



**wacoss**

Western Australian  
Council of Social Service Inc

*Ways to make  
a difference*



**ANNUAL REPORT**  
**2013/14**



OUR VISION

AN INCLUSIVE, JUST AND  
EQUITABLE SOCIETY

## Acknowledgement of Traditional Ownership

WACOSS acknowledges that we work across the lands of the Indigenous Peoples of Western Australia and respects the continuing cultural connections and Traditional Owners of this country.



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Council of Social Service Inc

*Ways to make  
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Western Australian Council of Social Services

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# Contents

About the WA Council of Social Service	2
President's Report – Steve Joske CSC	4
CEO Report – Irina Cattalini	6
WACOSS Staff	7
2013-2014 Highlights and Whole of Sector Initiatives	8
WACOSS 2014 Conference “ <i>The Difference We Make</i> ” and Networking Day	9
Community Service Excellence Awards	10
WACOSS New Year Sector Breakfast	12
Corporate Services	13
Financial Summary 2013-14	15
Social Policy	16
Social Policy Submissions and Publications	22
Social Policy Media Releases	23
Sector Services and Development	24
Calendar Workshops delivered this year	28
WACOSS Brokered Training Solutions for the year	30
Thank you to all our Partners, Supporters and Consultants	31
WACOSS Stakeholder Engagement & Representation	32
WACOSS Members 2013-14	33



# About the WA Council of Social Service

The Western Australian Council of Social Service Inc. (the Council), is the leading peak organisation for the community services sector, representing approximately three hundred members and affiliates, and working to support all the community organisations across WA involved in the provision of services to our community. We speak with and for, all the Western Australians who regularly access community services each year, whose voice and interests need to be brought to the attention of government, decision makers, media, business and the wider community.

Research tells us that poverty in our State is growing and affects more than 200,000 Western Australians. Sometimes that poverty co-exists with other forms of vulnerability or disadvantage; but not everyone experiencing hardship is poor, and living on low incomes does not necessitate people being vulnerable or weak. Collectively, the not-for-profit community services sector supports the social wellbeing of over half a million Western Australians each year.

WACOSS is committed to respecting the strength and aspirations inherent in everyone, and working to maximise the choice, control and independence that people have in their own lives; whatever challenges they are facing, recognising their capacity for resilience and recovery in all its forms. The Council works to strengthen the capacity of individuals, communities and organisations in the not-for-profit community services sector by providing policy, research, training and sector development activities.

The Council is part of a national network consisting of the Australian Council of Social Service (ACOSS) and state and territory Councils of Social Service. Our national coverage strengthens our capacity to represent state interests.



STRATEGIC PRIORITIES	1 Advocate for social change that promotes the wellbeing of all Western Australians, particularly disadvantaged & vulnerable people	2 Strengthen the capacity of a diverse & sustainable community services sector
KEY OUTCOMES	<ul style="list-style-type: none"><li>• WACOSS advocates for social policy change that supports disadvantaged and vulnerable people.</li><li>• WACOSS promotes policies and practices across tiers of government and the community sector to improve services to those experiencing disadvantage and vulnerability.</li><li>• WACOSS is recognised as a respected leader and commentator on social issues in Western Australia.</li><li>• WACOSS regularly engages with the Western Australia Government on social policy issues.</li><li>• WACOSS regularly engages with other industry stakeholders on social policy issues.</li></ul>	<ul style="list-style-type: none"><li>• WACOSS is a consultative organisation that seeks to work collaboratively with its members and sector stakeholders to lead and sustain social change.</li><li>• WACOSS builds the organisational capacity of WA's social services sector to deliver improved services to those experiencing disadvantage and vulnerability.</li><li>• WACOSS collaborates, networks and builds relationships to provide a cohesive whole-of-sector response to social issues.</li><li>• WACOSS engages with and promotes peak organisations to provide collaborative responses to social issues.</li></ul>



# Strategic Plan 2012-15

## WHO WE ARE

The WA Council of Social Service (WACOSS) is a peak membership based council of community service organisations and individuals.

## ACKNOWLEDGEMENT

WACOSS acknowledges that we work across the lands of the Indigenous Peoples of Western Australia and respects the continuing cultural connections and Traditional Owners of this country.

## VISION

Our Vision is an inclusive, just and equitable society.

## MISSION

We advocate for social change to improve the wellbeing of Western Australians and to strengthen the community services sector that supports them.

## VALUES

Our Values are our guiding principles that express who we are, shape the way we approach our work and provide an underlying framework for our decision making and actions.

At WACOSS we value:

**Collaboration** – Working collaboratively with our membership, the community services sector and the national COSS network, together with our stakeholders and strategic partners.

**Human Rights** – The promotion and protection of human rights that respect the inherent value and dignity of all Western Australians.

**Ethics** – Our commitment to the highest standards of ethics and integrity.

**Recognition** – Providing recognition of the quality and value of the work undertaken by our staff and our members to civil society in WA.

**Innovation** – Striving for continuous quality improvement and new ways of working to achieve our mission.

**Indigenous Cultures** – Acknowledging the unique strengths of and disadvantage experienced by WA's Indigenous people.

**Diversity** – The strengths and unique needs of our diverse population and sector.

## 3 Support and promote a diverse membership of WACOSS

- WACOSS membership represents WA's diverse social services sector.
- WACOSS is viewed as representing the social services sector and its members in its engagement with government and industry on social policy issues.
- WACOSS members actively support advocacy activities that promote social change.
- WACOSS members feel they are a valued, supported and active part of the Council.

## 4 Enhance WACOSS as a sustainable workplace and organisation

- WACOSS staff enjoy working in a rewarding work environment that offers fair remuneration, professional development opportunities and job satisfaction.
- WACOSS is an organisation of choice for people aspiring to make a difference.
- WACOSS is a financially viable organisation with a sustainable income stream and accommodation.
- WACOSS is a model workplace in the sector with sound governance arrangements, high quality management practices and delegated authority that empowers staff and improves operational efficiencies.

## President's Report – Steve Joske CSC

I sit to write this report as the Commonwealth Government clocks over one year in Government and with the overwhelming feeling that these past twelve months have greatly increased uncertainty for the Sector and greatly increased vulnerability for many in our communities. Together, these things bring into focus even more acutely the importance of peak bodies such as WACOSS, who exist primarily to represent the needs of less well-off Western Australians, and to advocate for change on behalf of our members.



Certainly the Federal Budget has been at the centre of many concerns expressed to WACOSS since its release. While much has been written and spoken about the Budget, its real effects are yet to be experienced. And yet the 'signposts' are there for all to see – comments such as the 'end of the welfare state', and the 'end of the era of entitlement', together with the recent Commonwealth tender process that forced Sector organisations to comply with timeframes so tight that little in depth analysis nor collaboration or partnership approaches were possible. All this portends badly for those in our Society that are most in need of a helping hand. Additionally it is increasingly evident, at both the Federal and State level, that the Sector will be asked to 'do more with less', with the gap between the 'less well off' and the wealthy continuing to widen, and with all Governments seemingly willing to pursue competitive tender processes that will increase competition internally to the Sector, while opening opportunities for those outside the Sector to compete. Our own State Government continues to struggle to deliver on the 'needs' we have identified through our Pre-Budget Submission process, direct advocacy and work the Sector is doing. Despite progress towards a more 'joined up' approach to tackling entrenched vulnerability, little real progress is evident that this work is making even a dent on the key issues people struggle with in WA.

Of course this uncertain environment is the perfect opportunity for a peak like WACOSS, with its mandate to serve and with a reputation unparalleled in WA, to play an even more influential role in representing the lived voice of the disadvantaged, and to advocate for the resources and focus from Government to make a meaningful difference to the lives of Western Australians who need help the most. It's a great time to be involved and engaged, for adverse and cruel decisions made today will be felt for years to come, with intergenerational consequences for seniors and their great grandchildren alike. But this work cannot be left to the small and dedicated staff at WACOSS. We continue to need Sector support and the WACOSS Board is determined to engage and involve as many of our members in the role of being informed and ready to make our collective voice heard at every level of Government.

So while we have all experienced a tumultuous past twelve months, and for many of those we represent it would appear that things are not getting any better, much great work has been done by the WACOSS team, led so admirably by our CEO Irina Cattalini. This past year also saw the sector recognise this leadership with Irina receiving awards for the 40under40 Silver UWA Strategic Alliance Award and the IPAA Leader of the Year Not-for-Profit Sector. On behalf of the WACOSS Board, I sincerely thank Irina and her team, and indeed all the people and organisations who have made a contribution to the WACOSS vision, and who have helped keep our messages around equity and fairness alive across WA.

The WACOSS Board remains a force for positive change in our Sector, and a source of great inspiration for me. I thank them all for their dedication to their own organisations and to WACOSS. At the end of my first year as President, I humbly and happily admit that I have learnt much from everyone, and still have much more to learn. This annual report gives a snapshot of the great work done by WACOSS over the last twelve months and I commend it to you.



