

2019
2020

Annual Report



wa council of
social service

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WACOSS respectfully acknowledges the Traditional Owners of Country throughout Western Australia and recognises their continuing connection to land, waters, and community. We pay our respects to them and their cultures, and to Elders both past and present. We acknowledge the land on which we live and work is, and always will be, Aboriginal land.

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 **WACouncilofSocialService**

 **WACOSS**

 **Western Australian Council of Social Service Inc.**

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wa council of
social service

About WACOSS

The Western Australian Council of Social Service is the peak body for the community services sector and works to create an inclusive, just and equitable society.

WACOSS represents over

300 & 500

community service
organisations and
individuals.

organisations involved in the
provision of community services to
the people of Western Australia.

Vision

An inclusive, just
and equitable
society now and in
the future.

Mission

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

The organisation is committed to genuine engagement, authentic collaboration, and building trusted relationships with members, communities and governments.

WACOSS is one of nine peak councils of social service, collaborating across Australia to bolster the united strength and weight of the work of each peak body, working collectively on campaigns of national significance.

Tackling difficult issues, systems, behaviours and attitudes that contribute to inequality and exclusion, WACOSS develops evidence-based social policy and research to inform and influence government policy to impact the lives of those facing adversity.

Non-partisan and free from private interests, the organisation plays a unique and objective role within the sector.

The work of WACOSS is underpinned by seven core values which lead our strategic direction: collaboration, Indigenous culture, diversity, ethics, innovation, human rights and recognition.

Staff at the Climate Strike Rally



CEO and President's Report

The past year has tested the community services sector like no other and we are pleased to report, on behalf of the Board and Executive leadership team at WACOSS, on a year of strong leadership, advocacy and sector support.

This annual report touches on our highlights and achievements both prior to and in light of how COVID-19 has impacted us all.

At the start of the year as COVID-19 became a rising urgency in our community, our priorities focused around four core areas:

- ensuring the community services sector was well-represented to State Government and the value of the care economy continued to be appropriately recognised;
- facilitating good communication and collaboration throughout the sector;
- coordinating and contributing to the practical response from community sector peaks and organisations; and
- leading and participating in data gathering and system improvements to build sector capacity and ensure the WA community services sector would be better-placed to respond to crises in the future.

Some highlights of our response included:

- regular leadership meetings with the State Government and sector, including contributing to evidence-based policy and the State Recovery Plan;
- establishing a collaborative, peer-review process for allocating capacity-building grants totalling more than \$370,000 among community sector peak bodies;
- running weekly Peaks Forums and ensuring there were quality resources, tools and support for community organisations;
- running the first JobKeeper webinar for sector employers and employees;

- working with the Department of Communities and Lotterywest to expand the reach of WAConnect; and
- convening the WA Food Relief Planning Group, being part of the commencement of a Food Relief Clearinghouse Working Group, and helping refine the Food Stress Index.

While the response to COVID-19 has dominated the past year and will continue to play a significant role in our work in years to come, we continue to advocate for wide social change, to improve the wellbeing of all Western Australians and to strengthen the sector in line with each of its strategic priorities.

The COVID-19 crisis has underlined the importance of this work, which included:

- collaborating with State Government agencies and peak bodies on matters including trauma-based approaches, gender equity, poverty and reforming Out of Home Care;
- engaging and co-acting with members in the Pilbara resulting in a submission to the WA Women's Plan and progressing a place-based plan to address FDV;
- launching the WA Food Relief Framework – the roadmap to improved outcomes for people and families who experience food insecurity;
- hosting the Community Relief and Resilience Conference in partnership with the Financial Counsellors' Association of WA;
- actively participating in the Social Reinvestment WA Coalition and supporting the successful four-year campaign for legislation ending imprisonment for unpaid fines, passed in June 2020;
- progressing the 100 Families WA Project – collective action research into entrenched disadvantage in WA, and exploration of additional funding options to increase the research scope; and
- producing, in collaboration with our members, submissions to State and Federal Government committees, including submissions on Child Safe Standards, ParentsNext, Newstart (now JobSeeker), Wage Theft, and Climate Health.



*Louise Giolitto and Debra Zanella
with Aunty Charmaine Pell, Aunty
Millie Penny and Honourable Simone
McGurk MLA.*

By its nature, WACOSS is only as strong as the sum of its parts. We commend the community organisations, service providers and individuals who work across the sector, including the frontline support workers who have met the challenges of the past year with ardent determination, demonstrating their ongoing dedication to making a difference for people living in hardship.

We remain as committed as ever to representing our members and the communities they support throughout the State with vigour and we will present our 2021-2023 strategic plan at the Annual General Meeting later this year. Although bold in ambition, it challenges belief structures and cultural norms to build community empathy, and will assist in our pursuit as we work towards an inclusive, just and equitable society.

As an organisation, we are very fortunate to have strong leadership and guidance from the Board, and the tremendous effort and energy of a small but dedicated team who have shown absolute resilience and flexibility in this past year in particular. Our thanks to each and every one of them.

Through testing times we are thankful to have the unwavering support of our partners, stakeholders and funders, and acknowledge the work of the State Government, particularly the Department of Communities. Addressing the complex issues of disadvantage and dealing with a global pandemic requires an underlying shared vision and mutual respect, and the past year has again emphasised how effective the sector can be when it focusses on what unites it, rather than what might divide it.

We have previously reported on challenges and significant changes within the sector including the adequacy of resourcing in the face of increased demand and state-wide reforms. These will be amplified in the year ahead as a result of the impacts of COVID-19, but we will continue to work with the State Government on its strategic approach and be a constant reminder of the critical role of the care economy in our recovery.

The community services sector is one of the State's most significant employers and is projected to grow faster than any other area of the economy in the next five years. Investment in the critical work of the sector will not only stimulate economic growth, but contribute to improved wellbeing and opportunity for thousands of people experiencing disadvantage and hardship.

We are acutely aware of the unparalleled context in which the sector will operate in the year ahead – and of the heightened importance of our advocacy and leadership work. We have entered the year with a sharp focus, renewed energy and clarity of purpose, and will rely upon the collaborative efforts and support of all our stakeholders with gratitude.

Debra Zanella
President

Louise Giolitto
Chief Executive Officer

WACOSS Board



Debra Zanella
President
CEO | RUAAH



Amanda Hunt
CEO | Uniting WA



Mark Fitzpatrick
Vice-President
CEO | Telethon Speech and Hearing
(until Oct 2019)



Fiona Beermier
Vice-President
CEO | Ngala
(from Oct 2019, Vice
President from Jan 2020)



Ashley Reid
CEO | Cancer Council WA
(until Oct 2019)



David Cain
Executive Director Service
Delivery and Design |
Communicare



Greg Hebble
CEO | Foodbank WA (from
Oct 2019)



Jennifer O'Mullane
CEO | Local Drug Action
Groups Inc (until Oct 2019)



Joanne Della Bona
Executive Director |
Coolabaroo



Jonathan Smith
CEO | ECHO Community
Services



Jo Sadler
State Director | Mission
Australia (from Oct 2019)



Juan Larranaga
State Manager | Save the
Children (until Dec 2019)



Jude Sorenson
State Manager | World Vi-
sion (from Nov 2019)



Michael Piu
CEO | St Patrick's
Community Support
Centre



Paul McMullan
Manager Business Develop-
ment | Nulsen Group
(until March 2020)



Vicki-Tree Stephens
CEO | Youth Involvement
Council (from
Nov 2019) ex-officio member

Finance Committee

Juan Larranaga, *Chair (until Dec 2019)*
Paul McMullan, *Chair (until March 2020)*
Jonathan Smith, *Chair (from April 2020)*
Amanda Hunt
Allison Leonard, *Co-opted*
Graham Donnelly, *Co-opted*
Justin Clark, *Co-opted*

Governance Committee

Mark Fitzpatrick, *Chair (until Oct 2019)*
Michael Piu, *Chair (from Oct 2019)*
Fiona Beermier
Jo Sadler
Greg Hebble
David Cain

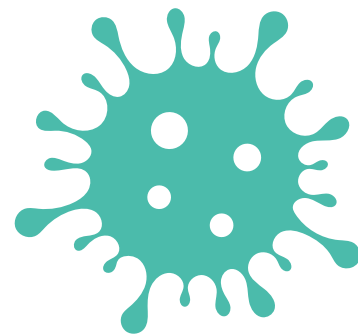
WACOSS Staff

Louise Giolitto, *Chief Executive Officer*
Dr Jennie Gray, *Deputy Chief Executive Officer*
Alenka Jeram, *Manager Corporate Services (from 4 Dec 2019)*
Alex Hughes, *Project Manager, 100 Families WA*
Ashleigh Gregory, *Program Support Officer*
Celeste Stephens, *Pilbara Manager (from 16 Sept 2019)*
Chris Twomey, *Research and Policy Development Leader*
Demelza Rogers, *Project Support Officer*
Emma Hardy Rosa, *Program Support Officer*
Fernanda Monteiro Soares, *Graphic Design Coordinator*

Graham Hansen, *Senior Policy Officer*
Jackie Bosen, *Executive Assistant and Office Coordinator*
Jaime Castilla Riasco, *DropIN Project Officer*
Kylie Hansen, *Senior Consultant*
Laurene Coller, *Communications Officer*
Leela James, *Community Relief and Resilience Coordinator*
Magali Isimat, *Administrative Officer (from 9 Sept 2019)*
Salil Koonja, *Finance Officer*
Sarah Turner, *Pilbara Manager (until Sept) and then Senior Policy Officer (until 31 Jan 2020)*
Steve Crotty, *Director Corporate Services (until 31 Dec 2019)*
Vikas Kumar Singh, *Technology Officer*
Zoe Williams, *Administration Officer*

INTERNS AND VOLUNTEERS

Anshul Kotha, *McCusker Centre Intern*
Chris Chambers, *Social Work Student Placement (until 28 October 2019)*
Melanie Clarkson, *ER Connect Engagement Officer, Volunteer (until 16 January 2020)*
Surabhi Kar, *McCusker Centre Intern*



COVID-19 Response and Road to Recovery

It took just 12 days from the overseas outbreak for Australia to record its first case of COVID-19 in January 2020, and by March the devastating social and economic impacts of what was declared a global pandemic were obvious.

This was a virus for whom income or social standing meant nothing, but which would hit the most vulnerable and at-risk in our community the hardest. It would push many people already experiencing poverty, homelessness, family violence and mental health challenges to their limits, and introduce thousands more West Australians to these hardships.

It created surges in demand for a community services sector already stretched to capacity, which responded with commendable commitment, flexibility and creativity.

As the pandemic grew in severity, the community service sector pivoted to crisis responses, and our existing networks and services were relied on more than ever. As a strong voice for the community sector, WACOSS was in a uniquely critical position to assist in leading and coordinating responses, and brokering strategies with government.

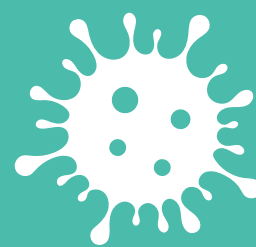
In doing so, we provided mechanisms to connect and capacity-build initiatives across the state, in response to both emergent and ongoing systemic issues that the impact of COVID-19 revealed. Enabled by our established

relationships and existing strategic efforts, the period between March and June was a key example of the remarkable agility and preparedness WACOSS has in being able to respond to community need and innovate solutions, even in the case of an entirely novel challenge.

Our coordination and collaboration to address the impact of the pandemic across people and places has been a genuinely ground-breaking engagement. The work that we did wouldn't be possible without our broad and diverse membership base - individuals and organisations who are our eyes and ears on the ground, and continue to provide invaluable feedback and advice that enables WACOSS to be a strong voice advocating for a Western Australia where no one is left behind.

These are just some of the examples that showcase process and outcome adaptations in crisis.

Communicating in crisis: the importance of connected, accurate, and timely data collection



As the crisis was unfolding, our communications were paramount to keeping the sector and our people informed, while also ensuring they were up-to-date with quality resources, tools and support to help community organisations through the crisis. We sourced and shared best practice templates, policies and communications with all stakeholders to boost the capability of community services to respond to the pandemic. Over four months we shared 28 tailored sector COVID-19 bulletins.

The COVID-19 pandemic overwhelmingly showed the importance of access to, and provision of, information about services when a crisis arises – what supports are available. The rebranded WACONnect is a centralised service directory that provides information about and mapped locations of services in real time. WACONnect is also a mechanism to collect essential data about community services

during a pandemic. WACOSS partnered with the Department of Communities to augment WACONnect to administer a survey which gathered additional service data while also bolstering the platform. The WACONnect infrastructure will enable access to the information we need for future emergencies.

The JobKeeper webinar was successful in sharing timely and accurate updates with the sector. Professor David Gilchrist, Director of Not-for-profits at the University of Western Australia, generously provided his time to WACOSS to deliver an urgent briefing about the newly introduced scheme. Feedback from participants recorded that 100 per cent agree or strongly agree that their understanding and knowledge with respect to JobKeeper increased following the webinar. ACOSS adapted and repeated the webinar across other state and territory jurisdictions.

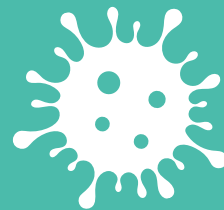
Coordinating and sustaining engagement among community Peak bodies and government

Throughout the reporting period, WACOSS worked closely with key government line agencies, and the Department of Communities in particular, to improve strategic engagement and develop stronger collaborative relationships between the government and the non-government sectors. This was to ensure that the responses to the impacts of the pandemic were developed, wherever possible, in partnership, and that they were inclusive, integrated and based on the most up-to-date information.

We convened weekly meetings of community sector Peak bodies, joined by executives from key government agencies, throughout the COVID-19 crisis phase. This ensured that all Peaks and departments were aware of the work of each other, which further enhanced the effective and coordinated engagement with the State Government and with one another.

We established a collaborative, peer-review process for allocating capacity building grants amongst the Peaks, distributing \$71,000 from Lotterywest and \$300,000 from the Department of Finance.

Social Reinvestment WA, a peak body that WACOSS hosts, began coordinating over 30 organisations for weekly meetings at the onset of the pandemic, to develop rapid justice sector responses, enable issue resolution, minimise risks and advocate for the welfare and safety of people in prisons. Key work included advocacy to Ministers seeking action for people imprisoned during COVID-19, Chairing a Youth Task Force Working Group to develop an Embedded Youth Outreach Model for partnership between WA Police and Youth Workers to support diversion for young people at high risk of entering



the justice system in Halls Creek, and establishing an ongoing Justice Working Group with the Department of Justice and the sector.

Food and emergency relief

From the onset of the pandemic, we convened the WA Food Relief Planning Group and expanded the membership to include representation from more diverse areas of government, universities, the corporate sector and a range of charity food suppliers and providers. As the pandemic and its impacts emerged, we continued to adapt our focus and target our strategic efforts.

This group assisted in the refinement of the Food Stress Index, a tool that geographically maps food insecurity risks across the state and shows the type and quantity of food needed at different geographical levels in the event of an emergency. In partnership with local services, we used these resources to develop responses to some of the most food stressed communities in WA.

The Food Relief Planning Group instigated a Clearinghouse Working Group to monitor and connect food relief supplies with community priorities and logistics. The Clearinghouse coordinated 92 pallets of food across 13,000 kilometres, providing food to over 55,000 people who were left at-risk of food insecurity due to COVID-19 impacts between March and June.

WACOSS was able to support the coordination between Communities and VenuesWest, an organisation that manages the major sporting arenas in Perth, to use the kitchen facilities and surplus food at Optus Stadium to prepare 20,000 frozen meals for charity, and facilitate the distribution of these through Clearinghouse members.

The Clearinghouse's coordination and collaboration have been regarded as unprecedented, and this way of working was shared at the State Welfare Emergency Committee and the Food Security Working Group, organised by the Department of Primary Industries and Regional Development.

The focus on logistics and supply in the Food Relief Planning Group was an ideal counterpart to the State Emergency Relief Committee that WACOSS also convenes. During the pandemic the SERC created and maintained a live planning matrix relied upon by the federal Department of Social Services. Members of SERC also established Mobile Meal Provision and Small Business Hardship working groups.

This work has been an ideal example of trusting and cooperative relationships, built amongst a diverse group of stakeholders that are required of the sector to make a real difference to the lives of Western Australians living with hardship.

Community Recovery Plan

As the situation in Western Australia started moving out of the pandemic restrictions and into restarting economic activity, we recognised that there was a unique opportunity to reflect on how well previous institutions and policies have served us, and be ambitious about what we want for our future. The opportunity was there for us to reset our systems, practices, and assumptions, and the relationships that underpin them.

For many in our community, 'business as usual' was not working and so we do not want a return to it. For others, returning to business as usual was not an option as they faced unemployment and financial hardship

for the first time in their lives. Instead, we need to chart a course forward through a more inclusive and caring economy that leaves no-one behind.

The social policy team quickly developed a substantial community recovery plan to inform the thinking of the State Recovery Advisory Group and Ministerial roundtables. This work set out a series of progressive proposals that would both serve to stimulate the economy, while reshaping our society and the future we all share to be more inclusive and equitable. Phase one of our State Recovery Plan focused on the economy, social justice and healthy communities. The imperative role the care economy must play in all aspects of recovery will continue to develop and evolve as new challenges emerge from the impact of the crisis.

Our Plan remains iterative and represents the sector's experience, and our collective drive for evidence-based and sector-informed policy that tackles entrenched disadvantage and shapes a prosperous future for everyone, in real time. With the 2020 WA Budget delayed until October, and significant changes in budget priorities arising from the COVID response and recovery, these effectively play the role of a supplementary budget submission, feeds into COVID recovery planning, setting the agenda for election policy platform development.

Looking forward

We are at a juncture; as old systems buckle and collapse under the strain of the entirely novel challenges that we have faced, spaces of opportunity open to remake and rebuild better together. It is critical now that we mobilise our collective efforts to establish the foundations for more cohesive communities, more effective social service systems and more collaborative and joined-up service design and delivery.

The WACOSS Conference and Community Service Excellence Awards, postponed from May 2020, to February 2021, will be one of the first major opportunities for the community service sector to take stock – exchange and support, review and reflect, and envision – since the onset of the COVID-19 pandemic. Now, more than ever, the outstanding contributions of the sector and the challenges faced with incredible resilience, need to be recognised and celebrated.

Now with a theme re-cast onto a post-crisis landscape with a focus on recovery, *Finding Ground: Building a better way back together*, will be an imperative gathering for the sector, and is both timely and imperative to affirm pathways out of response and into recovery.

*Food Relief
Roundtable
2020*



» Strategic Priority 1

Championing social wellbeing for community resilience

The community services sector in Western Australia operates in a complex and challenging environment. We champion the social wellbeing of everyone in our state by analysing, engaging and advocating with and for our communities, and advancing evidence and practice-based policy recommendations that reflect community priorities to influence decision-makers and leaders to deliver better outcomes.

STRATEGIC RESEARCH AND POLICY RECOMMENDATIONS

In October 2019, we released our 2020-21 State Budget Submission, *A Thriving Community: Hope, Inclusion and Trust*. In preparing the submission, a series of place-based community conversations were held with the sector across the state. Consultations with people who were accessing community services were also held.

The submission proposed clear action to support community wellbeing, particularly for children; investment in the care economy and job creation in the community services sector; ensuring access to affordable housing, energy and food; addressing social isolation and loneliness; tackling climate change; and promoting public participation and engagement.

While the COVID-19 pandemic saw the State Government budget pushed back from May to October, the timeliness of the submission's recommendations meant that many were reflected in the community recovery plan released by WACOSS in response to the crisis.

COST OF LIVING REPORT

In December 2019 we released the annual Cost of Living Report, which found that households' growth in expenditure was at a higher rate than income growth, and the model households in the report were slightly worse off than in the preceding year. Living costs increased across all expenditure categories between 2018 and 2019, and we saw a rise in rental costs – the first since 2014. There was also a significant percentage growth in utility costs and the cost of food for

each household, putting pressure on low-income households to meet their basic needs.

GOVERNMENT ENGAGEMENT

Through our ongoing leadership role on the Supporting Communities Forum, the WA Outcomes Measurement Framework was presented to and endorsed by State Government in October 2019, at the Community Safety and Family Support Cabinet Sub-Committee. Although a cross-government implementation plan is yet to be developed, some departments have already adopted aspects of the Framework to guide their current planning. The Department of Health has heavily drawn from the Framework in starting to develop measures for the Sustainable Health Review outcomes, as has the Department of Communities for a Child Wellbeing Strategy.

WACOSS also worked with the Department of Communities to design a sector engagement plan to ensure effective rollout of the recommendations arising from the Royal Commission into Institutional Responses to Child Sexual Abuse Child Safety Framework. We have committed to continue to collaborate with the Department to facilitate services' preparedness to implement the Child Safety Standards.

We provided input into the recommendations of Premier Mark McGowan's whole-of-government set targets, *Our Priorities*, aimed at delivering better outcomes for all Western Australians via the Priorities Implementation Unit. Our coordination with other community sector peak organisations led to further recommendations made to the cross-agency Outcomes Activity Groups, and although *Our Priorities* has been deferred to prior-

itise a pandemic response, we are pleased with our collective progress on this project as a foundation that can be returned to when required.

Our expertise, reputation, and connection with our members has seen us contribute to a range of Department of Communities' reforms, including Out of Home Care, Homelessness Strategy, State Disability Strategy and Family and Domestic Violence Reduction Strategy.

COLLABORATION WITH THE COSS NETWORK

We are proud to be an active member of the national Councils of Social Service network, collaborating with our colleagues and peers in all states and territories on campaigns to Raise the Rate and end Robodebt. We have further co-acted on the subsequent Raise the Rate for Good campaign, following the introduction of the Coronavirus Supplement, with the temporary suspension of Mutual Obligations, as well as advocating to the Federal Government for continuation of the Equal Remuneration Order Supplementation funding.

LIVED EXPERIENCE FRAMEWORK EVOLVES INTO A PRACTICE TOOLKIT

The Lived Experience Framework began as part of the Food Relief Framework and transitioned into a joint initiative of the national COSS network and lived experience advocates. A complement Toolkit was co-designed, outlining the principles and practices that the community services sector can aspire to in working with people with lived experience. A Community of Practice has been established to undertake regular reviews and edits of the Toolkit as it continues to evolve to reflect new and emerging practice. These are important resources to achieve ethical and effective working partnerships with all levels of civil society.

COMMITMENT TO GENDER EQUITY

Our ongoing work on gender equity is based on a strong belief that systemic discrimination against women and girls is both a cause and a result of the power inequality that drives poverty. With a Working Group, we developed a series of sector roundtables and a position paper that commits us to challenging and changing the attitudes and behaviour that lie at the heart of gender inequality, and the laws, policies and systems that sustain it.

ADVOCACY AND CAMPAIGN SUPPORT

Across the year, we engaged in and supported the following advocacy campaigns:

- Anti-Poverty Week
- Clean State
- Climate Strike
- Community Coalition for Health, Affordable Homes
- Don't Bet on Health
- Everybody's Home
- Make Renting Fair WA
- No Child Left Behind
- Prevent. Support. Heal.
- Raise the Rate for Good
- Renew WA
- Social Reinvestment WA
- WA Alliance to End Homelessness
- WA for Human Rights
- Your Help WA



Peaks Forum

»OUR ACHIEVEMENTS

14 SUBMISSIONS AND REPORTS

Review of the *Residential Tenancies Act 1987 (WA)*

Raising the Age of Criminal Responsibility – Joint Councils of Social Service Network Statement

Privacy and Responsible Information Sharing for the Western Australian Public Sector – Joint community submission

State Budget Submission 2020-2021 – A Thriving Community: Hope, Inclusion and Trust

State Government's Women's Plan

2020 State Wage Case

Climate Change in WA

13 EVENTS

State Budget Submission Launch

Annual General Meeting

New Year Sector Breakfast

International Women's Day Breakfast

Food Relief Framework Report Launch

CEO Summit for Gender Equity

TABs and Gambling Harm – the introduction of simulated racing

Roundtable - Child Safe Standards and Royal Commission Recommendations

Privacy and Data Linkage Roundtable

Cost of Living Report Launch

17 MEDIA STATEMENTS AND MORE

WACOSS Conference rescheduled

Community sector sets out blueprint for Thriving Communities in WA

Statement regarding corruption allegations within the WA Housing Authority

ERO Sector Forum

Pilbara Capacity Building events

Anti-Poverty Week Conversation and Workshop to End Poverty

Inquiry into the Monitoring and Enforcing of Child Safe Standards

WA Community Recovery Plan – Stage One

National Consumer Credit Protection Amendment – Joint submission with Consumer Credit Legal Service, Financial Counsellors Association of Western Australia and the Financial Counselling Network

Cost of Living Report 2019

Adequacy of Newstart and related payments – Joint submission with Financial Counsellors Association of Western Australia

Adequacy of Newstart and related payments – Joint submission with Financial Counsellors Association of Western Australia

Greenhouse Gas Emissions Assessment Guidelines

Productivity Commission's Indigenous Evaluation Strategy

Climate Health WA Inquiry

LE THAN **450** MEDIA MENTIONS ACROSS PRINT, RADIO AND BROADCAST MEDIA

Statement on constitutional recognition of Australia's First Peoples

No pokies in WA, State Government gambling with public health

Call to cut energy bills for people on low incomes while acting on climate change

Dangerous and outrageous – Councils of Social Service condemn proposed funding cut to national voice for First Nations women on domestic violence

Public housing investment welcomed by community sector

Survey shows WA community services and workers at risk from funding uncertainty

Welcome extra support to keep people connected

WACOSS welcomes COVID-19 measures to help the most vulnerable

WA's first Food Relief Framework Report identifies solutions to food insecurity

Homelessness services at breaking point – the time to act is now

New report shows living costs outpacing income growth

Community service sector launches crisis campaign

Food relief sector meet with Premier at Roundtable

Household charges freeze and assistance welcome

Commit to Fair Funding for Fair Pay this International Women's Day

» Strategic Priority 2

Sustaining a vibrant community services sector, responding to the needs of diverse communities

We work alongside and with our partners in the sector to generate change that leads to better outcomes for children, people, and families in Western Australia. We collaborate and broker with a diverse range of stakeholders, supporting our members to respond to changing community needs and emerging and evolving issues.

PILBARA PROJECT

The Pilbara Project is supported by Lotterywest and the Pilbara Development Commission. The Project Manager works alongside the Pilbara community services sector to engage in and enhance cross-sector collaboration, capacity-building and connectedness, to improve the lives of all those living in the Pilbara.

Immersed in the community, the Pilbara Manager seeks to identify and address emerging trends and respond with co-designed sustainable, long-term solutions. This is done through

providing opportunities for local networking, assisting in the development of strategies that target underlying causes of persistent problems, providing accessible and affordable training opportunities, and strengthening the voice of the region at a state and national level.

Building on previous years of advocacy work in the Pilbara, ongoing identification of issues and evaluation is essential to determining that appropriate and well-targeted strategies are being implemented in the region. This includes advocating for place-based, culturally appropriate solutions, and whole-of-family, whole-of-community approaches. Our presence in the region is critical to the provision of accurate information to all levels of government, other peak bodies and relevant stakeholders.

A recent independent evaluation of the Pilbara Project confirmed that our presence in the region is having a positive impact, with 90 per cent of organisations agreeing there has been an improvement in Pilbara advocacy representation. 86 per cent of organisations say the Pilbara community is better connected, 86 per cent have improved access to support and advice, and 90 per cent say there has been improvement of the service delivery needs at a state level.



*Leadership Training
in the Pilbara*



Food Relief Framework launch event 2019

FOOD RELIEF WORK: ROUNDTABLE AND FRAMEWORK

The impetus for the Food Relief Framework Project, which has been funded by Lotterywest, came from the community sector in 2017 after it was recognised that services are not always delivered in a coordinated way and improvements can be made.

In the absence of existing data, the food relief sector collaborated to develop deep understandings about the issues and identify solutions to address gaps in the state's food security system. A Food Relief Framework Working Group was established and extensive stakeholder and community engagement across regional and metropolitan Western Australia was undertaken.

The Food Relief Framework was launched by Minister McGurk in September to much acclaim. It is the roadmap to improved outcomes for people and families, providing the basis for how can we work together to better assist those who experience food insecurity.

The development of the Framework and related resources and recommendations culminated in a Food Relief Roundtable that Premier Mark McGowan hosted in February, at which there was representation from all levels of Government, as well as the community services and commercial sectors. The Roundtable became leverage for some of our critical partnerships in planning integrated responses to the pandemic.

COMMUNITY RELIEF AND RESILIENCE CONFERENCE

The Community Relief and Resilience Conference was jointly hosted by the Financial Counsellors' Association of Western Australia and WACOSS, recognising that it takes working together to end poverty and hardship.

This year's October conference featured a keynote presentation by John Falzon, *The Politics of Resistance and Hope*, and a community conversation of lived experience leaders describing what good partnerships look like and what we need to do to get there. Also featured was the Australian Unemployed Workers' Union on the community sector's role in challenging and responding to the impacts of the Australian Government's ParentsNext program. A range of service providers featured in the concurrent streams, showcasing innovative service models and approaches to responding to complex issues. The conference received outstanding feedback from delegates, who particularly valued the centring of lived experience advocates.

Food Relief Framework launch event 2019



» Strategic Priority 3

Supporting collective efforts of our members to shape society

It is our strategic responsibility to lead and facilitate forums, networks, and processes that result in cross-sector collaborative practice, and identify cross-sector partnership opportunities that strengthen the sector. The impact of this work has benefits to our communities, through improved referral pathways and sharing of resources, and provides for an avenue for peer feedback on policy and development.

COLLABORATION WITH COMMUNITY SECTOR PEAK BODIES

Our relationship with community sector peaks continues to evolve and expand, with significant progress made both before and during COVID-19. Up to 30 peaks and multiple government department representatives, committed to sharing collaborative practices and knowledge, attend the bi-monthly meetings. These increased in frequency to weekly during the COVID-19 pandemic.

In a cross-sector initiative to support service response to trauma and to ensure that services people seek are safe, WACOSS worked with the Western Australian Association of Mental Health to develop a framework for community education and awareness of trauma, service design, delivery and development, legislation and policy, and research, knowledge and evidence of trauma-informed practice. This was made possible with the funding of a Lotterywest Peaks Capacity Building grant.

We facilitated workshops between the Department of Finance and peaks to review and provide advice on ways to enhance the adoption and accountability of the Delivering Community Services in Partnership Policy, which led to the recent establishment of a special Working Group to oversee this.

We explored ways to advocate, influence, and collaborate to improve outcomes for women, through a partnership with the Financial

Counsellors' Association of Western Australia and the Women's Health Network. This work involved input into the Department of Health Western Australian Women's Health and Wellbeing Policy, the Department of Communities WA Women's Plan, and the WA Family and Domestic Violence Strategy.

EXAMINING HARDSHIP AMONG FAMILIES IN WA

We are one of nine partners in the 100 Families WA project, a three-year Lotterywest-funded collaboration, to understand the experiences of families living in entrenched hardship and disadvantage.

Entering the second phase of the project, the longitudinal survey fell during the COVID-19 pandemic, which challenged participants and interviewers – while some families were able to engage via online and virtual means, it became very difficult to continue connecting with families experiencing homelessness. This barrier showed again the challenges of service provision when faced with a widespread pandemic.

A COVID-19 survey developed by the Community Advisory Group and the Centre for Social Impact investigated the social impact of COVID-19 on families, and the findings will be available in the new financial year.

With a range of diverse project partners, the collaborative process has provided the project team with opportunities to grow, improve, and adopt better ways of working. The team is ready to move into the third action phase of the project and with just one year remaining of the project's funding, the partners are looking to ensure there are efforts to increase the social impact of the study.

SOCIAL REINVESTMENT WA

WACOSS is proud to be a founding and active member of Social Reinvestment WA, which continues to advocate to end the overrepresentation of Aboriginal and Torres Strait Islander people in WA's justice system.

The Coalition achieved a significant victory in June, as state legislative reforms to end imprisonment for unpaid fines passed both Houses of Parliament. The outcome was the result of cumulative work over four years of campaigning, including briefings to every major political party, input into the drafting of legislation, preparing major policy and briefing papers, reviewing of the Bill, creating a community petition, sending more than 300 letters to MPs, many MP and Ministerial meetings, countless events with coalition members, and online advocacy.

These changes to the legislation protect people in our community in genuine hardship, bring

WA in line with the rest of the nation, and finally enact the Coroner's recommendations into the tragic death in custody of Ms Dhu, and the Royal Commission into Aboriginal Deaths in Custody.

Placing the stories and lived experiences of children who have been imprisoned or have been involved in the youth justice system at the forefront of the discussion, the second season of *Stories from the Inside* podcast launched in June 2020, exploring themes of family violence, poverty, racism, drug use and recidivism.

SUPPORTING JUSTICE REINVESTMENT PLACE BASED SITES: OLABUD DOOGETHU IN HALLS CREEK

The first place-based Justice Reinvestment site, *Olabud Doogethu*, was established in the Shire of Halls Creek. The approach redirects government spending to focus on supporting families and individuals early to address the underlying issues that lead to offending and crime; diverting people who have offended to support and rehabilitation programs to prevent further offending; and assisting people who have been imprisoned to transition and reintegrate effectively into the community.

The Project is showing some outstanding results, with the Youth Engagement Night Officers contributing to a 58 per cent reduction in burglaries, 28 per cent reduction in stealing offences and 35 per cent reduction in stolen motor vehicles.

*Sophie Stewart of
Social Reinvestment
WA and Daniel
Morrison, CEO of
Wungening Aboriginal
Corporation*



» Strategic Priority 4

Leading a strong, innovative, and sustainable organisation

WACOSS encourages leaders who build and progress the long-term objectives of our organisation and our sector, and empowers staff to participate in the sustainability and viability of the organisation, and the role it plays as the peak body of the community services sector.

TEAM AND SECTOR WELLBEING

The efforts and achievements from all staff during the pandemic have been widely commended. During the crisis the dedication and determination of the sector has been the unwavering strength that has kept us going. However, the capacity of staff was extraordinarily stretched, and we recognise that this level of response is not sustainable at either a personal or professional level. The experience of COVID highlighted the need to be better prepared to look after ourselves, as well as those who live with vulnerability, and this should be paramount in our ongoing planning.

DESIGN AND MARKETING SOLUTIONS FOR THE SECTOR

Our DropIN Solutions team, which operates as a social enterprise, supports the organisation and the wider community sector by providing professional graphic design, web development, video editing and motion graphics, and marketing services to the NFP community. Completing close to 100 projects in the last 12 months, the team were also integral in developing our new logo and visual identity. In addition to design, the team used their creative expertise to develop websites, videos, and publications.

During the pandemic, demand for the DropIN Solutions' services steadily increased, as organisations moved to remote working and reliance on online technologies became essential.

DropIN Solutions redesigned the WACONnect website (formerly ERConnect), which is WA's whole-of-sector community services directory. The need to adapt the directory came through an increased demand for up-to-the-minute information on services available during the pandemic, and in case of future emergencies. The team built and maintained the Community Services COVID-19 resources page hosted on the WACOSS website, and supported the needs of staff working from home.



*Dr Jennie Gray
on ABC Perth Radio*

Our journey toward a just and equitable future lies within the strength of the people who hold the same values as WACOSS: people working at the frontline who know the stories of our communities, and believe in a better future for everyone.

CO-LOCATION WITH PEAKS AND MEMBERS

WACOSS moved into a purpose-built office space in West Leederville early into the financial year, which was made possible thanks to a grant from Lotterywest. The space has room for the organisation to grow, with hot-desking, free meeting room hire for members, and co-location opportunities to support peak bodies and member organisations. Men's Sheds of WA, Social Reinvestment and Impact Seed are three organisations who have also moved into the office, which allows for greater opportunity to partner and share resources.

NEW ZEALAND STUDY TOUR

In July our CEO and Deputy CEO led a community service study tour to New Zealand, joined by Board members, staff from Arnja, the regional body for Kimberley Aboriginal people, and a Churchill Fellowship recipient.

The tour included visits and meetings with a range of community service providers and local and national government departments in Auckland and Wellington. The experience was eye opening, and the learnings were deep and varied. The group were most impressed at how culture is embedded in almost all aspects of service design and delivery, including the way that Maori language is used in the names of organisations and departments, in official welcomes, and in the way that services are co-designed with community.

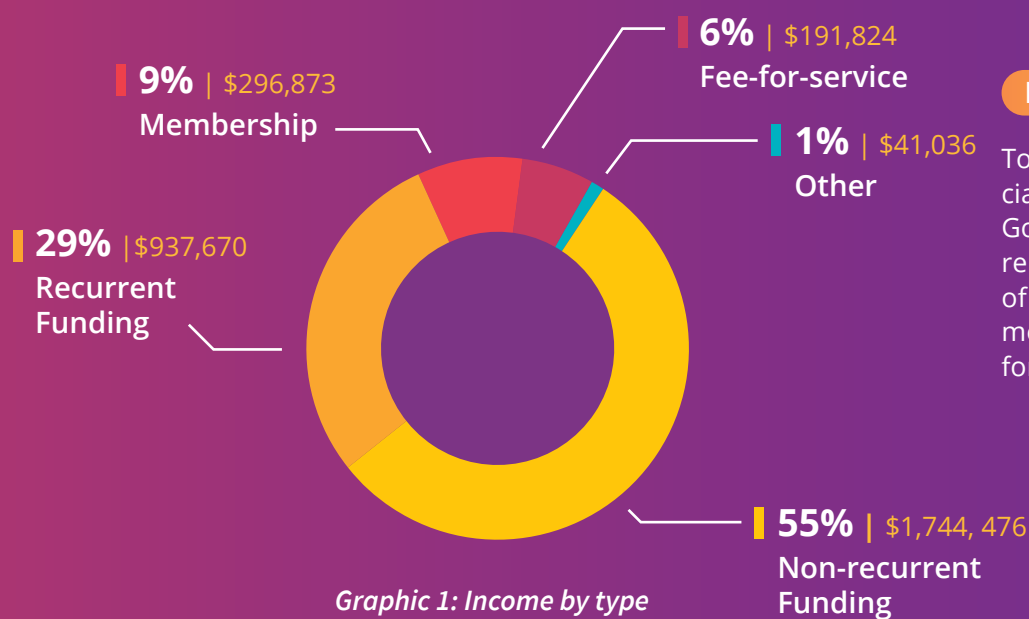
New Zealand has been very progressive in many areas of social policy, especially in their Child and Youth Wellbeing Strategy, which maps the trajectory of outcomes for children and young people up to 25 years old and has legislative support; Integrated Data Infrastructure which captures interactions people have with government agencies over time, and is shared with communities and used to inform policy and look at social and economic trends by location; and Youth Justice initiatives that have resulted in some of the lowest numbers of young people detained in NZ.

*Aunty Charmaine Pell
and Aunty Millie Penny*



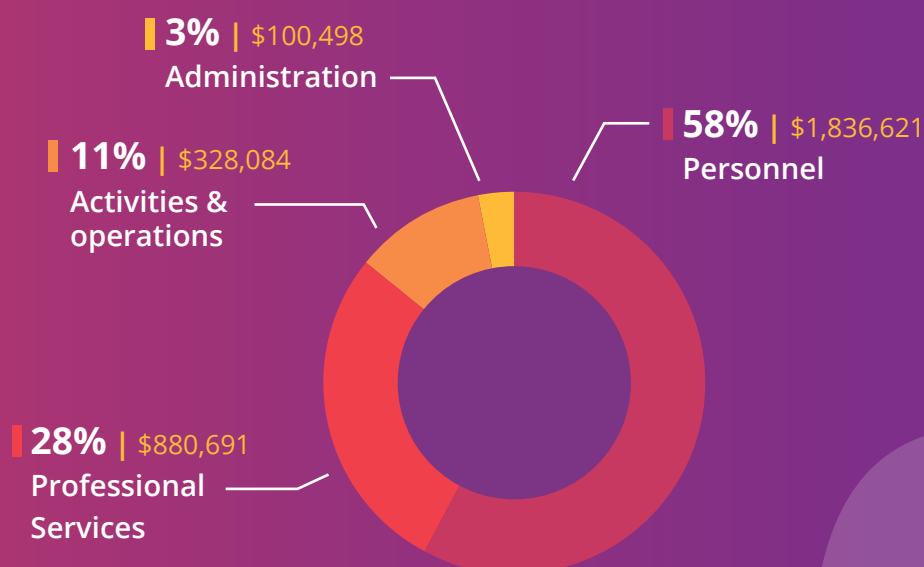
FINANCIAL SUMMARY

The financial position of WACOSS remains stable with net assets of \$1,140,291, an increase of \$65,985 on the previous financial year. At balance date, 75% of total assets were held in cash or receivables.



INCOME

Total income for the financial year was \$3,211,879. Government funding (84%) remains the primary source of revenue together with membership (9%) and fee-for-service (6%).



EXPENDITURE

Total expenditure for the financial year was \$3,145,894. Personnel (58%) remained the largest expenditure type, followed by professional services (28%) and activities and operations (11%).

General Note:

It should be recognised that the nature of our activities are such that individual projects and major events have the capacity to materially alter specific areas of income and expenditure year-on-year.

Our Collaboration

WACOSS engages with stakeholders through many and varied committees, working groups, including participating in external committees and groups, as well as coordinating some of our own.

SECTOR REPRESENTATION AND STAKEHOLDER ENGAGEMENT

- 100 Families WA Project Team
- 100 Families WA Research Group
- 100 Families WA Management Meeting
- 100 Families WA Reference Advisory Group
- 100 Families WA Community Advisory Group
- 6718 Yandi for Change
- ACOSS Climate and Energy Working Group
- ACOSS Housing and Homelessness Working Group
- ACOSS Income Support and Employment Policy Network
- ACOSS Media and Communications Working Group
- ACOSS Community Sector Policy Network
- ACOSS Tax Working Group
- ACOSS Directors' Working Group
- ACOSS Raise the Rate (RTR) Campaign
- ACOSS Social Security
- AGL Customer Council
- Anti-Poverty Week State Committee
- Behind-The-Meter Code of Practice Working Group
- Belmont-Victoria Park Emergency Relief Network
- Centre for Social Impact (CSI) Advisory Board
- CEOs for Gender Equity
- City of Perth RAP Reference Group
- City of Rockingham COVID-19 Local Recovery Coordination Group
- Community Coalition for Health, Affordable Homes
- Community Employers WA (CEWA) Board
- Community Skills WA (formerly Community Services Health and Education Training Council)
- Connecting Early Years Network Reference Group
- Consumer Advisory Committee
- Coordinating a Justice Sector Response to COVID-19
- Department of Communities - Commissioning Working Group on Homelessness
- Early Years Network Reference Group
- East Pilbara Interagency meeting
- Economic Regulation Authority Consumer Consultative Committee
- Economic Regulation Authority Liaison Meetings
- Electricity Code Consultative Committee
- Family Inclusion Network of Western Australia – Protection and Care Advocacy Network
- Food Security Working Group
- Fremantle Community Relief and Resilience Network
- Hardship Utility Grants (HUGS) Steering Committee
- Housing Advisory Roundtable (HART)
- Hedland Alcohol and Other Drug Management Group
- Hedland Collective Steering Committee
- Hedland Community Safety Advisory Forum
- Hedland Early Years Network
- Hedland Youth Stakeholders Action Group
- Imagined Futures Leadership Group
- Independent Centre for Applied Not-for-Profit Research
- Inner City ER Network Meeting
- Karratha and surrounds Early Years Network

Our Collaboration

- Law Access Stakeholder Advisory Group
- Leading Women
- Looking Forward, Moving Forward Project
- Make Renting Fair WA Campaign Alliance
- Mandurah and Peel Homelessness Network Group
- Midland Emergency Relief Network
- Joondalup- Wanneroo End Homelessness Group
- National Consumer Roundtable on Energy
- Navigating Through Life: Research Advisory Committee
- Newman Early Years Network
- Newman Futures – Liveability and Wellbeing
- Newman and Western Desert AOD Management Group
- Out of Home Care COVID-19 Taskforce
- Out of Home Care Independence Reference Group
- Pilbara Aboriginal Health Planning Forum
- Pilbara District Leadership Group
- Pilbara for Purpose
- Pilbara Health Workforce Working Group
- Pilbara Postvention Response Committee
- Regional Youth Stakeholders Network
- Rockingham Kwinana Homelessness Interagency Group
- Social Assistance and Allied Health Steering Committee
- Social Reinvestment WA Coalition
- Social Reinvestment WA Executive Committee
- Social Reinvestment WA Fine Default Reform Subcommittee
- South East Metropolitan Emergency Relief Forum
- State Recovery Advisory Group – COVID-19
- State Welfare Emergency Committee (SWEC)
- Steering Committee for the Centre for Parenting Excellence
- Supporting Communities Forum
- Supporting Communities Forum: Digital Inclusion Working Group
- Supporting Communities Forum: Outcomes Working Group
- Supporting Communities Forum: Procurement Working Group
- The Children’s Collective Steering Group
- The Children’s Collective - Invisible Children Working Group
- UNSW/ACOSS Poverty and Inequality Steering Committee
- UWA Social Policy & Practice Research Consortium
- WA for Human Rights Campaign Steering Committee
- WA Refugee and People Seeking Asylum Network
- WA Social Research Network
- Western Australia Primary Health Alliance, Commissioning for Better Health Advisory Board
- Water Corporation Customer Advisory Panel
- Western Australian Advocates for Consumers of Energy
- Western Australian Council on Homelessness
- West Pilbara Alcohol and Other Drug Management Group

OUR COMMITTEES

- Children's Policy Advisory Council (CPAC)
- Community Relief and Resilience Forum
- Food Relief Framework Working Group
- Food Relief Planning Group (COVID-19)
- Food Relief Clearinghouse (COVID-19)
- Lived Experience Partnership Framework Committee
- Lived Experience Partnership Community of Practice
- Pilbara Family and Domestic Violence Network
- State Emergency Relief Committee (SERC)
- State Emergency Relief Committee – Updating and Coordinating Responses to COVID-19
- WA Peaks Forum
- WA Peaks – Coordinating the Sector's Response to COVID-19
- WACOSS Board
- WACOSS Finance Committee
- WACOSS Governance Committee
- WACOSS Strategic Reference Group

OUR PARTNERS, SPONSORS, FUNDERS

- Aboriginal Legal Service of WA
- AccessPay
- Anglicare WA
- ANSON
- Australian Communications Consumer Action Network
- Australian Council of Social Service (ACOSS)
- Australian Lawyers for Human Rights
- Australian Red Cross
- Australian Scholarship Fund
- Australian Sustainable Built Environment Council

- Bankwest
- Bankwest Curtin Economic Centre (BCEC)
- Beyond Bank
- Carers WA
- Centrecare
- Centre for Social Impact (CSI)
- Children's Collective
- City of Bayswater
- City of Busselton
- City of Carnarvon
- City of Cockburn
- City of Fremantle
- City of Joondalup
- City of Karratha
- City of Kwinana
- City of Mandurah
- City of Rockingham
- City of Stirling
- City of Swan
- City of Wanneroo
- Communicare
- Commissioner for Children and Young People
- Community Legal WA
- Community Employers WA (CEWA)
- Connecting Up
- Consumer Credit Legal Service
- Consumers of Mental Health WA
- Curtin University of Technology
- Department of Communities
- Department of Finance
- Department of Health
- Department of Justice
- Department of Local Government, Sport and Cultural Industries
- Department of Mines, Industry Regulation and Safety

Our Collaboration

- Department of Primary Industries and Regional Development
- Department of the Premier and Cabinet
- Financial Counsellors' Association of Western Australia (FCAWA)
- Financial Counselling Network
- First Nations Deaths in Custody Watch Committee Inc.
- Foodbank WA
- Google
- Headspace (Pilbara)
- HealthInfoNet
- HESTA
- Hope Community Services
- Horizon Power
- Human Rights Law Centre
- Jacaranda Community Centre
- Kulbardi
- Life Without Barriers
- Linkwest
- Lotterywest
- McCusker Foundation
- Mercycare
- Mission Australia
- MODAL
- Morgan Stanley
- Murdoch University
- Neami National
- Noongar Family Safety and Wellbeing Council
- Nous Group
- Nulsen Group
- Outback WA
- Parkerville Children and Youth Care
- Perth Metro Suicide Prevention Coordination
- Pilbara Development Commission
- Public Health Advocacy Institute of WA
- Public Health Association of Australia
- Reconciliation WA
- Relationships Australia WA
- Rise Network
- Rod Lillis, Crunch Consulting
- Ruah Community Services
- Save the Children
- Shelter WA
- Shire Denmark
- Shire of Gingin
- Shire of Waroona
- Shire of Wiluna
- Slater and Gordon
- Social Policy Practice and Research Consortium, UWA
- Social Research Network WA
- Southern Communities Advocacy and Legal Education Service
- Streetlaw Advocacy
- St Patricks Community Support Centre
- St Vincent de Paul Society WA
- Synergy
- Tenancy WA
- Tenants Action Group Western Australia
- Uniting WA
- Uniting Church Western Australia
- University of Western Australia
- Western Australian Local Government Association (WALGA)
- Wanslea
- Water Corporation
- Western Australian Association for Mental Health (WAAMH)
- Western Australian Network of Alcohol and other Drug Agencies (WANADA)
- Western Australian Primary Health Alliance (WAPHA)
- Women's Council for Domestic and Family Violence Services WA
- Youth Affairs Council of Western Australia (YACWA)
- Youth Futures WA



Our Members

Social Service Organisation Members

- 55 Central Inc
- Aboriginal Health Council of WA
- Aboriginal Males Healing Centre
- Access Housing Australia Limited
- Access Plus (formerly WA Deaf Society)
- AccordWest
- Adoption Research & Counselling Service (Inc)
- Advocacy WA
- Advocare Inc
- Albany Youth Support Association
- Allambee Counselling
- Amity Health
- Anglicare WA
- Armadale Community Family Centre
- Association for Services to Torture and Trauma Survivors
- Australian Association of Social Workers WA Branch
- Australian Red Cross
- Avivo Live Life
- Baptcare Ltd
- Blind Citizens WA Inc
- Bloodwood Tree Association
- Bridges Eating Disorders Association of WA
- Brightwater Care Group
- Broome C.I.R.C.L.E. Inc
- Cahoots
- Cancer Council Western Australia
- Carnarvon Family Support Service Inc
- Catholic Outreach
- Centacare Family Services Geraldton
- Centacare Kimberley Association Inc
- Central Agcare Inc
- Centre for Asylum Seekers, Refugees and Detainees
- Centrecare Inc
- Child Australia
- Childcare Association of WA Inc
- Chorus
- Citizens Advice Bureau of WA Inc
- Communicare Inc
- Community Employers WA
- Community Legal Centres Association (WA) Inc
- Community Vision Inc
- ConnectGroups - Support Groups Association WA Inc
- Coolabaroo
- Co-Operation Housing
- Developmental Disability Council of WA
- Dumbleyung Community
- East Kimberley Job Pathways Pty Ltd
- Eastern Region Domestic Violence Services Network Inc (Koolkuna Women's Refuge)
- Echo Community Services
- Edmund Rice Centre Mirrabooka
- Employment Law Centre of WA Inc
- EON Foundation Inc
- Escare Inc
- Even Keel Bipolar Support Association Inc
- Facilitatrix
- Family Day Care WA Inc
- Family Inclusion Network of Western Australia Inc
- Financial Counsellors Association WA Inc
- Foodbank WA
- Foothills Information & Referral Service Inc
- Foundation Housing Ltd
- Fremantle Multicultural Centre WA Inc
- Fremantle Women's Health Centre Inc
- Glyde-In Community Learning Centre Inc
- Goldfields Women Health Care Centre
- Goodstart Early Learning
- Gosnells Community Legal Centre Inc
- Haemophilia Foundation WA Inc
- Harold Hawthorne Community Centre
- Harvey Community Resource Centre Inc
- Hedland Well Women Centre Inc.
- HelpingMinds
- HepatitisWA Inc
- Hope Community Services Inc
- IBN Corporation Pty Ltd
- In Town Centre Inc
- Indigo Junction
- Injury Matters
- Invisible Illnesses Inc. (Fibro & Us)
- Italo-Australian Welfare and Cultural Centre Inc
- Jewish Care WA Inc
- Joondalup Family Centre

- Joongari House – Wyndham Family Support Inc.
- Juniper
- Just Home Margaret River Inc
- Justice, Ecology and Development Office, Catholic Archdiocese
- Kanyirninpa Jukurrpa
- Katanning Regional Emergency Accommodation Centre Inc
- Key Assets
- Kidsafe WA Inc
- Kilfinan Australia
- Knights of the Southern Cross
- Lamp Incorporated
- Langford Aboriginal Association
- Lesmurdie Community Care
- Life Without Barriers
- Linkwest Inc
- Living Proud Inc
- Local Drug Action Groups Inc
- MacKillop Family Services
- Margaret River Community Resource Centre Inc
- Melville Cares Inc
- Men's Health and Wellbeing WA Inc
- Men's Outreach Service Inc
- Men's Shed of WA
- MercyCare Ltd
- Midland Women's Health Care Place Inc
- Milligan Community Learning and Resource Centre Inc
- Mission Australia
- Moorditj Koort Aboriginal Corporation
- Murdoch University Guild of Students
- Nardine Wimmin's Refuge Inc
- Neami National
- Newman Women's Shelter
- Ngala Community Services
- Ngarliyarndu Bindirri Aboriginal Corporation
- No Limits Perth
- Nulsen Disability Services
- One World Centre
- Orana House Inc
- OVIS Community Service (Pat Thomas House Inc)
- Palmerston Association Inc
- Parkerville Children and Youth Care Inc.
- Patricia Giles Centre Inc
- Peel Community Development Group
- Peel Youth Services Inc
- People with Disabilities WA Inc
- Perth Asian Community Centre
- Perth Inner City Youth Service
- Pivot Support Services
- Playgroup WA (Inc)
- Reconciliation WA
- Regional Alliance West Inc
- Regional Development Australia Pilbara
- Relationships Australia Western Australia Inc
- Richmond Wellbeing Incorporated
- Rise Network Inc
- Roman Catholic Archbishop of Perth – Catholic Social Services WA
- Rostrata Family Centre Inc
- Ruah Community Services
- Samaritans
- Sandalwood Family Centre
- Save the Children WA
- Second Harvest (Australia) Incorporated
- Social Ventures Australia Ltd
- Society of Professional Social Workers Inc
- South Coastal Health & Community Services
- South Lake Ottey Family & Neighbourhood Centre Inc
- South metropolitan
- South West Counselling Inc
- South West Refuge Inc
- Southcare Inc
- St Bartholomew's House Inc
- St John of God Outreach Services
- St Patrick's Community Support Centre
- St. Vincent de Paul Society WA Inc
- Starick
- Sussex Street Community Law Service Inc
- Tenancy WA
- The Claddagh Association of Western Australia
- The Family Planning Association of WA Inc (SHQ)
- The Hepburn Centre (Marangaroo Family Centre Inc)
- The People Place Busselton Inc
- The Salvation Army WA Social Program
- The Shopfront
- The Smith Family
- The Spiers Centre Inc
- Tom Price Youth Support Association Inc
- Tuart Place
- Uniting Church
- UnitingCare West
- Volunteering WA
- WA AIDS Council
- WA Fairhaven
- WA Network of Alcohol and Other Drug Agencies
- Wanslea Family Services

- Waratah Support Centre SW Inc
- Waroona Community Resource Centre Inc
- Welfare Rights & Advocacy Service
- West Stirling Neighbourhood House
- Western Australian Aboriginal Leadership Institute
- Western Urban Associates (WA) Inc (Street Chaplains)
- Wheatbelt Aged Care Community Support Services Inc
- Women's Council for Domestic & Family Violence Services (WA)
- World Vision Australia
- