

Annual Report 2014/15



wacoss
WA COUNCIL of
SOCIAL SERVICE
*Ways to make
a difference*

LEAVING NO-ONE BEHIND

ABOUT THE WA COUNCIL OF SOCIAL SERVICE

THE WESTERN AUSTRALIAN COUNCIL OF SOCIAL SERVICE IS THE LEADING PEAK ORGANISATION FOR THE COMMUNITY SERVICES SECTOR, REPRESENTING APPROXIMATELY THREE HUNDRED MEMBER ORGANISATIONS AND AFFILIATES, AND THE MANY ORGANISATIONS ACROSS THE STATE INVOLVED IN THE PROVISION OF SERVICES TO THE COMMUNITY.

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.

We speak with, and for, the 515,000 West 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.

The Council also works to strengthen the capacity of individuals, communities and organisations in the not-for-profit community services sector by providing training, consultancy and sector development activities.



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.

CONTENTS

2	PRESIDENT'S REPORT
4	CEO'S REPORT
6	WACOSS BOARD
7	WACOSS STAFF
8	2014/15 HIGHLIGHTS
10	CORPORATE SERVICES
12	FINANCIAL SUMMARY 2014/15
13	SOCIAL POLICY
17	SECTOR SERVICES AND DEVELOPMENT
22	RECONCILIATION WA
23	STAKEHOLDER ENGAGEMENT AND REPRESENTATION
24	PARTNERS AND SUPPORTERS
25	WACOSS MEMBERS 2014/15

PRESIDENT'S REPORT



As the end of the resources boom starts to bite into the fabric of WA civil society, I am pleased to offer some reflections on the WACOSS achievements this year. This year is the final year of the Strategic Plan which has focused our work into four main outcome areas.



The first goal was to advocate for social change that promotes the wellbeing of all Western Australians, particularly disadvantaged and vulnerable people. This has primarily been promoted through our research and policy publications such as the Cost of Living Report, our Pre-Budget Submission, and our many responses to Government and independent inquiries and reviews, much of which has influenced decision makers and public perceptions. Our representation of the sector to Government through the Partnership Forum and other cross-sectoral consultations and advocacy has also been important.

The second goal has been to strengthen the capacity of a diverse and sustainable community services sector which has seen WACOSS conduct seminars, events, training courses and provide consultancy services. We are especially proud of our new early childhood initiatives such as the Connecting Communities for Kids in Cockburn & Kwinana, and the new Early Years Networks Program. Much focus has been placed on supporting the Emergency Relief and Financial Counselling sectors this year as both have faced significant challenges.

The third goal has been to support and promote a diverse membership of WACOSS which has seen member discounts and member access to services, pro-bono legal advice, and industrial relations support, as well as further development of the DropIN platform. We are particularly gratified to see members continuing to renew and grow, recognising the value they place on being members of the Council.

WE ARE ESPECIALLY
PROUD OF OUR NEW EARLY
CHILDHOOD INITIATIVES
SUCH AS THE CONNECTING
COMMUNITIES FOR KIDS IN
COCKBURN & KWINANA





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Our fourth goal has been to enhance WACOSS as a sustainable workplace and organisation. The Board is grateful for the leadership shown by Irina, CEO in leading and managing her small, highly talented team. We are consistently impressed with the outputs produced by Irina and her colleagues, whose work has significantly increased the Council's exposure, reputation and profile as WA's leading peak body representing our members. It is challenging times for WACOSS and our members, and I do not underestimate the seemingly constant struggle to match expectations of service to our diminishing revenue base. This issue, together with the four goals above, will be front-of-mind as we refresh the Strategic Plan, celebrate our 60th Anniversary, and once again press on with the challenge of ensuring we 'leave no one in WA behind'.

May I express my deep appreciation to the members of the WACOSS Board who continue to lead their own organisations as well as volunteer their time and intellect to the pursuit of the WACOSS agenda. I also appreciated the continuing membership of all the organisations who represent WACOSS, as without you we could not survive, let alone thrive.



Steve Joske CSC

CEO'S REPORT



Presenting the Council's Annual Report is a great time to reflect on the "ways to make a difference" we've been focused on, the outcomes we have achieved and the journey we are still on.

The motto and logo of the Council reflect the diversity of WA and the community services sector, and the importance of the many pathways towards our shared vision of a "socially just, inclusive and fair society."

The diversity of community service organisations and the role they play in providing care and support to people across our State is at the heart of our civil society.

The Council is committed to preserving the diversity of the sector, and to building on its strengths in responding to the needs of our community.

This past year we have journeyed on many paths. Some of them we have travelled before, others are charting new territory. Exciting and innovative developments are happening through our Early Years initiatives, as we find new ways to partner with families, communities and the services that support them and explore how we can add value to existing networks of early childhood professionals. We've had excellent engagement at our big yearly events, including the New Year Sector Breakfast, Emerging Issues forum and our State and Federal budget analysis... and we saw our number one priority from our Pre-Budget Submission through the \$650m Social Housing Investment Program.

We have travelled together with our members, some that have been with us since the beginning, while new members have joined us such as the Regional Development Australia Pilbara, Tenancy WA, Central Desert Native Title Services Ltd, Marnja Jarndu Women's Refuge Inc, Coeliac WA and the Peel Community Options Inc representing an excellent cross-section of the community.



WE SAW OUR NUMBER
ONE PRIORITY FROM OUR
PRE-BUDGET SUBMISSION
THROUGH THE \$650M
SOCIAL HOUSING
INVESTMENT PROGRAM



We can't do it alone, and nor can the sector, our relationships are critical to our success and we wish to thank everyone who has partnered with us and contributed to our work over the year, supporting us in so many ways. The partnership with Woodside, Lotterywest, the Department of Local Government and Communities and the Cities of Cockburn and Kwinana has been critical to our early childhood success, and our collaborations with Directors General and community sector leaders through the Partnership Forum have been critical in delivering an exciting new regional reform agenda.

The community needs us as much as ever. The resilience and wellbeing of our community are challenged on a daily basis by real and complex difficulties – from ill-health, substance addictions and violence, to homelessness or unemployment – people continue to struggle with poverty and social exclusion.

While we work tirelessly to design, fund and implement a responsive service system that puts people at the front and centre, we sometimes fall short of our vision of an inclusive, just and equitable society, but we never give up pushing ahead.

This year, as the United Nations adopts new global goals to end poverty and inequality, we are reminded of the importance of defining and measuring our shared goals. We are asked to question whether our sector is ambitious enough – whether we are aiming high enough to overcome poverty and inequality, or settling for the demands of an ever growing service system.

It is a question worth taking with us into our new strategic planning cycle, and I encourage you to share your ideas with the Council about our strategic goals for the years ahead.

I'd like to thank and congratulate all the staff and Board of the Council on what they have achieved this year. The team has worked professionally, creatively and with dedication to our shared outcomes. I am always proud to present the work of the Council but remind you that it really is a team effort delivered by a remarkably talented and hardworking group of staff. I hope you enjoy reading all about our highlights from the year, and look forward to sharing the next one with you.



