 2008. There was a link established on the WACOSS website to the survey and addition hardcopy versions of the survey were available.

Eighty two (82) members provided valuable information about the organisation's services, service delivery, products, progress and future. The survey respondents represented 28% of the WACOSS membership. The survey attracted a high response rate from regional and remote members with 42%. There was a 25% response from metropolitan members and 2 anonymous replies.

Location	Total Members 2007-08	Member Survey returns
Metro	231	56 (25%)
Regional	58	24 (41%)
Anonymous	n/a	2 (n/a)
<b>Total</b>	<b>289</b>	<b>82</b>

The membership status of the returns was 69 responses (84%) from Organisational members, 9 responses (11%) by individuals, 2 responses (2.5%) from Associate members and 2 responses (2.5%) from anonymous sources.

Membership Type	No Responses % Return
Organisation Member	69 (84%)
Individual	9 (11%)
Associate	2 (2.5%)
Anonymous	2 (2.5%)
<b>Total</b>	<b>82 (100%)</b>

The survey respondents indicated that WACOSS is seen as playing a key role as a peak body in the sector. A vast majority of respondents supported WACOSS and its social policy agenda and highly value the information distributed in relation to Social and Community services. It was encouraging to learn that many of the WACOSS programs such as the WACOSS Conference and Social Policy Seminars were highly valued by members because they were informative and provided good opportunities to network.

A common theme expressed in the survey (despite the fact some awareness levels are very high in some areas) from respondents was a need for WACOSS to improve their profile of some of the services, products and information. There was also evidence to suggest the participation rates in some areas could be improved.

The membership profile of WACOSS is very diverse and sometimes this was reflected in responses that relate to the relevancy of WACOSS' work, which prevents some members from participation. However, the lack of participation in some circumstances is due to factors such as lack of resources, time or simply a distance problem.

## Acknowledgements

WACOSS was fortunate to secure several sponsors for the survey. WACOSS would like to thank Community Sector Banking, Serventy Organic Wines and Luna Paradiso Cinemas for their support.

WACOSS would also like to thank the members who took the time to provide valuable feedback.



## WITH THANKS

WACOSS wishes to formally thank the following supporters for their financial contribution to the work of WACOSS during 2007/08.

Alinta  
Country Arts WA  
Department for Communities  
Department for Child Protection  
Department of Consumer and Employment Protection  
Department of Family, Housing, Community Services and Indigenous Affairs  
Department of Local Government and Regional Development  
Department of Premier and Cabinet  
Department of Treasury and Finance  
EECW Pty. Ltd.  
Horizon Power  
Lotterywest  
Midwest Regional Development Commission  
Modal Pty. Ltd.  
Office of Energy (OEE)  
Office of Multicultural Interests  
Regional Arts Australia  
Synergy  
Water Corporation  
Workplace Relations & Management Consultants (WRMC)

NOTE: Supporters are listed in alphabetical order.

Thanks are also expressed to the following organisations that have made collaborative and in-kind contributions to the work of WACOSS.

Advanced Consumer Research Centre (UWA)  
Anglicare  
Australian Education Union  
Australian Red Cross  
Australian Services Union  
Carnarvon Family Support Service  
Community Housing Coalition of WA  
ConnectGroups - (formerly WISH)  
Conservation Council of WA  
Council of Churches  
Council on the Ageing (COTA)  
Consumer Credit Legal Service (CCLS)  
Equal Opportunity Commission WA  
Ethnic Communities Council  
Financial Counsellors Association of WA  
Financial Counsellors Resource Project  
Foundation Housing  
Geraldton Resource Centre  
Gowrie WA  
Jacaranda Community Centre

MIDLAS (Midland Information Debt & Legal Advocacy Service)  
Museum of Queensland  
Salvation Army  
Scouts WA  
Tenants Advice Service  
UnitingCare West  
Volunteering WA  
Volunteer Resource Centre Alliance

We would also like to thank all of our member organisations and other Peak organisations that have supported our work during this year.

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 31 to 44:

1. Presents fairly the financial position of Western Australian Council of Social Service Inc, as at 30 June 2008 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:



Chris Hall  
WACOSS President



Mark Goerke  
Chair Finance Committee

Dated this 20th October 2008

# FINANCIAL STATEMENTS

## 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 board'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 board for Western Australian Council of Social Service Inc. for the year ended 30 June 2008.

The board 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 boards' 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.

# FINANCIAL STATEMENTS

## 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 board.

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 2008 and the results of its operations and its cash flows for the year then ended.