## Board Membership 2013-14

<b>Steve Joske CSC</b>	President (commenced 17/10/13)
<b>Francis Lynch</b>	President (until 17/10/13)
<b>Mark Fitzpatrick</b>	Vice-President (commenced 17/10/13)
<b>Louise Giolitto</b>	Ordinary Member
<b>Kathleen Gregory</b>	Ordinary Member
<b>Norma Josephs</b>	Ordinary Member (until 17/10/13)
<b>Daniel Morrison</b>	Ordinary Member
<b>Tricia Murray</b>	Ordinary Member (until 17/10/13)
<b>Cheryl Cassidy-Vernon</b>	Ordinary Member
<b>Veronica Rodenburg</b>	Ordinary Member
<b>Justine Colyer</b>	Ordinary Member
<b>Neil Hamilton</b>	Ordinary Member (until 17/10/13)
<b>Mark Fitzpatrick</b>	Ordinary Member (until 17/10/13)
<b>Debra Zanella</b>	Ordinary Member (commenced 17/10/13)
<b>Ashley Reid</b>	Ordinary Member (commenced 17/10/13)
<b>Renay Grech</b>	Ordinary Member (commenced 17/10/13)

## Board Committees

Finance Committee		Governance Committee	
<b>Louise Giolitto</b>	Chair	<b>Mark Fitzpatrick</b>	Chair
<b>Debra Zanella</b>	Board Member	<b>Renay Grech</b>	Board Member
<b>Allison Leonard</b>	Co-opted	<b>Justine Colyer</b>	Board Member
<b>Siew-Yin Cheah</b>	Co-opted	<b>Cheryl Cassidy-Vernon</b>	Board member

## Strategic Reference Group

<b>Francis Lynch</b>	President, WACOSS and CEO, Ruah
<b>Steve Joske CSC</b>	President, WACOSS
<b>Debra Zanella</b>	CEO, Hope Community Services
<b>Neil Hamilton</b>	CEO, Accordwest
<b>Sue Ash AO</b>	CEO, UnitingCare West
<b>Ross Kyrwood</b>	CEO, YMCA
<b>Ashley Reid</b>	CEO, Ngala
<b>Irina Cattalini</b>	CEO, WACOSS
<b>Ian Carter</b>	CEO, Anglicare WA
<b>Chris Hall</b>	CEO, Mercycare
<b>Angie Paskevicius</b>	CEO, Holyoake
<b>Cheryl Cassidy-Vernon</b>	Director, Youth Legal Services
<b>Dr. Maria Harries</b>	Senior Honorary Research Fellow, University of WA



## CEO Report – Irina Cattalini



There are few things more important to the Council than knowing that we are fulfilling our mission to make a difference. It is a great privilege for me as CEO to present this Annual Report to share with our members the difference we have made this past year.

Preparing an Annual Report is a valuable time to look back: to recognise the contributions of our staff, Board, members and supporters; to celebrate our achievements; to reflect on the challenges and set-backs; and then to pause, take a breath and prepare ourselves for all the important work still to come.

The contributions of the WACOSS team this year have been immense. Once again our members have shared their expertise generously with the Council, supporting our advocacy with the wisdom of your grassroots experience, partnering with us on exciting projects like the self-regulation initiative for the early years, and participating in our consultation, training, policy and sector development work.

The Staff have worked tirelessly to implement all this work, planning and facilitating events, analysing the social and political landscape to contribute valuable research and policy, delivering highly valued training to support the continuous development of our sector, and always embracing opportunities to collaborate and innovate along the way.

The Board, under the wonderful leadership of our new President Steve Joske and Vice President Mark Fitzpatrick, have provided great advice and support, reflecting carefully on the priority issues in our community, and steering the strategic response of the Council.

Our colleagues and supporters across the community, public and private sectors have continued to engage with us through numerous platforms highlighted in this report, ensuring that the sector's voice is represented across the major issues in our community.

I am deeply grateful to all the Members, Staff, Board and cross-sectoral colleagues and partners who have worked with us over the past year. Not only have you demonstrated a great professionalism and commitment to supporting the Council as an important peak body, but also an enduring commitment to improving outcomes for our community.

Our achievements are worth celebrating – and we have shared some fun celebrations to recognise them. The Community Services Excellence Awards, corresponding with the WACOSS Biennial Conference highlighted just what a difference so many people in our sector make. Congratulations to everyone who was a part of making these important events such a success and to everyone who was recognised through the awards.

Reflecting on the challenges ahead has occupied a significant amount of the Council's energy, especially since the Federal Budget signalled some alarming reform directions in the social security payments system, and funding for service programs. We have worked collaboratively with our COSS colleagues to take these concerns to Canberra, as well as work strategically with the WA Government about potential local impacts and responses. We are well prepared to continue to advocate for a rational and equitable approach to sustaining services and improving community outcomes – and to do so shoulder to shoulder with the sector.

Thank you once again for your commitment to the community, to the Council and to our shared vision of a more inclusive, just and equitable society. If we keep the importance of that vision at the forefront of our minds, I know we can make all the difference.



# WACOSS Staff

The WACOSS team are a group of tremendously enthusiastic people, who are always striving to have a positive impact in the community sector on behalf of vulnerable people. Over the course of the past twelve months we've seen Lyn Levy and Steve Crotty consolidate their new director roles, while Chris Twomey continues to ensure we have a strong voice within the sector and government via his role as Director of Social Policy. The year also saw Brent Savage, Carla Lo Presti, Darren McKie and Paul Benjamin move onto other challenging roles outside WACOSS, we wish them well and thank them for their efforts.

## Chief Executive Officer

Irina Cattalini

## Social Policy

Director, Social Policy

Chris Twomey

Policy Manager

Helen Creed

Policy Officer

Sarah Mummé

Brent Savage (until 22/11/13)

Megan Worsdell

Lianda Gibson

Program Support Officer

Carla Lo Presti (until 02/06/14)

## Sector Services & Development

Director, Sector Services & Development

Lyn Levy

Program Manager

Kylie Hansen

Training Co-Ordinator

Michelle Burgermeister

Training Officer

Maree Jones

Program Officers

Bernard Fisher

Sinead Doherty

Chris Evans

Pip Brennan

Alison Brady (until 01/04/14)

Program Support Officers

Bree Van Haeften

Emilia Coakley

Darren McKie (until 23/08/13)

## Corporate Services

Director, Corporate Services

Steve Crotty

Executive Assistant

Dawn McGrath (until 30/05/14)

Finance Officer

Sharon Chibanda

Marketing & Communications Manager

Paul Benjamin (until 30/08/13)

Membership & Communications Officer

Carly Guise

## Reconciliation WA

Executive Officer

James Back

Program Support Officer

Kimberley Benjamin



## 2013-2014 Highlights and Whole of Sector Initiatives

<b>July</b>	<ul style="list-style-type: none"> <li>• Infant Mental Health report - Integrating Services to Support the Mental Health of Infants and Young People: Developing the Concepts.</li> <li>• Child and Parent Centres Forum – an update for the Community Sector with keynote speaker Paul Prichard.</li> </ul>
<b>August</b>	<ul style="list-style-type: none"> <li>• Members Update Forum - 2013 State Budget.</li> <li>• Collective Impact Forum - Held jointly with the Centre for Social Impact and Child Australia as an introduction to Collective Impact with keynote speaker Dawn O'Neill.</li> <li>• COSS Collaboration – Community Sector National Election campaign, launch of WACOSS campaign website.</li> </ul>
<b>September</b>	<ul style="list-style-type: none"> <li>• 2013 Cost of Living Report – release of WACOSS research into the essential living costs of low income households in WA.</li> <li>• Submission to the Economic Regulatory Authority review of the Electricity Consumer Code.</li> </ul>
<b>October</b>	<ul style="list-style-type: none"> <li>• Pre-budget submission (PBS) <i>What Really Counts - Investing for all Western Australians</i> and AGM with special guest speaker Mick Gooda.</li> </ul>
<b>November</b>	<ul style="list-style-type: none"> <li>• Commenced PBS advocacy meetings with Ministers, Shadow-Ministers and Directors-General.</li> </ul>
<b>December</b>	<ul style="list-style-type: none"> <li>• Launch of Reconciliation WA supported through an MOU with WACOSS.</li> <li>• CHOGM Sri Lanka Delegation Sector Briefing</li> </ul>
<b>January</b>	<ul style="list-style-type: none"> <li>• Submission to Productivity Commission inquiry into Childcare and Early Childhood Learning.</li> <li>• Report for Synergy outcome-based regulation and continuous improvement in consumer protection.</li> </ul>
<b>February</b>	<ul style="list-style-type: none"> <li>• Self-Regulation Initiative – visit by Canadian experts on early childhood development, Dr Stuart Shanker and Mike McKay.</li> <li>• CEO speech to the Committee for Economic Development of Australia Economic Forum.</li> </ul>
<b>March</b>	<ul style="list-style-type: none"> <li>• National Partnership Agreement on Homelessness - Homeless services campaign - secured commitment to continued funding from Minister Andrews after highlighting the issue in the media during the Prime Minister's visit to WA for the Senate by-election.</li> <li>• Co-hosted Royal Commission into Institutional Responses to Child Sexual Abuse community information session.</li> <li>• Submission to the Public Sector Commission Review of Organisations under the Equal Opportunity Act 1984.</li> </ul>
<b>April</b>	<ul style="list-style-type: none"> <li>• 2014 Community Sector Leaders Forum on Emerging Issues – A comprehensive review of the most important issues confronting the community sector to inform the strategic and service planning of service managers and their Boards.</li> </ul>
<b>May</b>	<ul style="list-style-type: none"> <li>• WACOSS Conference and Community Service Excellence Awards.</li> <li>• Members Briefing on 2014/15 State and Federal Budgets.</li> </ul>
<b>June</b>	<ul style="list-style-type: none"> <li>• Secretariat of National Aboriginal and Islander Child Care Family Matters Forum</li> </ul>



# WACOSS 2014

## Conference “The Difference We Make” and Networking Day

The 2014 conference titled “*The Difference We Make: Our roles, our relationships, our future*” was held at the Perth Exhibition and Convention Centre on the 6th and 7th May 2014 with Narelda Jacobs as Masters of Ceremonies. A total of 372 delegates from 182 organisations attended the conference over the two days.

The conference focused on four key themes:

### OUR ROLES

*Recognising our roles, promoting our value*

### OUR RELATIONSHIPS

*Working collaboratively*

### OUR FUTURE

*Sustaining community services for the future*

### OUR BUSINESS

*Successful people and operations*

Over the two days keynote speeches were provided by Karl Wilding, Director Public Policy, National Council Volunteer Organisations (NCVO); Mr Mick Gooda, Aboriginal and Torres Strait Islander Social Justice Commissioner and Dr Rachel Perkins OBE. In addition, panel discussions on housing and innovation were held.

The 2014 conference ran 41 concurrent workshops sessions across the four theme areas and a fifth stream covering innovation in social finance, sector sustainability and civil society. Presenters came from a diverse range of backgrounds including small, medium and large organisations, peak bodies, service providers and consumers.

A pre-conference networking day was held on Monday 5th May and brought together people working across community, government and corporate organisations to talk about their different roles, relationships and how to work collaboratively to achieve sustainable services for the Western Australian community. Facilitator Andrew Horabin ensured it was an entertaining and engaging day.