Irina Cattalini

WE CAN'T DO IT ALONE,
AND NOR CAN THE SECTOR,
OUR RELATIONSHIPS
ARE CRITICAL TO OUR
SUCCESS AND WE WISH
TO THANK EVERYONE



WACOSS BOARD

BOARD MEMBERSHIP FOR 2014-15

President

Steve Joske csc

Vice-President

Mark Fitzpatrick

Kathleen Gregory

Daniel Morrison

Cheryl Cassidy-Vernon

Veronica Rodenburg

Justine Colyer

Debra Zanella

Ashley Reid

Renay Grech

Amanda Hunt (commenced 17/10/14)

BOARD COMMITTEES

Finance Committee

Debra Zanella, Chair

Ashley Reid, Board Member

Amanda Hunt, Board Member

Allison Leonard, Co-opted

Siew-Yin Cheah, Co-opted

Governance Committee

Mark Fitzpatrick, Chair

Renay Grech, Board Member

Cheryl Cassidy-Vernon, Board Member

Justine Colyer, Board Member

Strategic Reference Group

Steve Joske csc

Executive Director, Australian Red Cross (WA)

Debra Zanella

CEO, Hope Community Services

Neil Hamilton

CEO, Accordwest

Sue Ash AO

CEO, UnitingCare West

Ross Kyrwood

CEO, YMCA

Ashley Reid

CEO, Ngala

Irina Cattalini

CEO, WACOSS

Ian Carter AM

CEO Anglicare WA

Chris Hall

CEO, MercyCare

Angie Paskevicius

CEO, Holyoake

Kathleen Gregory

CEO, Foundation Housing

Cheryl Cassidy-Vernon

Director, Youth Legal Services

Dr Maria Harries AM

Senior Honorary Research Fellow,

University of Western Australia



WACOSS STAFF



THE STAFF AT WACOSS IS AN UNIQUE GROUP OF PROFESSIONALS WHO THROUGH THEIR PERFORMANCES AND PASSIONATE ATTITUDES ACHIEVE REMARKABLE RESULTS FOR THE COMMUNITY SECTOR.

During the course of the financial year the Council has had to replace some very highly regarded senior staff, with Lyn Levy and Helen Creed leaving. Lyn after almost ten years of service has taken twelve months off from her role of Director, Sector Services and Development to pursue an exciting adventure for a Not-For-Profit organisation in Cambodia, while Helen left to take up the important role of Executive Officer, Community Legal Centres Association (WA). We also saw a number of excellent project staff move onto other challenges in the sector when various projects came to a successful conclusion.

We thank the current staff as well as those that have moved on for the tremendous efforts and the positive impact on the sector this financial year.

Chief Executive Officer Irina Cattalini

Executive Support Officer Beth Jones

Social Policy

Director, Social Policy Chris Twomey

Manager, Policy & Programs Sue Nye

Policy Manager Helen Creed (until 08/01/15)

Learning & Development Officer Dianne Casotti

Policy Officers

Sarah Mummé

Megan Worsdell (until 20/03/15)

Lianda Gibson (until 28/04/15)

Program Support Officer Julie Woods

Sector Services & Development

Director, Sector Services & Development

Lyn Levy (until 01/02/15)

John Gregg (until 13/05/15)

Program Manager Kylie Hansen (until 02/04/15)

Managing Consultant Megan Worsdell

Training Co-Ordinator Michelle Burgermeister
(until 06/03/15)

Event Co-Ordinator Maree Jones

Program Officers

Bernie Fisher

Candelle Nestor

Sinead Doherty (until 30/10/14)

Chris Evans (until 01/03/15)

Pip Brennan (until 22/01/15)

Dawn McAleenan (until 11/05/15)

Program Support Officer Bree Van Haeften

Corporate Services

Director, Corporate Services Steve Crotty

Finance Officer Sharon Chibanda

Marketing & Communications Officer Carly Guise

Administrative Officers

Holly Martin

Tammy Bone (until 01/02/15)

Reconciliation WA

Executive Officer James Back

Program Support Officers

Kimberley Benjamin

Vicky Burrows

2014/15 HIGHLIGHTS

THE PAST YEAR HAS SEEN THE COUNCIL ACHIEVE A NUMBER OF NOTEWORTHY MILESTONES AND HIGHLIGHTS. THE FOLLOWING THREE EVENTS NOT ONLY CATER FOR OUR MEMBERS BUT ALSO ADD VALUE TO THE WIDER COMMUNITY SECTOR.

New Year Sector Breakfast

The annual WACOSS Community Sector Breakfast was again held successfully at Mt Eliza House in Kings Park, with approximately 150 people in attendance, including members and guests from government, the community sector and corporate in attendance.

We were honoured to have Noel Nannup perform our Welcome to Country, followed by Minister Tony Simpson thanking everyone for their contribution to the community. President, Steve Joske and CEO, Irina Cattalini reflected on significant achievements in 2014 while looking ahead to the strategic priorities for 2015.

This year's breakfast also saw Peter Sirr recognised for his long term contribution to the sector, being awarded WACOSS Life Membership.



WACOSS 2015 ER Conference

WACOSS convened the sixth biennial Emergency Relief Conference, *IntERgrated sERVICES – The Path Ahead*. The two days focused on integrated service models, the challenges of getting it right and the opportunities when we do. Over 80 delegates attended, including volunteers and paid staff from ER related services, and representatives from Local, State and Federal Governments.

The keynote address was given by David Adams, from the University of Tasmania, on combining social, environmental and economic policies around food security. On the second day Ajahn Brahm, from the Buddhist Society of WA spoke on achieving personal resilience through the experience of crisis. Other presentations included Kate Wheller from Community Information & Support in Victoria and Dr Karin MacArthur from the South West Metropolitan Partnership Forum.

WACOSS wishes to thank all of our sponsors and supporters, especially Lotterywest, Synergy, Foodbank, Water Corporation, Horizon Power and the Department for Child Protection and Family Support.





OUR ANALYSIS THIS
YEAR HAD A STRONGER
FOCUS ON COLLABORATIVE,
PLACE-BASED AND
REGIONAL REFORMS

Emerging Issues

The *Emerging Issues Forum for Community Sector Leaders* held at Bankwest Theatre on 1st April 2015 was attended by 150 key stakeholders. Our analysis of the sector's economic, social and political environment included presentations by Prof. Alan Duncan (Director, Bankwest Curtin Economics Centre), Andrew O'Connor (senior political analyst, ABC WA), Lin Hattfield-Dodds (National Director, Uniting Care Australia) and our own Director of Policy, Chris Twomey. Our analysis this year had a stronger focus on collaborative, place-based and regional reforms, future directions in service co-design, procurement models to support collaborative service delivery, and principles for partnering with Aboriginal community-controlled organisations.

This work led to follow-up briefings with senior Department of Premier and Cabinet and Department of Local Government and Communities staff, workshops with Boards, and forums with community legal centres, corporate philanthropists, energy and water regulators and the Peaks Forum. The collaboration with the Bankwest Curtin Economics Centre continued with the advisory committee for the *"Beyond Our Means"* report on wealth inequality in Australia, and the international work led to a senior delegation to New Zealand to investigate their 'social investment' reforms.



CORPORATE SERVICES

THE FINANCIAL YEAR WAS ANOTHER BUSY YEAR IN SUPPORT OF THE POLICY AND CAPACITY BUILDING EFFORTS OF THE COUNCIL WITH THE HIGHLIGHTS BEING THE NEW YEAR SECTOR BREAKFAST, BIENNIAL MEMBERSHIP SURVEY, ANNUAL GENERAL MEETING AND ANOTHER SUCCESSFUL AUDIT REPORT.