Ray Woolley Pty Ltd

Ray Woolley  
Registered Auditor No 16396  
30 August 2008

Unit 1 / 20 Prowse Street  
West Perth  
WA 6005





# FINANCIAL STATEMENTS

## Income Statement

For the year ended 30 June 2008

	Note	2008 (\$)	2007 (\$)
Revenue from ordinary activities	2	1,593,539	1,189,161
Grants received for fixed assets		0	0
Employee expenses		(788,424)	(678,887)
Depreciation expenses	3	(45,075)	(34,658)
Lease expense	3	(43,058)	(45,863)
Project and consultancy expenses		(453,973)	(156,339)
Travel Expenses		(59,223)	(49,807)
Administrative expenses		(175,235)	(201,437)
Surplus/(Deficit) from ordinary activities		28,551	22,170
Net change in equity for year	15	28,551	22,170

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

# FINANCIAL STATEMENTS

## Balance Sheet

As at 30 June 2008	Notes	2008 (\$)	2007 (\$)
<b>CURRENT ASSETS</b>			
Cash assets	4	508,626	448,411
Receivables	5	79,703	77,262
Prepayments		8,677	0
<b>TOTAL CURRENT ASSETS</b>		<b>597,006</b>	<b>525,673</b>
<b>NON CURRENT ASSETS</b>			
Plant and Equipment	6	51,160	96,235
<b>TOTAL NON CURRENT ASSETS</b>		<b>51,160</b>	<b>96,235</b>
<b>TOTAL ASSETS</b>		<b>648,166</b>	<b>621,908</b>
<b>CURRENT LIABILITIES</b>			
Payables	7	108,571	62,506
Income in Advance	8	170,173	247,213
Provisions	9	84,166	55,574
<b>TOTAL CURRENT LIABILITIES</b>		<b>362,910</b>	<b>365,203</b>
<b>TOTAL LIABILITIES</b>		<b>362,910</b>	<b>365,203</b>
<b>NET ASSETS</b>		<b>285,256</b>	<b>256,705</b>
<b>EQUITY</b>			
Accumulated Surplus	15	85,256	114,558
Redundancy Reserve	16	0	0
Relocation Reserve	16	200,000	142,147
		<b>285,256</b>	<b>256,705</b>

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

# FINANCIAL STATEMENTS

## Cash Flow Statement

For the year ended 30 June 2008	Note	2008 (\$)	2007 (\$)
CASH FLOWS FROM OPERATING ACTIVITIES			
Receipts from Government		450,844	417,603
Receipts from members		96,644	83,007
Interest Received		9,780	5,337
Receipts from services projects and other income		954,277	764,181
Payment to suppliers and employees		(1,451,330)	(1,138,619)
Net Cash provided/(utilised) by Operating activities	10	60,215	131,509
CASH FLOW FROM INVESTING ACTIVITIES			
Grants received for fixed assets		0	0
Cash received on sale asset		0	29,546
Fixed Assets purchased		0	(48,009)
Net cash utilised by investing activities		0	(18,463)
Net increase/(decrease) in cash held		60,215	113,046
Cash at beginning of financial year		448,411	335,365
Cash at end of financial year	4	508,626	448,411



# FINANCIAL STATEMENTS

## Notes to and Forming Part of the Financial Statements

For the year ended 30 June 2008

### 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.

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.





# FINANCIAL STATEMENTS

## **(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 recognized when the service is provided.

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

Revenue from grants received from Government funding organisations is recognized 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 recognized 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

# FINANCIAL STATEMENTS

## NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

### FOR THE YEAR ENDED 30 JUNE 2008

#### NOTE 2. REVENUE

##### Operating activities

	2008 (\$)	2007 (\$)
Government operating grant	450,844	417,603
Membership subscriptions	96,644	83,007
Seminars and consultancy	115,008	114,441
Project Management	898,422	538,630
Sales of directories and publications	0	299
Interest	14,825	10,382
Other Income	17,796	24,799
	<u>1,593,539</u>	<u>1,189,161</u>

#### 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	14,825	10,381
Profit on disposal of assets	0	2894

##### b) charging as expense

Depreciation expense	45,075	34,658
Provision for employee entitlements	28,592	(7746)
Operating lease rentals	43,058	45,863
Audit services	2,500	2,700

#### NOTE 4. CURRENT ASSET - CASH ASSETS

Cash on Hand	500	500
Cash at Bank	439,472	382,635
Cash on Deposit	68,654	65,276
	<u>508,626</u>	<u>448,411</u>

a) Cash totaling \$204, 151 (2006: \$158,217) 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.