# Community Service Excellence Awards

The Community Services Excellence Awards recognise the important role that individuals and organisations in the community sector play in making a positive difference to people, families and communities through innovative and creative services. The awards, held biennially, celebrate the work of those who dedicate themselves to assisting some of the State's most vulnerable people, often expecting little in return.

These awards are now in their 17th year, and the 2014 awards was the third time that WACOSS and the Department of Local Government and Communities partnered to honour excellence in community service. A total of 126 nominations

were received, the highest number of nominations ever received.

Award winners were announced at a Gala Ceremony and dinner held on the evening of the 6th May 2014 in the BelleVue Ballroom, Perth Convention and Exhibition Centre. This event was attended by 400 people from across government, business, and the community sector. James Lush was the Master of Ceremonies overseeing the award presentations and entertainment was provided by some of Perth's finest local artists.

Congratulations to the all the winners and finalists listed below.

## Community Services Excellence Awards – Volunteer Based Organisation

*Sponsored by Beyond Bank*

- Fair Game Sports Equipment Inc – Fair Game WA Program, Derby - **WINNER**
- 12 Buckets Inc, Westminister
- Angelhands Inc, Maylands
- Leeman & Green Head Community Resource Centre – Trash 2 Treasure Community Recycling Yard Service

## Community Services Excellence Awards – Small Organisation

- Teach Learn Grown Inc – TLG Rural Program, Crawley - **WINNER**
- Peel Youth Services – The BLO4C Program, Mandurah
- South West Counselling Inc, Busselton
- The Hood Academy, South Hedland

## Community Services Excellence Awards – Medium Organisation

- Nintirri Centre Inc, Tom Price - **WINNER**
- Halo Leadership Development Agency – Just Another Day Program, Spearwood
- Inclusion WA – Youth Connect Program, Osborne Park
- Mental Health Law Centre (WA) Inc, Perth

## Community Services Excellence Awards – Large Organisation

- Rise Network Inc – Kira House Project, Midland - **WINNER**
- Silver Chain Group Limited – NBN Enabled Telehealth Pilots Program, Osborne Park
- Volunteer Task Force – Waterwise Gardening Program, Carlisle North
- Wanslea Family Services Inc – Wanslea Foster Care Service, Scarborough



### Community Services Excellence Awards – Regional Organisation

*Sponsored by Department of Regional Development*

- Geraldton Regional Community Education Centre Association Inc , Geraldton - **WINNER**
- The Hood Academy, South Hedland
- Wongan Community Care Inc- Wongan Hills Therapy Group, Wongan Hills

### Community Services Excellence Awards – Partnerships

*Sponsored by Synergy*

- Avon Youth Community and Family Services Inc – 6510 Youth Program, Northam - **WINNER**
- Foodbank WA – Regional Strategy, Welshpool
- St Bartholomew's House – A Good Life – Homeless and Transitional Support Services, East Perth
- Street Law Centre WA Inc, Maylands

### Community Services Excellence Awards – Outstanding Achievement in Raising Awareness of Community Services

*Sponsored by HESTA*

- St Bartholomew's House Inc – Homeless for a Day Campaign, East Perth - **WINNER**
- Holyoake, the Australian Institute for Alcohol and Drug Addiction Resolutions Inc, Victoria Park
- Man Healthier Directions for Males – The Mooditj Marmun Book, East Perth
- Organ Donation and Transplant Foundation of WA, Maylands
- Seniors Recreation Council of WA Inc, Leederville

### Community Services Excellence Awards – Outstanding Commitment by an Individual

*Sponsored by Water Corporation*

- Esben Kaas-Sorensen, East Perth - **WINNER**
- Damiano Chiera, Osborne Park
- Gary Pike, Willetton
- Malcolm Smith, Ocean Reef

### Community Sector Choice Award

- The Hood Academy, South Hedland - **WINNER**



## WACOSS New Year Sector Breakfast

The WACOSS New Year Sector Breakfast was again a success with approximately 180 members and invited guests attending on a brilliantly sunny Friday on 24<sup>th</sup> January 2014.

The Honourable Tony Simpson MLA represented the government and addressed the gathering, which each year is proving to be a tremendous cross section of the community sector with organisations, individuals, government and corporates well represented.

Vice-President, Mark Fitzpatrick speaking on behalf of President, Steve Joske reflected on some of the WACOSS successes of 2013, while CEO Irina Cattalini, representing the WACOSS staff looked to the future directions of WACOSS in 2014.

As always, this was an important event for WACOSS to thank all our members and supporters for their support of the Council and their vital work in the WA community.

Special thanks to the Water Corporation for making Mt Eliza House in Kings Park available for the event.



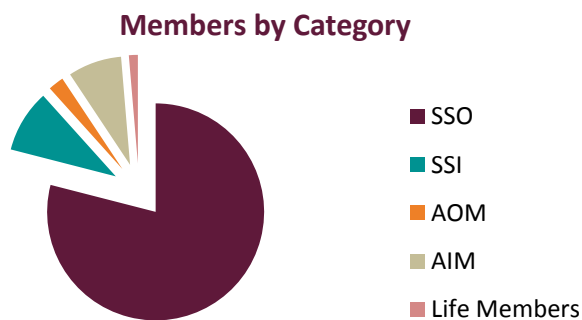
# Corporate Services

## Membership and Membership Services

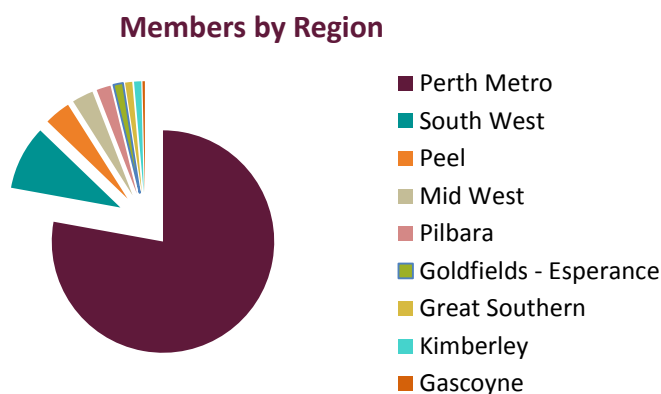
In a very challenging year for the sector and our members, it's worthwhile noting a small increase of nine (9) members in the WACOSS membership numbers. It was very pleasing to see the principal growth being via the Social Service Organisation category, with a small drop experienced in the Social Service and Associate Individuals categories. The continuing growth of organisational memberships shows a strong supportive sector and membership base.

At the close of the 2013-14 financial year, the Council had a total membership of 300 consisting of:

- 226 Social Service Organisation members;
- 29 Social Service Individual members;
- 9 Associate Organisation members;
- 23 Associate Individual members;
- 4 Life members.



The South West and Peel regions are the most represented regional areas with 9% and 3.6% of members respectively. Perth Metro remains the most represented area with 75% of members located in the Perth Metro. It should be noted that many members deliver services in the regional areas, with data based upon the location of the Head Office.



## WACOSS Staff Professional Development

The Council is always cognisant of the need to professionally develop its staff. This is normally achieved via its own professional development efforts, and over the course of the year we've held two development sessions. The first session being conducted by Craig McAllister on the subject of social media and associated policies.

We thank Craig for facilitating this interesting topic that dealt with how social media is being utilised in the workplace and how we need to develop policies surrounding the behaviour of people using all form of social media. The second presentation was made by the Mindscapes organisation that provided staff with an alternative look at health and wellbeing at work. A number of alternatives are offered by this website based health program, utilising tracking mechanisms for exercising, articles on nutrition and health and even a forum for staff to discuss various topical health subjects.

## Reconciliation WA

The start of the financial year saw the establishment of Reconciliation WA. The organisation has been established to influence social change towards a reconciled state that creates and sustains opportunities for WA Aboriginal and Torres Strait Islander people. Its vision is for a better future for First Australians and the wider Western Australian Community.

The Board is co-chaired by Mariette Cowley (Aboriginal chair) and Alan Carter (Non-Aboriginal chair) and supported by a highly regarded cross-section of the community with the other five Board members. There is also a strong WACOSS / Reconciliation WA relationship with CEO, Irina Cattalini on the Board, as well as a Memorandum of Understanding between the two organisations; which provides significant support around administration, corporate services and financial management. Reconciliation WA is headed by Executive Officer, James Back and supported by Kimberley Benjamin.

Three years of seed funding has been provided by Lotterywest to establish Reconciliation WA and to enhance its footprint. Some of the key events and work Reconciliation WA has been involved in to date are the Recognise Campaign, Sorry Day, Yokai Forum, Reconciliation Action Plan support and partnership developments to promote co-operation and collaboration within and across all sectors of the WA community to help close the gap.

## WA Peaks Forum

The WA Peaks Forum is an independent group of non-government human services sector peak bodies who work together to identify common policy priorities, undertake strategic planning, create joint initiatives and advocate to government for the best interests of human services, services users and the wider WA community.

During 2013/2014 the WA Peaks Forum continued to meet quarterly to share information, research and expertise, and organise collective responses to government policy initiatives including the not for profit reforms. The WA Peaks Forum has progressed several strategic priorities this past year with the development of a paper: WA Peaks: Structures, Roles, Functions and Contributions and a communications strategy.

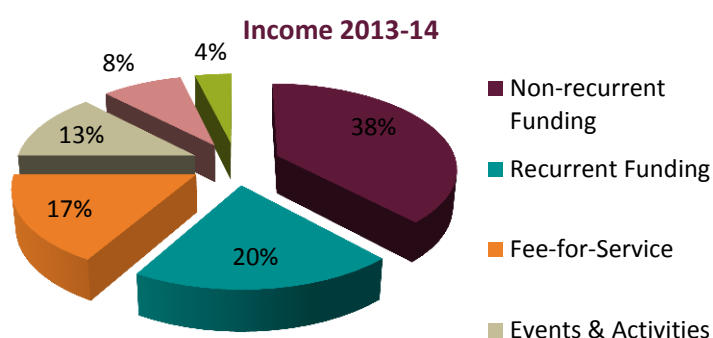


## Financial Summary 2013-14

The financial position of the Council remains stable with net assets of \$866,204, an increase of \$52,442 on the previous financial year. At balance date, 94% of total assets were held in cash or receivables.