Membership

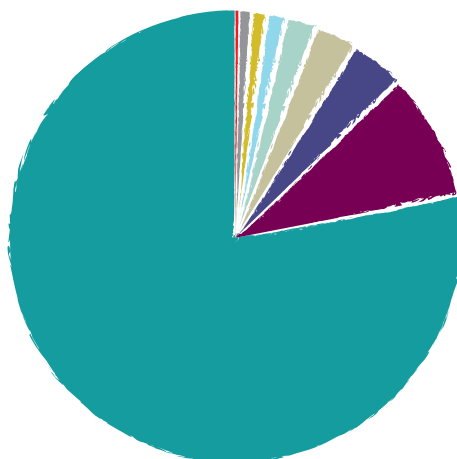
In this very challenging financial environment it's encouraging to see the membership remaining strong. Overall numbers increased from 287 for 2013-14 to 300 as at 30 June 2015 representing a 4.5% net increase over the previous year. The biggest net increase by category, was in the Social Service Organisations which increased from 226 to 239.

A summary of the various categories is as follows:

- Social Service Organisations – 239
- Social Service Individuals – 29
- Associate Organisations – 7
- Associate Individuals – 25

Total Members = 300

While it's expected the majority of members are located in the Perth metropolitan area, the following chart shows the various WACOSS members by region with the South West region the next largest in representation:



Membership Survey

In May 2015 the council circulated its biennial members' survey, and while the response rate was relatively low at 14% of members, we received some excellent feedback. The three primary goals of the survey were (a) feedback on the Council's performance over the past twelve months; (b) to identify current and emerging issues facing our members; and (c) identify how best to communicate with our members.

The most represented organisations were Family, Children and Youth (36%) followed by Peak Bodies; Generalist Welfare; and Community Services & Development organisations with 7% of respondents. Some of the more important results from the survey were:

- WACOSS membership considered valuable – 98%
- Satisfaction with the Pre Budget Submission document – 92%
- WACOSS policy development – 90%
- WACOSS relationship with the State Government – 85%
- Fortnightly newsletter as best form of communication – 76%

Members by Region

Perth Metro = 234

South West = 27

Peel = 12

Mid West = 9

Pilbara = 7

Goldfields and Esperance = 4

Great Southern = 3

Kimberley = 3

Gasgoyne = 1

TOTAL = 300



THE COUNCIL IS ALWAYS
LOOKING FOR DIFFERENT
OPPORTUNITIES TO DEVELOP
STAFF OVER THE COURSE
OF THE YEAR




WACOSS Staff Professional Development

The professional development of WACOSS staff is always considered a valuable investment in the individuals as well as the future of the Council. The Council is always looking for different opportunities to develop staff over the course of the year and in 2014-15, staff enjoyed three interesting opportunities to improve their knowledge and understanding of themselves. In September 2014, a professional facilitator took staff through the Majors PTI system that helps your understanding of how you direct your energy and shows staff how their personality contributes to their style of learning, work/activity and leadership. A very interesting exercise in personality profiling.

In December, and as part of our Christmas festivities we engaged the very learned services of Noel Nannup to improve our knowledge of Indigenous history of the Swan River. Staff enjoyed a tremendous afternoon with this wonderful storyteller.

The last activity was held in May 2015 with a facilitator taking staff through an afternoon session that identified everyone's strengths, and how they can be used in the work environment for the advantage of improved productivity and working relationships. These strengths have been shared amongst all staff and helps individuals to approach each other in a more positive manner when problem solving and working together.



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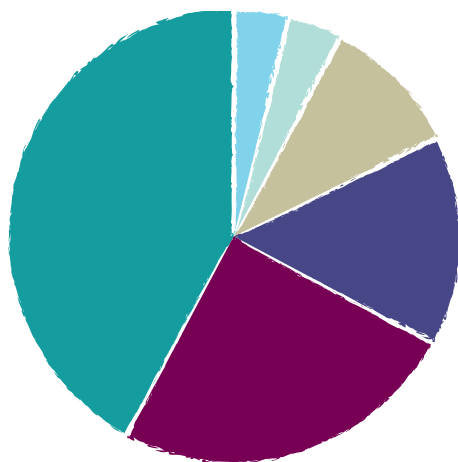


FINANCIAL SUMMARY 2014/15

THE FINANCIAL POSITION OF THE COUNCIL REMAINS STABLE WITH NET ASSETS OF \$894,731, AN INCREASE OF \$28,527 ON THE PREVIOUS FINANCIAL YEAR. AT 30 JUNE, 93% OF TOTAL ASSETS WERE HELD IN CASH OR RECEIVABLES.

Income

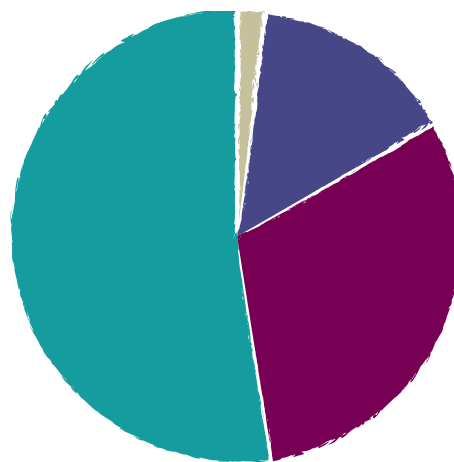
Total income for the financial year was \$2,944,090. Government funding (67%) remains the primary source of revenue for the Association. Other significant sources of revenue were Fee-for-Service (15%) and Membership (10%).



Income 2014/15
42% Non-recurrent Funding
25% Recurrent Funding
15% Fee-for-Service
10% Membership
4% Events & Activities
4% Other

Expenditure

Total expenditure for the financial year was \$2,915,563 presented below in the four primary activity areas of the Association. It should be recognised that the nature of the Association's activities are such that individual projects and major events have the capacity to alter individual expenditure areas materially year-on-year.



Expenditure 2014/15
53% Sector Services & Development
31% Social Policy
15% Corporate & Member Services
1% Other Events

SOCIAL POLICY

THE SOCIAL POLICY TEAM UNDERTAKES RESEARCH AND ANALYSIS, PRODUCES SUBMISSIONS AND REPORTS, AND ENGAGES WITH STAKEHOLDERS (INCLUDING MEMBERS, PEAKS, GOVERNMENT AGENCIES, MEMBERS OF PARLIAMENT, THE MEDIA AND THE COMMUNITY) TO ADVOCATE FOR VULNERABLE PEOPLE AND THE SERVICES THAT SUPPORT THEM.

The social policy team continued to deliver high quality submissions and undertake influential advocacy throughout 2014-15. Our role becomes more critical during tightening economic times, as services face increasing demand and the threat of reduced funding, and we are pleased we made a real difference in some key areas. In response to a reduction in the size of our team we have focused our activities on core deliverables and strategic priorities, reducing our participation in some non-core forums and the number of policy seminars we host on wider issues. We continue to prioritise our engagement with the Partnership Forum and associated reforms to strengthen our collaboration with the WA Government to deliver better designed and integrated service systems. Our challenge remains securing funding opportunities for policy development and strategic advocacy that can contribute a positive impact for the community.


WACOSS worked in partnership with a broad range of stakeholders during the year to develop a range of innovative initiatives supporting vulnerable children and their families. Our work in the early years aims to improve outcomes from existing investment in early childhood services through better service integration, particularly in areas of persistent disadvantage with high levels of service investment but comparatively poor outcomes.

Connecting Communities for Kids

This year saw substantial planning and community engagement to develop a place-based collective impact initiative in Kwinana and Cockburn to improve AEDC levels for children from pre-birth to eight.

The work developed through the collective efforts of the Early Years Partnership Forum Working Group and the Connecting Community for Kids Joint Leadership Team. Community engagement involved over 900 locals between February and June 2015, informing the development of a governance model to underpin a 'backbone' organisation that will coordinate existing services to deliver better outcomes for local children. We are pleased that ownership and leadership now sits with community stakeholders.

WACOSS has learnt a great deal from this work, reinforcing our commitment to the principles of partnership, collaboration and co-design. The project will not add additional services into Cockburn and Kwinana but reduces service duplication and siloed approaches through a collective impact model enabling the voices of local families to be heard. This project provides an important model for the proposed regional services reforms.



A RANGE OF INNOVATIVE
INITIATIVES SUPPORTING
VULNERABLE CHILDREN
AND THEIR FAMILIES

SOCIAL POLICY

Connecting Early Years Network Program

Early Years Networks play a fundamental role in supporting young children and their families to live good lives. In November 2014 extensive consultations with the networks identified that many struggle to be sustainable.

The Connecting Early Years Program is a two year pilot established through funding from Woodside and Lotterywest to improve outcomes for children and families through collaboration, and to ensure early years policy and planning are informed by the collective wisdom of the networks. Network support staff are co-located at the DLGC Parenting Centre in Mount Lawley. Our new online portal enables networks across the state

to connect with each other, access professional development, share innovative practices, resources and toolkits at eyn.dropin.org.au

Partnership Forum

WACOSS plays an important role in assisting the community services sector to engage with the Partnership forum. Our strategic priorities are: effective cross-agency program and service co-design; understanding outcome-based procurement, developing outcome frameworks and improving service evaluation; and the roll-out of regional service planning reforms to support joint commissioning of place-based services. We continue to be an active participant in the forum, participating in all of its working groups and working with the secretariat to develop its agenda, implement its work program and support sector engagement. WACOSS regularly convenes a caucus of community sector members and our Strategic Reference Group advises us on related issues.

2014-15 Pre Budget Submission

Our Pre-Budget Submission for the 2015-16 State Budget entitled *"The Difference We Can Make: Building a better future for all West Australians"* was presented to Minister Morton at our AGM on 17th October 2014. The submission was based on consultations with over 133 key stakeholders including service providers, local governments, regional and industry bodies, government agencies and consumer advocates. The submission and a letter highlighting the relevant recommendations were sent to Ministers, Shadow Ministers and Directors General followed by briefings. Briefings were also provided to senior policy staff in both DPC and DLGC.

This year's submission included a strategic analysis of opportunities to progress state reforms, the need for more effective service coordination with the Commonwealth, and increased local and regional impact through collective service design. A number of our priorities have since been enacted, including social housing investment, regional service planning and youth service reform.

State & Federal Budget Analysis

Our Budget Briefing on 15 May 2015 highlighted the impacts of both budgets on vulnerable people – particularly cuts to critical services and the disproportionate burden of fees and charges on low income households. WACOSS was pleased to see a commitment of \$560m for social housing investment in the WA Budget, as this has been our number one priority for several years.

Our analysis highlighted the need for principled and strategic engagement between the public and community sectors when resources are tight and difficult decisions need to be made, which we continue to pursue through the Partnership Forum. We subsequently provided separate budget briefings to senior DPC and DLGC staff, and undertook advocacy concerning cuts to state-funded financial counselling services. The program was shifted to DLGC and received an increased (but still insufficient) level of funding. We continue to work with the sector on the co-design of a new metropolitan service model, while advocating for more resources.

Commonwealth/State Relations

Recent Commonwealth service tenders run by the Department of Social Security and Department of Prime Minister and Cabinet (the Indigenous Advancement Strategy) led to significant service disruption, a reduction in funding levels, changes to contracted organisations, and no information to enable service continuity. The sustainability of many regional services has been challenged and significant concerns have emerged about service gaps and reduced service levels.


WACOSS consulted members, made submissions and presented evidence to two Senate inquiries. We continue to work with ACOSS to advocate for reform to Commonwealth Grant Guidelines to: deliver greater transparency and certainty; to provide a minimum 6 months' notice on contract renegotiation or retendering; better sharing of service data and analysis and clearer processes for service evaluation; and better coordination with state-funded services.

WACOSS worked with the Department of Premier and Cabinet on the impact on state services of a further Commonwealth retreat from service responsibility arising from the White Paper into Federation. This led to a Partnership Forum scenario planning exercise and a joint submission and presentation to the Federation Taskforce, backed by case studies of collaborative service delivery and a proposal to trial a three-way partnership approach between Federal, State and community sectors in WA.

National Housing Advocacy Project

The objective of the project was to catalyse unified and potent national policy advocacy on social and affordable housing. It addressed the impact on the WA housing system of the Federation reform process, the future of funding for the National Affordable Housing Agreement, and possible changes to Commonwealth Rent Assistance. It also sought to rectify concerns with the continuity of National Partnership Agreement on Homelessness and other specific purpose funding for homeless services in WA.

Funding for this 12 month project came to an end in March 2015. The project was finalised, a report submitted to the Department of Housing, and WACOSS passed on our work to Shelter WA and the relevant national peaks. The project made a significant contribution to securing ongoing funding for WA homeless services, helped write a national policy platform on housing and homelessness, contributed to Partnership Forum scenario planning, engaged the Federation taskforce, and supported an industry Affordable Housing Roundtable.



THE SUSTAINABILITY OF
MANY REGIONAL SERVICES
HAS BEEN CHALLENGED
AND SIGNIFICANT CONCERNS
HAVE EMERGED ABOUT
SERVICE GAPS AND REDUCED
SERVICE LEVELS

SOCIAL POLICY

Local Government

During this reporting period WACOSS has increased engagement with local government to improve participation of community services in local community planning and strengthen relationships with local governments to support local service delivery. WACOSS is an active participant in the Community Development Roundtable (along with WALGA, LGMA and DLGC). In 2015 WACOSS worked with DLGC to develop a strategic planning workshop for the roundtable, leading to a clearer shared understanding of its purpose and the development of a clear work plan.

WACOSS also continued to collaborate with WALGA and LGMA to identify topics and speakers for cross-sectorial events, including sessions at the ER conference, WALGA conference and ideas for the next community development conference.

WACOSS contributed to the development of resources for local government managers and elected members on working with community services. The 2016 WACOSS conference will take this further with sessions on best practice in place-based service delivery and social planning. Local government representatives are increasingly engaged in our community forums and consultations, and we directly supported 14 local governments during the reporting period.



WACOSS HAS INCREASED
ENGAGEMENT WITH
LOCAL GOVERNMENT TO
IMPROVE PARTICIPATION
OF COMMUNITY SERVICES
IN LOCAL COMMUNITY
PLANNING

SECTOR SERVICES AND DEVELOPMENT

A STRONG AND SUSTAINABLE SOCIAL AND COMMUNITY SERVICES SECTOR IS A KEY GOAL FOR WACOSS.

Building the Capacity of Community Services

We provide a range of organisational development services that enhance the effectiveness and viability of community service organisations. Our ability to translate our policy and advocacy work into practical support for the community sector is critical to the delivery of effective services to the Western Australian community. Our sector support and development services include access to professional legal and industry advice; opportunities for the exchange of information and ideas; facilitating networks, resources and information supporting best practice in governance and management; and the provision of training and development that build the skills, knowledge and attributes of our sector. Throughout the year we seek to understand the emerging support and advocacy needs of the sector to better direct our efforts, through consultation and sector engagement, research and analysis as discussed in the sections below.

OUR ABILITY TO TRANSLATE OUR POLICY AND ADVOCACY WORK INTO PRACTICAL SUPPORT FOR THE COMMUNITY SECTOR IS CRITICAL TO THE DELIVERY OF EFFECTIVE SERVICES



Learning for Purpose

WACOSS entered into a partnership with the Centre for Social Impact (CSI) at the University of Western Australia to evaluate all WACOSS training courses. Learning for Purpose is a ground breaking, national research program investigating the social return on education and training in the Australian not-for-profit sector that aims to systematically understand, evaluate and improve the means through which individuals and organisations gain and sustain key competencies for realising social change.

Through this research, CSI is seeking to inform theory, practice and policy to maximise not-for-profit organisations' capability and effectiveness so they achieve their social and community objectives. This research will also investigate the return from investment in workforce education and training.

This evaluation approach will:

- Inform WACOSS so its training and development activities meet sector needs
- Ensure that WACOSS' professional development favourably impacts our sector
- Provide timely evidence to support policy development aimed at continuing education in our sector
- Support innovative comparative research that demonstrates the effectiveness of the NFP workforce accessing ongoing professional development.

SECTOR SERVICES AND DEVELOPMENT

Costing, Pricing and Outcomes

This year WACOSS was excited to receive funding from the WA Department of Finance to build the capacity of our sector by delivering on 3 distinct strategies: up-skilling the sector on effective outcome tools; providing training to contract managers to improve their understanding of the community service sector; and developing innovative costing and pricing tools.

As a result, we delivered training to 98 community services workers, developed a practical guide to integrated strategic planning and outcome measurements for the sector, and a comprehensive list of resources, which is available online.

WACOSS provided training and support to over 56 contract managers to improve their understanding of our sector. Over 90% of participants thought their knowledge of the sector had improved and are enthusiastic and supportive of the sector's work. This should result in a more collaborative approach between our sectors to design and deliver better outcomes for our communities.

The costing and pricing component focused on the development of software to respond to issues and gaps identified in costing, pricing and financial management. We thank the over 30 community services organisations that dedicated time and resources to develop what is an extremely effective costing and pricing software tool. After testing this year the tool will be rolled out free to the sector early in 2016.

WA Health – Towards Better Health Outcomes

The Towards Better Health Outcomes project concluded in August 2015. The establishment of the Health Partnership Council and the completion of the Guide to Partnering in Procurement after an extensive co-design process were key achievements of this project.

It became clear during this research that the relationship between contract manager and funded organisation is critical. WA Health and contract managers need to be able to conduct discussions about how to measure the difficult outcomes, and a collaborative culture needs to develop to support the sharing of information on outcomes and reduce the administrative burden on both sectors.

A key finding is the need for WA Health to continue to encourage cross-sectoral opportunities to network and build relationships. The project also found that the implementation of the Partnering in Procurement guide is critical – it is important that this is kept front of mind for all Contract Managers and procurement professionals at WA Health, and WACOSS is committed to continuing to raise its profile among community service organisations.

WACOSS appreciated the opportunity to partner with WA Health on this project and it is clear the Community Services Procurement Division are passionate about making a difference.



WACOSS PROVIDED
TRAINING AND SUPPORT
TO OVER 56 CONTRACT
MANAGERS TO IMPROVE
THEIR UNDERSTANDING
OF OUR SECTOR



WITH OVER 60 NETWORKS
AND 1700 USERS WE ARE
STARTING TO SEE THE
TRUE POWER OF THIS
REVOLUTIONARY NEW TOOL



Farming and Beyond

The Beyond Farming program was initiated under the pilot of drought reform measures in Western Australia in place from 1st July 2010 to 30th June 2012, conducted by the Australian Government in partnership with the Western Australian Government. The program then continued into 2013 and 2014 with funding from the WA Department of Agriculture and Food.

The start of 2014 saw the Beyond Farming program enter a new phase and change its name to Farming and Beyond. We continued to undertake the core element of the program, delivering one-to-one mentoring support to farmers and their families confronted by major changes in their lives up until February 2015. The mentors, with their farming backgrounds and experience are the heart of the program as they understand the uncertainties confronting farming families facing change, and are able to quickly develop a strong sense of rapport and trust.

Unfortunately WACOSS was unable to secure funding to continue this program beyond February 2015. The program will have long lasting effects on Wheatbelt communities due to the skilled, trained volunteer mentors now imbedded in these communities together with the farming families they supported through challenging times.

DropIN

In its second year of operation, the sector's very own online collaboration platform has taken collaboration to new heights. With over 60 networks and 1700 users we are starting to see the true power of this revolutionary new tool.

"We are only just beginning to realise how far this resource can be utilised" – Glenice Batchelor, Regional Development Australia – Wheatbelt.

Our focus over the past year has been to improve the functionality and accessibility of the platform based on feedback from users on performance and relevance to the sector. With the demand for DropIN increasing everyday, this has meant that the DropIN team has been working hard to automate processes, streamline training and support and to build the capacity of the sector by developing comprehensive training materials.

Another initiative has been the launch of our DropIN Champions training, a three part training series aimed at network coordinators and managers of cross-agency projects who wish to use DropIN as a strategic communication and management tool. WACOSS continues the DropIN 101 training webinars and face to face training seminars.

WACOSS is committed to building a sustainable financial model for DropIN to ensure this tool remains a free resource. Collaboration is fundamental for the sector's future as we seek to improve services to communities in times of diminishing resources and increased demand.

SECTOR SERVICES AND DEVELOPMENT

Emergency Relief

WACOSS continued to support the Emergency Relief sector in 2014/2015 through some difficult times with funding from Lotterywest. In early 2015 the Commonwealth announced that emergency relief funding was to be redistributed across WA, resulting in two-thirds of the federally funded agencies having their funding cut. WACOSS organised meetings of all metropolitan agencies to clarify the state of affairs and to coordinate ER services. The State ER Committee has nearly doubled its membership as organisations endeavour to work together.

The sector was served an additional blow in early June 2015 when financial counselling services in the metropolitan area were advised by the State government that their funding would cease as of the end of September. WACOSS helped coordinate the sector's response, engaged with DCPFS and the Minister, undertook political advocacy, and kept the sector informed of developments. This resulted in a partial increase in funding and the transfer of the program to DLGC.

In October 2014, WACOSS facilitated a visit to Perth by Joel Berg, a leading USA activist and researcher on domestic hunger and poverty in conjunction with Curtin University and Foodbank WA. As a result of this visit funding was received from Healthways to map the charitable food sector in WA involving WACOSS, the School of Public Health at Curtin University, Foodbank and The Salvation Army.

WACOSS thanks Lotterywest for their ongoing support of the sector and the ER network, and Synergy and Horizon Power for its continued support of the Power Assist Scheme.

Resources & Support

WACOSS supports the community services sector by providing free information, resources and advice. We continue to host the Management Support Online portal, offering WACOSS members a 15% discount off the normal rate for this comprehensive, integrated and innovative service. MSO is a one stop shop that works like a virtual help desk for managers, management committee and board members, staff teams and volunteers. It includes downloadable tools, a comprehensive set of policies and procedures, templates, resources, skill building and good practice guides covering management, governance, operations and administration. Currently, 129 WACOSS members are subscribed to this valuable resource.

Our team supports the sector with information and advice, responding to numerous calls requesting assistance and advice on topics ranging from HR, industrial relations, legal advice relating to governance and running a not-for-profit organisation; as well as members of the community seeking information and referral.

IN ORDER TO SUPPORT
THE MOST VULNERABLE
MEMBERS OF OUR
COMMUNITY WE NEED
TO WORK SMARTER,
NOT HARDER



Diploma of Leadership & Management

WACOSS is proud of our 12 year partnership with MODAL in the Community Sector Management Course: Diploma of Leadership and Management. This partnership program has helped improve the leadership capability within our sector and continues to be one of the most sought after training programs in the WACOSS calendar. Over 200 sector workers have successfully completed the training - a testament to the knowledge and skills of the MODAL trainers. This course results in tangible improvements for the individuals who undertake it; their organisations and clients.

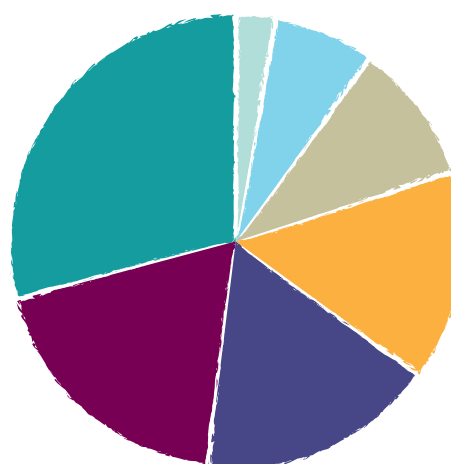
Training & Consultancy

Employees of the not-for-profit sector are under pressure to meet ever-increasing obligations and challenges. In order to support the most vulnerable members of our community we need to work smarter, not harder.

As the findings of the Learning for Purpose collaboration indicate, well-targeted training is critical to provide better leadership, make more efficient use of limited funds, ensure viable services deliver effective outcomes, and improve the well-being of both sector staff and their clients.

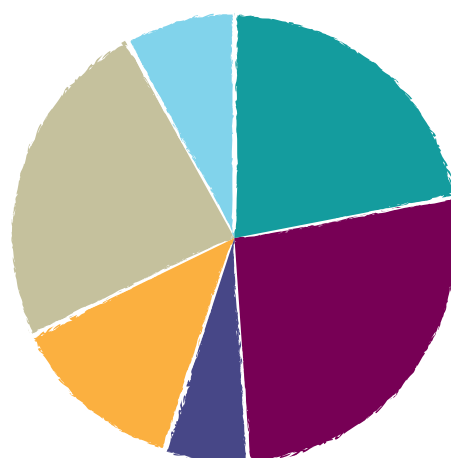
WACOSS continues to provide scheduled and customised training events. Our training supported over 850 sector workers in the past year. The demand for WACOSS customised training, tailored to meet the specific needs of organisations, has continued to grow. WACOSS wishes to thank all our trainers and consultants for their expertise and highly valued training they bring to the sector.

The following tables highlight our training areas in greatest demand, with Management and Leadership the clear front runner.



Number of Training Events by Category

29% Management & Leadership
19% Personal Effectiveness
17% Services Design
15% Frontline Roles
10% Governance & Boards
7% Finance & Funding
3% Advocacy & Social Change



Number of Customised Training Events by Category

27% Personal Effectiveness
24% Governance & Boards
22% Management & Leadership
13% Frontline Roles
8% Finance & Funding
6% Services Design
0% Advocacy & Social Change

RECONCILIATION WA

WACOSS IS PROUD TO SUPPORT RECONCILIATION WA, WHICH WAS INITIALLY ESTABLISHED WITH OUR SUPPORT BUT IS NOW WELL ON ITS WAY TO INDEPENDENCE. ITS WORK SHINES A LIGHT ON THE STRENGTH, RESILIENCE AND THE IMPORTANT CONTRIBUTION THAT FIRST AUSTRALIANS HAVE AND CONTINUE TO MAKE TO WESTERN AUSTRALIA.

Governance, strategy and sustainability have been the key objectives for the interim Reconciliation WA (RWA) Board and Executive Officer over the past six months. As a result we are currently seeking Foundation Sponsors, as well as individuals and organisations to become members of RWA.

RWA has had contact with over 300 organisations and delivered events to over 7,500 people this year including:

- Launching the 'Run for Reconciliation' team in the 2014 City to Surf with Indigenous Consultancy Group and ICEA, including the first Welcome to Country at this event
- Supporting the Water Dreaming sculpture at Cottesloe's Sculpture by the Sea in January 2015 – the event was a beautiful mixture of both Warlpiri and Whadjuk Noongar culture
- Working with Curtin University to deliver the annual Rob Riley Memorial lecture in May 2015.
- Holding a significant Sorry Day commemoration on May 26th at Wellington Square, East Perth with the Bringing Them Home Committee and the Sorry Day planning committee
- Supporting the Indigenous Veterans Commemoration Service held during National Reconciliation Week (NRW) 2015 with many significant community members attending to remember the significant and largely unrecognised contribution our First Australian service members have made for our Country

- Finishing off National Reconciliation Week on Mabo Day, June 3rd, with a celebration of Aboriginal and Torres Strait Islander people and culture at Fremantle Town Hall in partnership with Cities of Fremantle, Cockburn and Melville
- Continuing to support regular Yokai Aboriginal Employment meetings that explore the challenges, successes and barriers that exist for Aboriginal employment and retention with organisations and employers.

We have also begun to work with ten community, Aboriginal-controlled and mainstream organisations that are committed to addressing the over-representation of Aboriginal people in the justice system through building Social Investment. Safe communities, healthy families and smart justice are messages you will be hearing more on from this group.

RWA is committed to helping your organisation achieve meaningful change to help close the gap and achieve equitable outcomes for our First Australians, and empower all Western Australians to be part of the reconciliation journey.



STAKEHOLDER ENGAGEMENT AND REPRESENTATION

THROUGHOUT THE YEAR WACOSS STAFF CONTRIBUTED TO THE GROWTH OF THE SECTOR THROUGH THEIR INVOLVEMENT AND REPRESENTATION ON THE FOLLOWING COMMITTEES, BOARDS AND FORUMS.

Anti-Poverty Week State Committee
ACOSS National Emergency Management Project (NEMP)
ACOSS Disaster Resilience Project
Affordable Housing Round Table
Alcohol Advertising Review Board
Australian Council of Smoking Health (ACOSH) Council
CCI Social Policy Committee
Centre for Social Impact (CSI) Advisory Board
Centrelink Community Consultative Meeting
CEOs for Gender Equality
Child Safety Directors' Group
Child and Parent Centre Steering Committee (CPCSC)
Child Support Stakeholder Engagement Group Meeting
Children's Policy Advisory Committee (Children's PAC)
City West Lotteries House Board
Community Housing Steering Group
Community Employers WA (CEWA) Board
Community Services, Health & Education Training Council (Community Industry Training Council)
Community Development Roundtable (DLGC)
Community Sector Roundtable for Child Protection (DCPFS)
COSS Communications Network
COSS Directors
COSS Policy Network
COSS Income Support Network
COSS Social Security Network
COSS Transport Network
COTA (WA) Council on the Aged Policy Committee
Early Years Leadership Group
Early Years Network Reference Group
Economic Regulation Authority Consumer Consultative Committee (ERACCC)
Electricity Consumer Code Consultative Committee
Education & Training Reference Group
Emergency Relief Forum

Enabling Social Innovation for Local Climate Adaptability
Energy and Water Ombudsman Board
ERA-WACOSS Liaison Meetings
Fairbridge Centre for Social Innovation
Hardship Utility Grants (HUGS) Steering Committee
Health Partnership Council for Community Services
Healthy Community Network
DHS Homeless Reference Group (HRG)
Housing Affordability Roundtable (HART)
Justice Reinvestment
Maureen Bickley Centre on Women and Leadership Advisory Group
National Consumer Roundtable on Energy
Online cross cultural training for the not for profit sector Project Reference Group
Partnership Forum
Partnership Forum Funding and Contracting Working Group
Partnership Forum Funding and Contracting Sub Committee on Standardised Reporting
Partnership Forum Secretariat
Partnership Forum Working Group – Case Studies
Partnership Forum Working Group – Early Years
Partnership Forum Working Group – Housing & Homelessness
Partnership Forum Working Group – Youth at risk
Partnership Forum NFP Caucus
Peaks Forum
Reconciliation Western Australia Board
Regional Child Care Development Fund Reference Group
Shelter WA Advisory Committee on Homelessness
Seniors Alliance
State Emergency Relief Committee (SERC)
Women's Report Card Reference Group (DLGC)

THANKS TO OUR MEMBERS, PARTNERS AND SUPPORTERS

THE COUNCIL THANKS ITS PARTNERS, SUPPORTERS AND FUNDERS FOR THEIR CONTRIBUTIONS OVER THE PAST FINANCIAL YEAR. EVERYONE'S CONTRIBUTIONS HAVE HAD A POSITIVE IMPACT OVER THE COURSE OF THE YEAR, AND WE THANK YOU FOR YOUR ONGOING SUPPORT OF THE COMMUNITY SECTOR.

THIS ONGOING COMMITMENT HELPS WACOSS DRIVE OUR VISION FOR AN INCLUSIVE, JUST AND EQUITABLE SOCIETY.

Aboriginal Health Council WA
Anglicare Australia
Australian Red Cross
City of Cockburn
City of Kwinana
Commissioner for Children
and Young People WA
Communicare
Department of Local Government
and Communities
Department of Agriculture and Food
Department for Child Protection
and Family Support
Department of Finance
Department of Health
Department of Housing
Department of Premier and Cabinet

Department of Social Services
Food Bank
Geraldton Regional Education Centre
Horizon Power
Jackson McDonald
Lotterywest
Mental Health Commission
MODAL
Rod Lillis (Crunch Accounting)
Slater and Gordon
St Vincent de Paul Society
Synergy
University of Western Australia
Water Corporation
Woodside Development Fund
Youth Affairs Council of Western Australia



WACOSS MEMBERS 2014/15

THE COUNCIL IS TRULY AN ASSOCIATION OF SECTOR ORGANISATIONS THAT WE ARE PROUD TO CALL OUR MEMBERS.

Social Service Organisation

55 Central Inc	Carnarvon Family Support Service Inc	Escare Inc
Ability Focus Wheatbelt	Catholic Outreach	Esperance Crisis
Aboriginal Alcohol & Drug Service Inc	Centacare Family Services Geraldton	Accommodation Service
Aboriginal Health Council of WA	Centacare Kimberley Association Inc	Facilitatrix
Aboriginal Legal Service of WA	Central Aicare Inc	Fairbridge Western Australia Inc
Access Housing Australia Limited	Central Desert Native Title Services Ltd	Family Day Care WA Inc
Access to Leisure & Sport	Centrecare Inc	Family Inclusion Network of
Accessibility	Child Australia	Western Australia Inc
AccordWest	Childcare Association of WA Inc	Federation of Housing Collectives
Adoption Research &	Christmas Island Neighbourhood Centre	Financial Counsellors
Counselling Service (Inc)	Chrysalis Support Services Inc	Association WA Inc
Adventist Residential Care – Nollamara	Citizens Advice Bureau of WA Inc	FinUCAre
Advocacy South West Inc	CLAN WA Inc	Foodbank WA
Advocare Inc	Coalition for Asylum Seekers,	Foothills Information
Aged and Community Services WA	Refugees and Detainees	& Referral Service Inc
Airport City Community Services	Coeliac Society of Western Australia	Foundation Housing Ltd
Albany Youth Support Association	Communicare Inc	Fremantle Environmental
Anglicare WA	Community Employers WA	Resource Network Inc
Armadale Community Family Centre	Community First International Ltd	Fremantle Multicultural Centre Inc
Association for Services to	Community Legal Centres	Fremantle Women's Health Centre Inc
Torture and Trauma Survivors	Association (WA) Inc	Fresh Start Recovery Programme
Australian Association For Infant	Community Vision Inc	Genetic and Rare Disease Network
Mental Health WA Branch Inc	CommunityWest Inc	Geraldton Regional Community
Australian Association of Social	ConnectGroups – Support	Education Centre
Workers WA Branch	Groups Association WA Inc	Glyde-In Community
Australian Red Cross	Continence Advisory Service of WA Inc	Learning Centre Inc
Balga Detached Youth Work Project Inc	Co-operation Housing	Goldfields Women Health Care Centre
Baptistcare Incorporated	Cystic Fibrosis Western Australia Inc	Goodstart Early Learning
Beehive Industries of WA Inc	Darling Range Connect Inc	Gosnells Community Legal Centre Inc
Blind Citizens WA Inc	Diversity South Inc	Greenfields Family &
Boyup Brook Community	Donnybrook Community	Community Centre Inc
Resource Centre	Resource Centre Inc	GROW WA
Bremer Bay Community	Eastern Region Domestic	Habitat For Humanity (WA) Inc
Resource Centre Inc	Violence Services Network Inc	Haemophilia Foundation WA Inc
Broome C.I.R.C.L.E. Inc	Echo Community Services	Harold Hawthorne Community Centre
Busselton Family Centre Inc	Edmund Rice Centre Mirrabooka	Harvey Community Resource Centre Inc
Calvary Youth Services Mandurah Inc	Employment Law Centre of WA Inc	Headwest (Brain Injury
Cancer Council Western Australia	EON Foundation Inc	Association of WA Inc]
		Health Consumers' Council WA Inc

WACOSS MEMBERS

2014/15

HepatitisWA Inc
 Holyoake Australian Institute
 Home Based Learning Network
 Hope Community Services Inc
 IBN Corporation Pty Ltd
 Identity WA
 In Town Centre Inc
 Injury Control Council of WA
 Italo-Australian Welfare and Cultural Centre Inc
 Jade Lewis and Friends Inc
 Jewish Care WA Inc
 Jigsaw Search & Contact Inc
 Justice, Ecology and Development Office, Catholic Archdioces
 Kanyirninpa Jukurrpa
 Katanning Regional Emergency Accommodation Centre Inc
 Kidsafe WA Inc
 Kinship Connections WA (Inc)
 Kira Incorporated
 Knights of the Southern Cross
 Kwinana Early Years Services Inc
 LAMP Inc
 Langford Aboriginal Association
 Leading Age Services Australia (Western Australia) Inc
 Learning and Attentional Disorders Society of WA Inc
 Life Without Barriers
 Lifeline WA
 Linkwest Inc
 Living Proud Inc
 Local Drug Action Groups Inc
 MacKillop Family Services
 MAN Healthier Directions for Males
 Margaret River Community Resource Centre Inc
 Marnja Jarndu Women's Refuge Inc
 Meerilinga Young Children's Foundation Inc
 Melville Cares Inc
 Men's Outreach Service Inc

Mental Health Carers Arafmi (WA) Inc
 MercyCare Ltd
 Midland Information Debt and Legal Advocacy Service Inc
 Midland Womens Health Care Place Inc
 Midwest Sports Federation
 Milligan Community Learning and Resource Centre Inc
 Mission Australia
 Nardine Wimmin's Refuge Inc
 New Life Welfare (WA) Inc
 Ngala Community Services
 Ngarliyarndu Bindirri Aboriginal Corporation
 Nintirri Centre Inc
 Northcliffe Family & Community Centre
 Northern Districts Community Support Group
 One World Centre
 Orana House Inc
 Outcare Inc
 Palmerston Association Inc
 Parents Without Partners WA (Inc)
 Parkerville Children and Youth Care
 Pat Thomas House Inc
 Patricia Giles Centre Inc
 Peel Community Development Group
 Peel Volunteer Resource Centre
 Peel Youth Services Inc
 People with Disabilities WA Inc
 Perth Asian Community Centre
 Perth Home Care Services
 Perth Inner City Youth Service
 Pingelly Community Resource Centre
 Playgroup WA Inc
 Protective Behaviours WA
 Relationships Australia
 Western Australia Inc
 Richmond Wellbeing Incorporated
 Rise Network Inc
 Rostrata Family Centre (Inc)
 Ruah Community Services

Samaritans Crisis Line
 Sandalwood Family Centre
 Save the Children WA
 Second Harvest (Australia) Incorporated
 Senior Citizens Welfare Association Inc
 Serpentine-Jarrahdale Community Resource Centre Inc
 Shelter WA
 Shine Community Services
 South Coast NRM Inc
 South Coastal Womens Health Services
 South Lake Ottey Family & Neighbourhood Centre Inc
 South West Aboriginal Medical Service
 South West Counselling Inc
 South West Refuge Inc
 Southcare Inc
 Southern Communities Advocacy Legal & Education Service Inc
 Southern Districts Support Association
 St Bartholomew's House Inc
 St John of God Outreach Services
 St Patrick's Community Support Centre
 St. Vincent de Paul Society WA Inc
 Sussex Street Community Law Service Inc
 Swan Emergency Accommodation
 The Bump WA
 The Claddagh Association of Western Australia
 The Family Planning Association of WA Inc
 The Salvation Army WA Social Program
 The Shopfront
 The Spiers Centre Inc
 Therapy Focus Inc
 Tom Price Youth Support Association Inc.
 Uniting Church Community Service and Outreach Network
 UnitingCare West
 Volunteer South West Inc
 Volunteer Task Force Inc

WA Blue Sky Inc
 WA Network of Alcohol and
 Other Drug Agencies
 WA No Interest Loans Network Inc
 Walpole Community Resource Centre
 Wanslea Family Services
 Waratah Support Centre SW Inc
 Waroona Community
 Resource Centre Inc
 Welfare Rights & Advocacy Service
 Wellstead Community
 Resource Centre Inc
 West Stirling Neighbourhood House
 WestAus Crisis & Welfare Services
 Western Australian AIDS Council
 Western Urban Associates (WA) Inc
 Wheatbelt Agcare Community
 Support Services Inc
 Women's Council for Domestic &
 Family Violence Services (WA)
 Women's Health Resource Centre Inc
 Wongan Community Care Inc
 Yaandina Family Centre Inc
 YMCA WA
 Yorganop Association Incorporated
 Youth Affairs Council of
 Western Australia
 Youth Futures WA Inc
 YouthCARE
 Zonta House Refuge Association Inc

Social Service Individual

Amal Ildayhid
 Ann Deanus
 Ann White
 Anne Jennings
 Carmen Gregg
 Chrystie Flint
 Graham Cox
 James Paxman
 Jen Day
 Joe Calleja
 Kate Keisler
 Kellie Hansen
 Lesley Jackes
 Louise Giolitto
 Lyneve Cannon
 Lynn Hart
 Maria Harries
 Michelle Gust
 Noel Harding
 Priscilla Mercer
 Rae Walter
 Renay Grech
 Richard Mavros
 Roger Cooper
 Shauna Gaebler
 Sonia Hall
 Vicki Hamersley

Associate – Organisation

City of Bayswater
 City of Cockburn – Community
 Development and Services
 City of Kwinana
 City of Nedlands – Community
 Development Department
 City of Swan Lifespan Services
 Community Development Team
 IKON Institute of Australia
 Sentio Recruitment

Associate – Individual

Alanna Clohesy
 Amber-Jade Sanderson
 Angela Lemon
 Anne Courtney
 Chris Tallentire
 Dave Kelly
 Graeme Carty
 Julian Keys
 Karen Quigley
 Ken Travers
 Kenny Annand
 Linda Savage
 Lisa Baker
 Lisa Izydorski
 Lynn MacLaren
 Nandita R Naroth
 Rachel Siewert
 Sean Simpson
 Shane Guthrie
 Simon Colquhoun
 Stephen Dawson
 Sue Ellery
 Sue Lines
 Susan Campbell
 Tammy Carleo

Honorary Life Members

Anne Sinclair
 Brenda Harper-Nelson
 Moira Rayner
 Terri Coughlin
 Peter Sirr

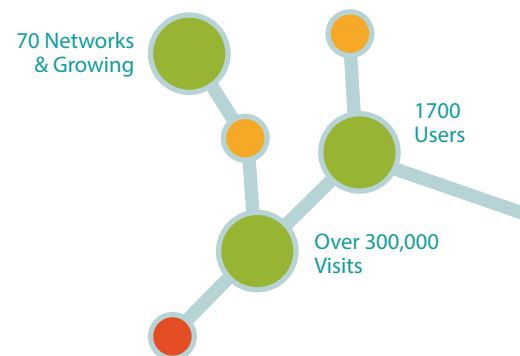


A Free Online Collaboration Platform Supported by WACOSS

"The DropIN platform has been incredibly **easy to learn** and use, with exceptional support allowing us to customise our DropIN space. Using DropIN, we can now more effectively **collaborate** with other organisations, coordinate cross agency initiatives and save both time and money."

On **DropIN** you can:

- Plan meetings and share resources onto a central bank.
- Collaborate with government, industry partners and sector stakeholders on joint projects.
- Ask industry-related questions & receive feedback on your ideas.
- Utilise state of the art project management and mind mapping technology.



SAVE THE DATES
TUE 3 – THU 5 MAY 2016
PAN PACIFIC HOTEL PERTH





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