# FINANCIAL STATEMENTS

## NOTE 5. CURRENT ASSET - RECEIVABLES

	2008 (\$)	2007 (\$)
Trade Debtors	56,026	72,480
Less provision for doubtful debts	(5,600)	(5133)
GST Input Tax	27549	
Other	1728	9915
	<u>79,703</u>	<u>77,262</u>

## NOTE 6. NON CURRENT ASSET

Plant, Equipment and Motor Vehicles at cost	290,394	290,394
Less accumulated depreciation	(239,234)	(194, 159)
	<u>51,160</u>	<u>96,235</u>

### Movements in carrying amounts

Balance at the beginning of the year	96,235	109,536
Additions	0	48007
Disposals	0	(26651)
Depreciation	(45,075)	(34657)
Balance at the end of the year	<u>51,160</u>	<u>96,235</u>

## NOTE 7. CURRENT LIABILITIES - PAYABLES

Trade Creditors	36,668	0
Accruals	18,860	17,716
GST Tax Receipts	30,609	
Other Creditors	22,434	44790
	<u>108,571</u>	<u>62,506</u>

## NOTE 8. CURRENT LIABILITY - INCOME IN ADVANCE

Membership received in advance	203	42,372
Grants received in advance	169,970	204,151
		600
	<u>170,173</u>	<u>247,123</u>

## NOTE 9. CURRENT LIABILITY - PROVISIONS

Provision for annual leave	52,451	30,339
Provision for long service leave	26,715	20,235
Other provisions	5,000	5,000
	<u>84,166</u>	<u>55,573</u>

# FINANCIAL STATEMENTS

## NOTE 10. CASH FLOW INFORMATION

	2008 (\$)	2007 (\$)
a) Reconciliation of net cash provided by operating activities to surplus from ordinary activities.		
Operating (Deficit)/Surplus	28,551	22,170
Non cash flows in surplus from ordinary activities		
Grants received for fixed assets	0	0
Depreciation	45,075	34,658
Loss/(profit) on disposal of fixed assets	0	(2,894)
Increase/(decrease) in creditors	46,065	20,445
Increase/(decrease) in provisions	28,592	(9,330)
Increase/(decrease) in income in advance	(76,950)	88,906
Increase/(decrease) in receivables	(11,118)	(22,446)
Net cash provided/(utilised) in operating activities	60,215	131,509

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

## NOTE 11. LEASING COMMITMENTS

Operating Lease		
Due within 12 months	49,968	40,932
Due within 12 - 24 months	-	-
	49,968	40,932

## NOTE 12. RELATED PARTIES INFORMATION

a) Board

The following persons served as members of the Board during the year ended 30 June 2008.

Chris Hall, UnitingCare West, President  
 Angie Paskevicius, Holyoake, Vice President  
 Mark Goerke, Anglicare WA  
 Wayne Stevenson, Communicare  
 Zane D'Mello, Geraldton Resource Centre  
 Peter Sirr, Outcare  
 Francis Lynch, Ruah Community Services  
 Joe Calleja, Richmond Fellowship  
 Stanley Jeyaraj, YouthCARE  
 Judi St Clair, McClair Consulting  
 Tricia Lee, Wanslea Family Services  
 Sue Ash, People Choose Care Options

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.



# FINANCIAL STATEMENTS

## 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 Rate		Floating Interest Rate	
	2008	2007	2008	2007
	%	%	\$	\$
FINANCIAL ASSETS				
Cash on Hand	0		500	500
Cash at Bank	4.68	2.45	439,472	382,635
Deposit at call	5.50	5.50	68,654	65,276
			<u>508,626</u>	<u>448,411</u>

### b) Credit Risk

The maximum exposure to credit risk, excluding the value of any collateral or other security, at balance date to recognized 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 organized markets in standardized 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.

# FINANCIAL STATEMENTS

## NOTE 15. ACCUMULATED FUNDS

	2008 (\$)	2007 (\$)
Accumulated funds at beginning of year	114,558	114,558
(Deficit)/Surplus for year	28,551	21,700
Transfer to reserve	(57,853)	(21,700)
Accumulated funds at the end of year	85,256	114,558

## NOTE 16 (a). REDUNDANCY RESERVE

Opening balance	0	19,977
Transfer to reserve	0	(19,977)
Closing Balance	0	0

## NOTE 16 (b). RELOCATION RESERVE

Opening balance	142,147	100,000
Transfer to reserve	57,853	42,147
Closing Balance	200,000	142,147

## 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 15.

WACOSS CONFERENCE 2008 PHOTOS





**wacoss**

Western Australian  
Council of Social Service Inc

*Ways to make  
a difference*

*Western Australian Council of Social Service Inc*

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