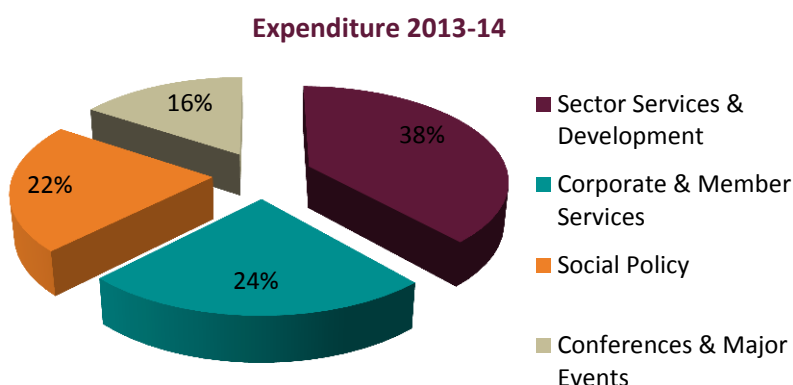
### Income

Total income for the financial year was \$3,484,764. Government funding (58%) remains the primary source of revenue for the Council. Other significant sources of revenue were Fee-for-Service (17%), Events and activities (13%) and Membership (8%).



### Expenditure

Total expenditure for the financial year was \$3,432,322 presented below in the four primary activity areas of the Council. It should be recognised that the nature of the Council's activities are such that individual projects and major events have the capacity to alter individual expenditure areas materially year-on-year.



# Social Policy

The role of the Social Policy Team is to undertake high quality research and analysis, produce submissions and reports, and engage with stakeholders (including our members, peak bodies, governments, the media and the wider community) to advocate on behalf of community services and service users in the interests of our community.

In 2013/14 the Social Policy Team was led by Director Chris Twomey, supported by a highly capable team of policy staff including Helen Creed, Sarah Mummé, Brent Savage (until November 2013) and Megan Worsdell (from March 2014), with Carla Lo Presti providing administrative support.

The 2013/14 State Budget saw the end of grant funding from the Public Utilities Office for the work in consumer research and representation in WA's electricity, gas and water markets we have undertaken since 2006 – making us the only state where consumers are not funded to participate in essential service market regulation. Funding from the Department of Premier and Cabinet to support our ongoing work in strategic sector policy and the implementation of the Economic Audit Committee reforms (including the Delivering Community Services in Partnership Policy and the Premier's Partnership Forum) also came to an end, but we have continued to play a key role in supporting the participation of the community sector in these important reforms. March 2014 saw us commence a strategic project in housing and homeless policy with the Department of Housing, which is making an important contribution to state housing policy development and our contribution to national program reforms.

## By The Numbers

**247,572** page views  
on the WACOSS website

## Major Areas of Work

### 2013/14 Pre-Budget Submission

The 2013/14 Pre-Budget Submission, titled *What Really Counts: Investing for All Western Australians*, was launched on 17<sup>th</sup> October 2013, and welcomed by Under-Treasurer Tim Marney as the Council's best submission yet. The Council's submission made strategic recommendations in five priority areas:

- 1) Housing and homelessness;
- 2) The cost of living;
- 3) People with complex needs;
- 4) Children, young people and families; and
- 5) Sustainable community services state-wide.

The submission highlighted the need for a greater focus on prevention and early intervention and support for better service integration as a means of delivering sustained and life-changing outcomes for service users and reducing the growing demand for crisis services. It also advocated the use of a pooled budgeting approach to drive collaboration across existing program and service silos as an effective means of putting into practice the Partnership Forum reforms.

This year we held consultation forums in Broome, Bunbury, Kalgoorlie, Mandurah, Geraldton, Armadale, Joondalup and Perth attracting over 120 participants, with 104 organisations contributing in one way or another. The submission was circulated to Ministers, Shadow Ministers and Directors General.

### Emerging Issues

The 2014 Community Sector Leaders Forum on Emerging Issues in April was well attended. The forum provides up-to-date analysis designed to inform the strategic and service planning needs of community service executives and Boards. This year included expert presentations from Ryan



Buckland (Senior Economist at the WA Chamber of Commerce and Industry), and Elena Douglas (Convener of the Centre for Social Impact at UWA) and a discussion panel including Tom Leeming (Department of the Premier and Cabinet), Taryn Harvey (Developmental Disability Council WA) and WACOSS President, Steve Joske.

Our analysis of emerging issues plays a key role in the development of our policy and advocacy agenda for the year. The focus on strategic issues affecting the operating environment of our members, changing community need and service planning priorities is greatly appreciated. Our Director of Social Policy then contributed to strategic planning held by Palmerston and Centrecare Boards and presented to the 2014 District Court Conference.

### State and Federal Budget Analysis

As a result of the State Election in March 2013, the 2013/14 budget was delayed until August 2013, meaning the Social Policy team held two budget analysis forums for the sector during this financial year. The high level of uncertainty and potential for significant impact of the 2014/15 Federal Budget on the State Budget, levels of community need and service funding in WA led us to hold a joint Federal and State Budget forum in May 2014.

Through our analysis, the Council has acknowledged the challenges of operating within tightening economic conditions at the State level, but expressed disappointment at the lack of strategic investment by the State Government in effective service delivery to boost better outcomes.

WACOSS CEO, Irina Cattalini also presented to the Committee for the Economic Development of Australia's (CEDA's) State Economic Forum in February 2014, adapting our emerging issues and budget analysis to a wider audience.

### Partnership Forum

WACOSS continues to be an active participant and supporter of the Partnership Forum and its associated activities and working groups. Details of our involvement include:

- Participation as a member
- Representation on the Contracting and Funding Working Group and Reducing the Administration Burden Working Group
- Participation in Secretariat Working Group
- Convening of community sector caucus
- Regular communication and updates to members.

The Council continues to promote, organise and facilitate participation in the forum's community events, and our ongoing consultation processes with community services have added value to the forum's deliberations.

WACOSS analysis and advocacy plays a critical role in informing the Forums' priority work areas, and we continue to contribute to its projects and provide informal support to the community sector co-chairs.

#### By The Numbers

**1,976** Twitter followers

### Vulnerable People

#### Children's Policy Advisory Council

The Children's Policy Advisory Council has continued to meet regularly and address a range of issues, including the early years and the need for a better integrated service system. Areas of focus include: supporting the work of the WA Commissioner for Children and Young People (CCYP); identifying opportunities arising from the merger of two state government agencies to form the Department of Local Government and



Communities and for engagement in the development of local government strategic community plans; and the implications of the proposed local council amalgamations.

### Self-Regulation Initiative

This initiative was one of the largest and most successful pieces of work by the Social Policy team in the last financial year. The Council was pleased to partner with five member organisations (Parkerville, Wanslea, Child Australia, Ngala and Communicare) to bring Dr Stuart Shanker and his colleague at the Canadian Self-Regulation Initiative, Mike McKay, to Perth in February. The initiative was designed to develop interest and engagement in self-regulation and builds on the work of the Commissioner for Children and Young People who brought Dr Shanker to Perth as her 2012 Thinker in Residence.

During the period Dr Shanker and Mr McKay were in Perth this year, nearly forty different activities were undertaken by Dr Shanker and Mr McKay (either together or separately). They included:

- A range of opportunities for professional development for practitioners.
- Two key public seminars, one for parents and one for professionals as well as forums for parents in north and south metro locations
- Woodside hosted a breakfast, attended by over 120 people, at which their CEO launched the Woodside Development Fund.
- Dr Shanker and Mr McKay were also made available for consultations with professionals and cross-sectoral stakeholders.
- A farewell function hosted by Minister Tony Simpson.

Our arrangements provide for follow-up videoconferences on a quarterly basis over the next year and the 12 practitioners who undertook the Practice Leader Master Classes have coalesced into a strong group to lead professional development into the future. The website [www.wacoss.org.au/shanker2014](http://www.wacoss.org.au/shanker2014) is regularly updated with additional resources and activities.

### By The Numbers

**1,727** people attended the Self-Regulation events with Stuart Shanker

### Infant Mental Health Project

In 2012, the Council received funding from the Mental Health Commission for a project about the integration of infant mental health services. After developing and publishing a conceptual foundation which pulled together work from across a range of disciplines in June 2013, the Council then worked with the City of Cockburn to apply these concepts.

The second report: *Integrating services to support the mental health of infants and young people: Applying the concepts* examined the factors supporting or hindering service integration. The key findings included that the importance of particular factors depends on the stage of the journey towards integration that organisations are at; how critical partnerships, working collaboratively and relationships are; and the need to put a value on service integration. Our report also makes some location-specific observations, such as the impact of proposed local government amalgamations on service delivery.

### Child and Parent Centres (CPC)

The Council has been actively involved with the implementation of the sixteen Child and Parent Centres (CPCs) through involvement with the procurement process, by sitting on the Implementation Committee established by the Department of Education, and by providing information to the community sector at several WACOSS forums.

The Council remains concerned that the CPC initiative is not just about having a facility on a school site — the Centres are intended to act as



the *key delivery mechanism* for the State Government's early years agenda. We continue to advocate for an overarching strategic framework for the initiative. In contrast, the state secondary service strategy has both a governance framework and a practice framework.

## Collective Impact and Service Integration

In the last twelve months, the Council has hosted a number of popular forums relating to collective impact and service integration (in addition to the CPC forums mentioned above).

In July 2013 Dr Paul Prichard from the Centre for Community Child Health spoke on the Platforms approach and its application to the Child and Parent Centres initiative. In June 2014, June McLoughlin, Director of Family and Children's Services at Doveton College in Victoria presented on the integrated child and family-centred community service model they developed through a collaborative effort between philanthropy, parents, early childhood, education, health and community service organisations, researchers and the general community.

## Woodside Development Fund

The Woodside Development Fund — a commitment of \$20 million over 10 years — was launched by Woodside as part of the program for the self-regulation initiative in February. Since that time, Woodside has invited the UWA Centre for Social Impact to assist with the design process for the Fund, and the Telethon Kids Institute has developed an issues paper on early childhood development issues.

## Early Years Network Project

Project Officer, Lianda Gibson, has undertaken a range of activities to advance this 6-month Lotterywest funded project, making contact with current and proposed early years groups across WA, and developing a survey which attracted over one hundred and seventy responses. Emerging

themes include - the presence of network coordinators, the sustainability of groups and their differing purposes. This project finishes in October 2014, and resources developed will drive future WACOSS advocacy and support for early years networks in WA.

## Child Protection

In June 2013, the Council and Yorganop supported SNAICC (the Secretariat of National Aboriginal and Islander Child Care) in hosting the *Family Matters - Kids safe in culture, not in care* forum in Perth. The *Family Matters* campaign has been established to address the over-representation of Aboriginal children and young people in care, and is being led and driven by a national coordinating group, including ACOSS.

One of the key issues emerging from the discussions was the need for an Aboriginal child protection agency or some form of peak body supporting existing services, matching the Council's call for increasing the number and capacity of Aboriginal community-based family support services in our 2014/15 Pre-Budget Submission.

## Training

The Social Policy team have been involved in developing and delivering two new courses - a one day course titled *Lobbying for Maximum Effect*; and a half-day course on *Making the Most of Meetings with Ministers*. They were developed in partnership with former Federal MP Sharryn Jackson and draw on the social policy team's experience of lobbying and advocacy. A further course *Writing Submissions for Parliamentary, Government and other Inquiries* will be delivered in late 2014.

## Housing

Since commencing in March 2014, Strategy Advisor Megan Worsdell has undertaken a range of activities to advance the objectives of the housing and homelessness project.



## COSS Housing Collaboration

Work continues with the Council of Social Service (COSS) network's research project on Federalism and housing. WACOSS is working in collaboration with the national housing peaks to develop a Discussion Paper on housing, homelessness and the Federation.

WACOSS was involved in the national housing peak roundtable (Monday, 23<sup>rd</sup> June) to plan the way ahead in light of the proposed Federal review. WACOSS then drafted the joint letter to Minister Andrews outlining the views of the housing and homelessness peak bodies and our recommendations for the scope, terms of reference, process and conduct of the review.

## Australians for Affordable Housing

WACOSS is providing social media assistance to ACOSS by operating the Twitter and Facebook accounts of Australians for Affordable Housing - a national coalition of housing, industry and community sector organisations established to highlight the problem of housing affordability in Australia. In the coming months, WACOSS will be working with ACOSS to determine how to revitalise the campaign more broadly.

## Industry and Community Sector Affordable Housing Round Table

The Council initiated a roundtable involving housing industry associations, community housing services and progressive developers to discuss the structural factors influencing the supply of affordable housing with Saul Eslake in May 2014. There was a real willingness from participants to explore common ground and work together to address housing affordability and the group determined to meet again to explore the common ground.

The group continues to meet and the Council is playing a supporting role in helping to develop discussion materials and manage the agenda. The key focus of the group is how to best meet the

unmet demand for affordable rental housing for households on lower incomes – tackling a key area of market failure. The challenge is the extent to which we can deliver affordable housing at a sufficient scale and price point to address the current affordability crisis, the extent to which this may require policy changes to the tax and transfers system, and the engagement of institutional finance.

## Essential Services

The Council's Essential Services team wound up in November 2013, after funding for the Consumer Essentials Program ceased in June 2013. This project ran continuously since 2005, and was the only consumer advocacy service relating to utilities in Western Australia. As a result of the funding cuts the Council had to reduce staff levels and withdraw from related committees leaving a significant gap in the participation of consumers in energy and water market regulation in WA - making us the only state in the nation without consumer representation.

This has left a significant gap in the provision of consumer interests in utility market regulation. At the same time, these markets continue to be extremely inefficient and consumers face rising prices. The WA electricity market is worth over \$4.4 billion, our water market over \$2.5 billion and our domestic gas market \$2.7 billion. The retail price of electricity is the highest in Australia, with consumers paying around 29% or \$1.2 billion more for our electricity than our eastern states counterparts. In the absence of full retail contestability and a competitive market, the cost of our energy and water is determined by regulatory processes where the Economic Regulation Authority assesses the capital and operating costs put forward by the utilities. We need a consumer voice to undertake independent analysis and subject these claims to some scrutiny. With a combined market value of over \$9.6 billion, even a small impact on price setting could result in savings of millions of dollars for consumers.



## Social Policy Consultations, Forums and Seminars

A range of social policy seminars, forums and consultations were hosted by the Social Policy team in 2013/14. These events are designed to both complement and extend the work done by the team in its annual events including State Budget Briefing for members, Community Sector Leaders Forum on Emerging Issues and the launch of the Council's Pre-Budget Submission.

<b>July 8<sup>th</sup></b>	Financial Management Service Roundtable
<b>July 25<sup>th</sup></b>	Community Health Care: A Discussion with national health reform advocate Rod Wilson
<b>August 13<sup>th</sup></b>	WA Peaks Forum
<b>August 19<sup>th</sup></b>	Infant Mental Health Project - Cockburn Consultation
<b>August 21<sup>st</sup></b>	Broome 2014/15 Pre-Budget Submission Consultation
<b>August 23<sup>rd</sup></b>	Bunbury 2014/15 Pre-Budget Submission Consultation
<b>August 26<sup>th</sup></b>	Kalgoorlie 2014/15 Pre Budget Submission Consultation
<b>August 27<sup>th</sup></b>	Collective Impact Forum (in partnership with Collective Impact Australia, Centre for Social Impact and Child Australia)
<b>August 28<sup>th</sup></b>	Mandurah 2014/15 Pre-Budget Submission Consultation
<b>September 2<sup>nd</sup></b>	Joondalup 2014/15 Pre-Budget Submission Consultation
<b>September 3<sup>rd</sup></b>	Perth 2014/15 Pre-Budget Submission Consultation
<b>September 6<sup>th</sup></b>	Geraldton 2014/15 Pre-Budget Submission Consultation
<b>September 9<sup>th</sup></b>	Armadale 2014/15 Pre-Budget Submission Consultation
<b>October 1<sup>st</sup></b>	FIFO & Long Distance Commuting: Making sure it works for workers, families and communities
<b>November 12<sup>th</sup></b>	WA Peaks Forum
<b>February 19<sup>th</sup></b>	WA Peaks Forum
<b>March 4<sup>th</sup></b>	Perth information session on the Royal Commission into Institutional Responses to Child Sexual Abuse (hosted in partnership with the Royal Commission)
<b>April 3<sup>rd</sup></b>	Housing Strategy meeting re: National Partnership Agreement on Homelessness (NPAH) Advocacy
<b>May 6<sup>th</sup></b>	Housing Policy Roundtable with Saul Eslake
<b>May 13<sup>th</sup></b>	WA Peaks Forum
<b>June 16<sup>th</sup></b>	Child and Parents Centres: An update for the Community Sector



# Social Policy Submissions and Publications

In 2013-14 the Council made submission to a range of inquiries and legislative reviews, including the Productivity Commission inquiry into Childcare and Early Childhood Learning; the Public Sector Commission's review of organisations under the Equal Opportunity Act 1984; the Horvath Review of Medicare Locals; and the Economic Regulatory Authority's Inquiry into Microeconomic Reform.

The Council's submission to the Western Australian Industrial Relations Commission's 2014 State Wage Case was (again) one of our major submissions for the year. In this submission the Council argued for an increase of \$35/week to the State Minimum wage on the grounds that the current minimum wage does not currently reflect a 'fair wage' in the context of living standards generally prevailing in the community. The WAIRC ultimately decided upon a 3.1% (\$20/week) increase in the state minimum wage, compared with the 3.0% (\$18.70/week) increase in the Federal minimum wage.

<b>August 2013</b>	<ol style="list-style-type: none"> <li>1. 2013-14 State Budget Briefing papers for WACOSS members</li> <li>2. Submission to the 2013 Review of the Gas Marketing Code of Conduct – Draft Review Report.</li> <li>3. Submission to the Royal Commission into Institutional Responses to Child Sexual Abuse (Working with Children Checks).</li> </ol>
<b>September 2013</b>	<ol style="list-style-type: none"> <li>4. 2013 Cost of Living Report.</li> <li>5. Response to the ERA's Inquiry into Microeconomic Reform in Western Australia: Issues Paper.</li> <li>6. Comment on the draft Financial Hardship Policy Guidelines for Water Services.</li> </ol>
<b>October 2013</b>	<ol style="list-style-type: none"> <li>7. 2013/14 Pre-Budget Submission – What Really Counts: Investing for All Western Australians.</li> <li>8. Submission on the Draft OMI Strategic Plan 2014-16.</li> <li>9. Comment on the proposed amendments to the Gas Marketing Code of Conduct.</li> </ol>
<b>December 2013</b>	<ol style="list-style-type: none"> <li>10. Response to the Department of Planning's Affordable Housing Survey</li> <li>11. Submission to the Horvath Review of Medicare Locals.</li> </ol>
<b>January 2014</b>	<ol style="list-style-type: none"> <li>12. Submission to the Productivity Commission Inquiry into Childcare and Early Childhood Learning.</li> </ol>
<b>March 2014</b>	<ol style="list-style-type: none"> <li>13. Submission to the Public Sector Commission Review of Organisations under the Equal Opportunity Act 1984.</li> </ol>
<b>May 2014</b>	<ol style="list-style-type: none"> <li>14. Submission to the Western Australian Industrial Relations Commission's 2014 State Wage Case.</li> <li>15. 2014-15 State Budget briefing papers for WACOSS Members</li> <li>16. Response to the Economic Regulatory Authority Inquiry into Microeconomic Reform (Draft Report).</li> <li>17. Submission to the Australian Human Rights Commission Inquiry into how children and young people under 18 years can be better protected from intentional self-harm and suicidal behaviour.</li> <li>18. Submission to the Ombudsman WA own motion investigation into family and domestic violence activities.</li> </ol>
<b>June 2014</b>	<ol style="list-style-type: none"> <li>19. Integrating Services to Support the Mental Health of Infants and Young Children: Applying the Concepts (Mental Health Commission-funded project, Report 2).</li> </ol>



## Social Policy Media Releases

<b>July 1<sup>st</sup></b>	WACOSS welcomes bi-monthly water bills
<b>July 26<sup>th</sup></b>	Affordable housing top priority for State Budget
<b>August 8<sup>th</sup></b>	Moderate State Budget misses housing priority
<b>August 19<sup>th</sup></b>	Community Services call for real Federal policy debate
<b>August 29<sup>th</sup></b>	Community Sector welcome pay equity case outcome
<b>September 5<sup>th</sup></b>	Cost of Living Report: Who's really living tough?
<b>October 17<sup>th</sup></b>	Time for State to focus on "What Really Counts"
<b>October 25<sup>th</sup></b>	WACOSS welcomes new board
<b>January 14<sup>th</sup></b>	Stuart Shanker Returns to WA
<b>February 3<sup>rd</sup></b>	Early childhood experts set to bring hope to WA families
<b>March 7<sup>th</sup></b>	Federal funding uncertainty jeopardises successful WA homeless (Joint release with CHCWA and Shelter WA)
<b>March 10<sup>th</sup></b>	Questions to Tony Abbott on homeless service funding
<b>May 5<sup>th</sup></b>	DropIN: WACOSS launches collaborative online platform.
<b>May 6<sup>th</sup></b>	Today's highlights - WACOSS 2014 Conference
<b>May 7<sup>th</sup></b>	Today's highlights - WACOSS 2014 Conference
<b>May 7<sup>th</sup></b>	Winners announced in Community Service Excellence Awards
<b>May 8<sup>th</sup></b>	State Budget neglects energy and housing stress
<b>June 24<sup>th</sup></b>	Cuts to aged pensioners should have been avoided

## Media Monitoring Statistics

The following statistics represent the extent of media coverage of the Council's work during the past financial year:

Radio:	108
Television:	39
Interstate Newspapers:	3
Statewide Newspapers:	31
Local Newspapers:	38
<b>Total:</b>	<b>219</b>



# Sector Services and Development

The Council has a key role supporting community service organisations (particularly small, regional and remote organisations), which includes understanding and responding to the changes that have the potential to impact their viability and capacity to deliver services in our community. The Council's Sector Services and Development team provide information, resources, advice and training and the necessary support to assist organisations in their day to day and long term management planning and development.

We know that community services have been operating for a number of years in a reform environment with significant changes to the funding, regulation, quality standards, service models and tax settings. Sitting alongside these reforms is the continued growth in service levels and complexity of their clients' needs. This complexity is a major driver of greater collaboration across organisations and sectors, and there is simultaneously strong support to undertake more integrated models of service delivery. There is significant interest from the philanthropic and corporate sectors which are increasingly looking for measurable social impact and longer term social investment strategies; however there are still many silos and policies which act as barriers to collaboration. The Council ran a number of sessions on Collective Impact this year that attracted strong interest as one possible collaborative framework to address these barriers and address difficult and complex social problems.

The Council itself is looking at how its targeted programs in the areas of emergency relief, health procurement reform and supporting farming communities continue to enable cross sector connections, and how we can support improved social outcomes through these programs. The following provides a brief snapshot of the work we have done in the last 12 months across these

targeted programs, our partnerships, and training and development.

## Sector Development Programs

### WA Health – Toward Better Health Outcomes Community Sector Collaboration Project

The Health Partnership Council for Community Services has met regularly over the last year and has created an effective mechanism for engagement with WA Health in relation to contracting for outcomes. The group has also provided a valuable opportunity for two-way engagement between WA Health and the organisations it partners with in delivering outcomes with regard to community health.

The key piece of work for this collaboration – the co-design and development of an Outcomes Based Contracting Guideline – is nearly finalised, having received significant input from both community service organisations and WA Health staff. A comprehensive engagement process was undertaken including one-to-one discussions, surveys and forums which facilitated this process. Feedback from these events demonstrates that they were very well received; and the valuable information collected has been incorporated into the current draft Guideline which is due for completion in October 2014.

The Guideline will specifically address engagement of consumers, carers and organisations in procurement and how to approach defining and measuring outcomes in contracting with WA Health. The final phase of the project will see a focus on developing and delivering training for both community service organisations and WA Health procurement staff.



## Farming and Beyond

The Farming and Beyond program has undergone some real shifts this year, further cementing the program into the regions and communities it is looking to serve. The first major change was changing the name from Beyond Farming to Farming and Beyond. Beyond Farming represented negative connotations for farmers who, while under financial pressure, were not yet ready to consider a life after farming and were therefore less likely to engage with the program. Since changing the title of the program to Farming and Beyond (FAB), farmers and their families are more open to engaging with the program.

The second major shift has been an emphasis on establishing working partnerships with a number of farming and rural support services that had positive public profiles and also shared synergies with Farming and Beyond. The Program Officer, Chris Evans and several mentors have worked tirelessly to develop collaborative relationships with organisations firmly entrenched in the same communities we are looking to engage with.

The focus on developing the various partnerships has resulted in good outcomes in terms of support delivery, through events and individual one to one mentoring support. In total, FAB mentors have had contact with 182 people at these events and have also undertaken one to one mentoring for 26 farmers and or members of their families.

The effort in coming months will be to recruit more mentors, in order to have a larger reach and presence in regional areas; and assist farming families in their various life transitions.

Overall, FAB has worked itself more fully into farming and rural support services networks and is regarded as an asset in the delivery of support to farming families and communities.

### By The Numbers

**372** delegates attended the  
2014 WACOSS Conference

## Emergency Relief

WACOSS continued to support the Emergency Relief sector throughout 2013/14, through the organisation of monthly emergency relief forums and the organising and chairing of bi-monthly State Emergency Relief Committee (SERC) meetings.

An ongoing emphasis on relationship building has also aided in the development of a good working relationship between WACOSS, the ER sector, government agencies, utilities and other community services. Synergy and Horizon Power continued to support the sector and this year agreed to increase funding for both utility Power Assist Schemes for the coming financial year, with Synergy doubling their funding to \$150,000 and Horizon Power providing an extra \$20,000, in addition to their annual 10% increase.

Working across a diverse sector that is geographically spread, challenges us to look at how we can better support and engage with services; including the trial of ER training webinars, and we have been utilising the DropIN platform as a strategy to exchange information and continue discussions.

This year has seen more involvement with the Red Cross Migration Support Program to address the immediate needs of migrants, refugees and asylum seekers being placed in the community. We have been working on comparing and contrasting ER services across state borders and hope this will lead to a better understanding of what is possible and what new initiatives can be considered; not only in Migration Support but right across the ER sector.

The Council held two roundtable meetings for services working in the area of financial hardship. These roundtables are designed to enable services to come together and discuss what is required for this unique and emerging sector. These roundtables will continue to provide significant



support to the sector, specifically around its collaboration in policy and advocacy.

## DropIN

DropIN ([www.dropin.org.au](http://www.dropin.org.au)) is the **new online platform** changing the way the community sector and its corporate and government partners work together. DropIN was developed to enable people to collaborate and reduce duplication and waste through providing a central meeting platform for networks.

DropIN is a space for any individual, group or network interested in social change to

- save meeting documents in a central bank accessible to only your group;
- work together on joint projects or documents;
- undertake sector wide consultations;
- join communities of interest and stay up to date with emerging issues or trends;
- ask questions and get support on anything related to work in creating social change.

DropIN is **different** to other collaborative online tools as it is developed and owned by the community sector. It provides a platform where people can work collaboratively online using the best document sharing, mind mapping and development tools available; and it can be built upon to suit particular or complex needs of different groups.

DropIN launched in May 2014 at the WACOSS Conference, and already has 523 users from across the community government, university, foundation and corporate sectors. There have also been 16 spaces created so far, many related to early childhood and the Peel region. There are clear benefits already for DropIN being able to 'network the networks' and provide a comprehensive view, as it grows, of the networks and groups creating positive social outcomes in the WA community.

## By The Numbers

**65** presenters at the  
2014 WACOSS Conference

## Consultancy Services

The Council provided support to the sector through the provision of professional development, training consultancy, legal and IR advice and online resources. Our staff, consultants and trainers' firsthand knowledge of strategic and policy issues means that our training and consultancy and services are geared to provide practical skills, knowledge and resources tailored to the needs of our members. In addition to providing professional development through a range of workshops, seminars, accredited training and tailored programs; organisations sought and were provided advice and assistance on strategic and business planning, marketing, governance, evaluation and policy and procedure development.

## Training Services

The Council has continued to provide a significant contribution to the development of the community services sector through its public and customised training products. This financial year, we delivered over 140 training events for approximately 2000 staff, volunteers and board members covering over 55 different training course products. Participants in our public training courses came from over 193 different organisations. Over 70% of these organisations were WACOSS members with 30% of all courses delivered provided in regional areas. Feedback continues to demonstrate that the quality of our training is rated very highly by those attending.

New courses this year included courses in the advocacy space (Meeting with Ministers and MP's and Lobbying for Maximum Effect); in collaboration (Collective Impact) and in measuring



outcomes. We also ran seminars on *Challenging Government Decision Making and Administrative Law*, and— *Spirituality, Ethics and Governance*, featuring Buddhist monk, Ajhan Brahm.

### **Diploma of Management**

The Community Sector Diploma of Management delivered in partnership with MODAL means that organisations can have the confidence that staff taking on management roles for the first time have access to quality training that is tailored to the community sector. We love to see how much participants gain from this course as they go through the 12 month program and develop confidence as managers.

*“There were so many benefits for me attending the WACOSS/Modal Diploma of Management; having a Mentor to meet with monthly, learning with your peers who intimately understand and share the challenges of managing a not for profit, and being rewarded with a qualification to certify your skills.”*  
— Previous Diploma student

### **By The Numbers**

**147** Training workshops delivered

## **Training Projects**

### **Regional Governance Training Project**

The Department of Finance funded WACOSS to deliver Governance training across the state. This included 15 courses, reaching 152 participants. Governance courses were delivered in Kununurra, Halls Creek, Broome, Northam, Geraldton, Meekatharra, Albany, Bunbury and Mandurah. Courses delivered included: *Foundation in Governance; Interpreting Financial Reports; Financial Oversight for Boards, Minute Taking and*

*role of Secretary.* The Council worked in partnership with the following local services which added to the success of this workshop series: Albany Community Legal Centre, Broome Circle House, Allambie Counselling Service, Meekatharra Community Resource Centre, Kununurra Community Resource Centre, Wheatbelt Community Legal Centre, Halls Creek Interagency, Jungarni Jutiya Indigenous Corporation, Geraldton Resource Centre, Bunbury Community Legal Centre.

### **Emergency Relief Training Project**

Emergency Relief training was delivered with funding from the Department of Family and Children’s Services Housing & Indigenous Affairs (FaCSHIA). In total eleven courses were delivered to 169 participants. The courses offered were: *Helping Clients with Budgeting; Managing Challenging Behaviours; Communicating and Connecting with Aboriginal Clients; Working with Clients from Culturally and Linguistically Diverse Backgrounds; Emergency Relief Essentials.*

## **Resources and Support**

The WACOSS MSO continues to serve as a useful resource for organisations. Our leasing arrangement with Bradford Nyland Group (BNG) means that WACOSS members have access to a great resource at significant savings. We thank the Department for Regional Development for again supporting the 105 Community Resource Centres with free subscriptions. We continually receive positive feedback on the value of having access to the many downloadable tools, templates, information’s sheets and skill building resources.

## **Confidential Advice and Support**

WACOSS is grateful to Employer Assist McIlroy IR Group and Slater and Gordon legal firm for providing WACOSS members with access to quick professional advice throughout the year.



# Calendar Workshops delivered this year

## Leadership and Personal Effectiveness

- Mindfulness Based Stress Reduction
- Responding not Reacting
- Leading Up - Developing a Productive Relationship with Your Manager
- Super Supervisor
- Leading Teams
- Presentation Skills
- Taking the Stress Out of Time Management

## Governance

- Governance
- Interpreting Financial Reports - Essential Board Induction 2
- Evaluating Board Performance
- Foundations in Governance - Essential Board Induction 1
- Mastering the Role of Chairing Meetings
- Reviewing Your Board's Performance
- Risk Management
- Succession Planning
- Secretaries
- Oversight of Finances
- Board Performance Review
- Interpreting Financial Reports
- Reviewing Your Constitution

*"Very knowledgeable and personable trainer – great stories. Content was well organised and made it easy to follow and understand." Participant - Foundations in Governance*

## Working with Clients

- Communicating & Connecting with Aboriginal Clients
- Workforce Development Planning
- Writing Case Notes
- Emergency Relief Essentials
- Advocacy for Frontline Workers
- Managing Challenging Behaviours

*"So great to have training related to the sector and at an advanced level. More advanced training please!"*



## Managing Services and Programs

- Managing Staff Performance
- Work Health and Safety for NFP
- Human Resource Management for NFP
- Transition to Consumer Directed Services Series (Culture, Systems and Finance)
- Writing Great Reports
- Managing Contracts and Contractors (NEW!)
- Email & Workflow Mastery for Outlook Users (NEW!)

## Advocacy for Social Change

- Meetings with Ministers – Making the most of them
- Advocacy for Frontline Workers
- Lobbying for Maximum Effect

*"I want to compliment WACOSS about how useful we found the course (Meeting with Ministers & MPs). I was very impressed with how you ran it and with the venue and the catering. I hope WACOSS continues to have more similar courses (systemic advocacy) as it was such a good experience that many more organisations could benefit from it."* Participant – Meeting with Ministers and MPs.

## Finance and Funding

- Effective Grant Writing
- Making Unit Costing Work for You
- Financial Management Fundamentals for Not-for-profit organisations
- Converting to Standard Charts of Accounts (SCOA)
- Preparing Financial Audits and Funding Acquittals

## Program and Service Management

- Event Management Made Easy
- Work Health and Safety for Not-for-Profits
- Planning and Achieving Your Organisation or Program's Objectives
- Using on-line (social media) in NFPs

*"Really useful training and exceptional value (cost wise). Would highly recommend it to anyone doing projects as it really cemented my understanding of project management and gave me loads of new tools."* Participant – Principles in Project Management

## Measurement and Evaluation

- Types of measurement methodologies
- Evaluation in Practice
- Designing Surveys
- Introduction to Outcomes Management
- Nuts and Bolts of Measuring Outcomes



## WACOSS Brokered Training Solutions for the year

Access Housing	Geraldton Regional Community Education Centre
ACTIV	Gingin Community Resource Centre
Aged & Community Services WA	Goldfields Rehabilitation Services
Albany Chamber of Commerce	Hepatitis WA
Albany Senior Citizens Centre	Hyden Community Resource Centre
Anglicare YES! Housing	Injury Control Council of Western Australia
Australian Christians	Ishar Multicultural Women's Health Centre
Autism Association	JSW Training and Community Services
Botanic Gardens and Parks Authority	Life Without Barriers
Bremer Bay Community Resource Centre	Melville Volunteer Centre
Broome CIRCLE	Merredin Community Resource Centre
Bunbury Pathways	Metropolitan Migrant Resource Centre
Busselton Childcare Centre	Moodjarl Aboriginal Corporation
City of Armadale	Murray House Resource Centre
City of Cockburn	Northern Agricultural Catchment Council
City of Gosnells	Orana House
City of Nedlands	Padbury Education Childcare Centre
City of South Perth	Palmerston Association Inc
City of Stirling Women's Centre	Pat Thomas House
City of Subiaco	People Learn Productions Inc
City of Swan	Protective Behaviours WA Inc
Community Housing Coalition WA	Red Cross - Broome
Community West	Red Cross Training Room
Cub House	Regional Development Australia
Department of Agriculture and Food	Rockingham YAC
Department of Education, Employment and Workplace Relations	Shelter WA
Department of Social Services	South East Regional Centre for Urban Landcare
Diabetes WA	South Metropolitan Personnel Inc
Disability Services Commission	South West Emergency Care for Children
Dowerin Community Resource Centre	St John Ambulance
Dumbleyung Landcare	St John of God Bunbury
Dutch Aged Care	St Vincent de Paul Society
Edge Employment Solutions	Uniting Church
Emergency Services Association	Waroona Community Resource Centre
Esperance Volunteer Resource Centre	Western Australian Association for Mental Health
Family and Domestic Violence	Womens Health and Family Services
Family Day Care	Women's Law Centre
Fresh Start Recovery Program	YMCA
	Zonta House Women's Refuge



# Thank you to all our Partners, Supporters and Consultants

The Council would like to thank all its partners, supporters, funders, consultants and trainers who over the course of the financial year have contributed tremendously to the Council's efforts and achievements. The ongoing efforts by these organisations and people to the community sector, help drive our vision for an inclusive, just and equitable society.

## Sponsors, Supporters and Funders

Alinta Energy	HESTA
Australian Red Cross	Horizon Power
Beyond Bank	Lotterywest
Centrecare	Mental Health Commission
Child Australia	Mercycare
Commissioner for Children and Young People	MODAL
Communicare	McIlroy IR Group
Community West	Ngala
Department of Agriculture, Fisheries and Forestry	Office of Energy (Public Utilities Office)
Department for Child Protection and Family Support	Parkerville
Department for Local Government and Communities	Playgroup WA
Department of the Premier and Cabinet	Richmond Fellowship WA
Department of Finance	Rod Lillis (Crunch Accounting)
Department of Health	Salvation Army
Department of Regional Development	Slater and Gordon
Department of Social Services	St Vincent de Paul Society
Department of Housing, WA	Synergy
Department of Treasury and Finance	Wanslea
Department of Education	Water Corporation
Disability Services Commission	Western Australian Association for Mental Health
Economic Regulation Authority	YACWA
Employment Law Centre of WA	YMCA Perth
Foundation Housing	

## WACOSS Consultants, Trainers and Presenters

Astrid Chapman	Brenda Robbins	Christina Lange
Craig McAllister	David Nissen	Debbie Wardle
Dee Roche	David Lunn	Grace Minton
Jane Scott	Jo Buontempo	Joel Levin
Kathryn Choules	Katrina Bercov	Ken Haywood
Jenny Lynch	Lee Collis	Leigh Sinclair
Martin Gregory	Paul Flatau	Rod Lillis
Ron Jones	Ros Bowyer	Shelley Kissing Doyle
Shirley van Schagen	Tim North	Jeff Simper
Maria Saraceni	Sharryn Jackson	Joanna Harper
Todd Hutchinson	Wajma Padshah	



# WACOSS Stakeholder Engagement & Representation

## Committees, Working Parties, Steering Groups and Boards (WACOSS participation)

Department of Child Protection and Family Support - Community Sector Roundtable

Community Employers WA Board

City West Lotteries House Board

Chamber of Commerce and Industry Social Policy Committee

WACOSS Children's Policy Advisory Council

Seniors Alliance

Australian Council on Smoking and Health

Community Services, Health & Education Industry Training Advisory Body

WA Peaks Forum

Partnership Forum Working Group

Partnership Forum including Secretariat and Working Groups

Community Sector Services

Department for Child Protection Review of CSS Act Working Group

Council of Social Service Directors Network group

Gas Marketing Code Consultative Committee

Public Sector Commission – Equal Opportunity Commission Review Reference Group

Housing Affordability Roundtable (HART)

Synergy Customer Advocacy Committee

Hardship Utilities Grants Scheme Steering Committee

Economic Regulation Authority Consumer Consultative Committee

Electricity Consumer Code Consultative Committee

Housing and Homelessness Alliance

State Emergency Relief Committee

Council on the Aged (COTA) Policy Committee

Strong Families Monitoring Group

Child and Parent Centre Steering Committee

Regional Child Care Development Fund Advisory Group

Curtin University Medical School Advisory Groups

Maureen Bickley Centre Advisory Group

Commissioner for Children and Young People – Wellbeing Monitoring Framework Reference Group



# WACOSS Members 2013-14

## Social Service Organisation

55 Central Inc	Ability Focus Wheatbelt
Aboriginal Alcohol & Drug Service Inc	Aboriginal Legal Service of WA
Access Housing Australia Limited	Access to Leisure & Sport
AccordWest	Adoption Research & Counselling Service (Inc)
Adventist Residential Care - Nollamara	Advocacy South West Inc
Advocare Inc	Aged and Community Services WA
Airport City Community Services	Albany Youth Support Association
Alliance Housing WA	Angelhands Inc
Anglicare WA	Armadale Community Family Centre
Armadale Home Help Service for the Aged and Disabled Inc.	Association for Services to Torture and Trauma Survivors
Australian Association of Social Workers WA Branch	Australian Red Cross
Balga Detached Youth Work Project Inc	Baptistcare Incorporated
Beehive Industries of WA Inc	Blind Citizens WA Inc
Boyup Brook Community Resource Centre	Bremer Bay Community Resource Centre Inc
Bridgetown Community Resource Centre Inc	Broome C.I.R.C.L.E. Inc
Brunswick Junction Community Resource Centre	Busselton Family Centre Inc.
Busselton Women's Refuge	Calvary Youth Services Mandurah Inc
Cancer Council Western Australia	Canteen WA
Carnarvon Family Support Service Inc.	Catholic Outreach
Centacare Family Services Geraldton	Central Agcare Inc
Centre for Advocacy Support & Educ. for Refugees	Centrecare Inc
Child Australia	Childcare Association of WA Inc
Chrysalis Support Services Inc	Citizens Advice Bureau of WA Inc
CLAN WA Inc	Coalition for Asylum Seekers, Refugees and Detainees
Communicare Inc	Community Employers WA
Community First International Ltd	Community Housing Coalition of WA
Community Legal Centres Association (WA) Inc.	Community Vision Inc
CommunityWest Inc	ConnectGroups - Support Groups Association WA
Co-operation Housing	Cystic Fibrosis Western Australia Inc
Developmental Disability Council of WA (Inc)	Diversity South Inc
Donnybrook Community Resource Centre Inc	Eastern Region Domestic Violence Services Network
Echo Community Services	Edmund Rice Centre Mirrabooka
Employment Law Centre of WA Inc.	EON Foundation Inc
Esperance Crisis Accommodation Service	Extra Edge Community Services
Fairbridge Western Australia Inc	Family Day Care WA Inc
Federation of Housing Collectives	Financial Counsellors Association WA Inc
FinUCAre	Foothills Information & Referral Service Inc
Foundation Housing Ltd	Fremantle Multicultural Centre Inc
Fremantle Women's Health Centre Inc	Freshstart Recovery Programme
From the Heart WA Inc	Future Living Trust Inc
Genetic and Rare Disease Network	Geraldton Regional Community Education Centre



Geraldton Resource Centre Inc  
 Goldfields Women Health Care Centre  
 Goodstart Early Learning  
 GROW WA  
 Haemophilia Foundation WA Inc.  
 Headwest (Brain Injury Association of WA Inc)  
 Health Consumers' Council WA Inc  
 Holyoake Australian Institute  
 Hope Community Services Inc  
 Identity WA  
 Injury Control Council of WA  
 Jewish Care WA Inc  
 Justice, Ecology and Development Office, Catholic  
 Archdiocese  
 Kidsafe WA Inc  
 Kira Incorporated  
 Kwinana Early Years Services Inc  
 Langford Aboriginal Association  
 Learning and Attentional Disorders Society of WA Inc.  
 Lifeline WA  
 Living Proud Inc  
 Lot 208 Youth Inc  
 Meerilinga Young Children's Foundation Inc  
 Men's Advisory Network (M.A.N.) Inc  
 Mental Health Carers Arafmi (WA) Inc  
 Metropolitan Migrant Resource Centre Inc  
 Midland Womens Health Care Place Inc  
 Midwest Men's Health Inc  
 Milligan Community Learning and Resource Centre  
 MOSAIC Community Care Inc  
 Nardine Wimmin's Refuge Inc  
 Ngala Community Services  
 Nintirri Centre Inc.  
 One World Centre  
 Outcare Inc.  
 Parkerville Children and Youth Care  
 Patricia Giles Centre Inc  
 Peel Volunteer Resource Centre  
 Pemberton Community Resource Centre Inc  
 Perth Asian Community Centre  
 Perth Home Care Services  
 Pilbara Association of Non-Government Organisations  
 Playgroup WA (Inc)  
 Relationships Australia Western Australia Inc  
 Rise Network Inc  
 Ruah Community Services  
 Sandalwood Family Centre  
 Second Harvest (Australia) Incorporated  
 Shelter WA  
 South Coast NRM Inc  
 South Lake Ottey Family & Neighbourhood Centre Inc  
 Glyde-In Community Learning Centre Inc.  
 Good Samaritan Industries  
 Gosnells Community Legal Centre Inc  
 Habitat For Humanity (WA) Inc  
 Harvey Community Resource Centre Inc  
 Health Agencies of the Yilgarn Inc.  
 HepatitisWA Inc.  
 Home Based Learning Network  
 IBN Corporation Pty Ltd  
 In Town Centre Inc  
 Italo-Australian Welfare and Cultural Centre Inc  
 Jigsaw Search & Contact Inc  
 Katanning Regional Emergency Accommodation  
 Centre Inc  
 Kinship Connections WA (Inc)  
 Knights of the Southern Cross  
 LAMP Inc  
 Leading Age Services Australia (Western Australia) Inc  
 Life Without Barriers  
 Linkwest Inc  
 Local Drug Action Groups Inc  
 Margaret River Community Resource Centre Inc.  
 Melville Cares Inc  
 Men's Outreach Service Inc  
 MercyCare Ltd  
 Midland Information Debt and Legal Advocacy Service  
 Midwest Sports Federation  
 Mission Australia  
 Nannup Community Resource Centre  
 New Life Welfare (WA) Inc  
 Ngarliyarndu Bindirri Aboriginal Corporation  
 Northcliffe Family & Community Centre  
 Orana House Inc  
 Parents Without Partners WA (Inc)  
 Pat Thomas House Inc  
 Peel Community Development Group  
 Peel Youth Services Inc.  
 People with Disabilities WA Inc  
 Perth Central & East Metro Medicare Local  
 Perth Inner City Youth Service  
 Pingelly Community Resource Centre  
 Ready to Work Inc  
 Richmond Fellowship of WA Inc  
 Rostrata Family Centre (Inc)  
 Samaritans Crisis Line  
 Save the Children WA  
 Serpentine-Jarrahdale Community Resource Centre  
 SolarisCare Foundation  
 South Coastal Womens Health Services  
 South West Aboriginal Medical Service  
 South West Counselling Inc



South West Emergency Care for Children Inc.  
 Southcare Inc.  
 Southern Districts Support Association  
 St Bartholomew's House Inc  
 St Patrick's Community Support Centre  
 Sussex Street Community Law Service Inc  
 TAPSS Community Care Inc  
 The Churches Commission on Education Inc.  
 The Dyslexia-SPELD Foundation WA (Inc)  
 The Family Planning Association of WA Inc  
 The Shopfront  
 Therapy Focus Inc  
 Uniting Church Community Service and Outreach Network  
 Valued Independent People Inc  
 Valued Independent People Inc  
 WA Network of Alcohol and Other Drug Agencies  
 Walpole Community Resource Centre  
 Waratah Support Centre SW Inc  
 Welfare Rights & Advocacy Service  
 West Stirling Neighbourhood House  
 Western Australian AIDS Council  
 Western Australian Retirement Villages Residents Assoc Inc  
 WESTN Inc  
 Wickepin Community Resource Centre Inc  
 Women's Health Resource Centre Inc.  
 Yaandina Family Centre Inc  
 Yorganop Association Incorporated  
 Youth Futures WA Inc

South West Refuge Inc  
 Southern Communities Advocacy Legal & Educ Service  
 Spirit of the Streets Choir  
 St John of God Outreach Services  
 St. Vincent de Paul Society WA Inc  
 Swan Emergency Accommodation  
 The Bump WA  
 The Claddagh Association of Western Australia  
 The Family Inclusion Network of Western Australia Inc  
 The Salvation Army WA Social Program  
 The Spiers Centre Inc.  
 Tom Price Youth Support Association Inc.  
 UnitingCare West  
 Volunteer South West Inc  
 Volunteer Task Force Inc  
 WA No Interest Loans Network Inc  
 Wanslea Family Services  
 Waroona Community Resource Centre Inc.  
 Wellstead Community Resource Centre Inc  
 WestAus Crisis & Welfare Services  
 Western Australian Association for Mental Health  
 Western Urban Associates (WA) Inc  
 Wheatbelt Agcare Community Support Services Inc  
 Women's Council for Domestic & Family Violence Services (WA)  
 Wongan Community Care Inc  
 YMCA Perth Inc.  
 Youth Affairs Council of Western Australia  
 Zonta House Refuge Association Inc

## Social Service Individual

Amal Ildayhid  
 Ann White  
 Barbara McGillivray  
 Chrystie Flint  
 Graham Cox  
 Joe Calleja  
 Kate Keisler  
 Lesley Jackes  
 Lyneve Cannon  
 Maria Harries  
 Norma Josephs  
 Rae Walter  
 Rowena Mackiewicz  
 Vicki Hamersley

Ann Deanus  
 Anne Jennings  
 Bev Sinclair  
 Darren Munday  
 James Paxman  
 Karyn Lisignoli  
 Katherine L Haag  
 Liz Guidera  
 Mandy Stringer  
 Noel Harding  
 Priscilla Mercer  
 Roger Cooper  
 Sonia Hall  
 Winnie Dyson



## Associate - Organisation

Beyond Bank Australia  
City of Cockburn - Human Services  
City of Swan Lifespan Services Community  
Development Team  
Sentio Recruitment

City of Bayswater  
City of Nedlands- Community Development Dept  
IKON Institute of Australia

## Associate - Individual

Alanna Clohesy  
Anne Courtney  
Chris Tallentire  
Clive Brown  
Julian Keys  
Ken Travers  
Linda Savage  
Lynn MacLaren  
Rachel Siewert  
Shane Guthrie  
Sue Ellery  
Susan Campbell

Amber-Jade Sanderson  
Cameron Poustie  
Christie Mildenhall  
Graeme Carty  
Karen Quigley  
Kenny Annand  
Lisa Baker  
Nandita R Naroth  
Sean Simpson  
Silvia Rosenstreich  
Sue Lines  
Tammy Carleo

## Honorary Life Members

Anne Sinclair  
Moiria Rayner

B Harper-Nelson  
Terri Coughlin







**wacoss**

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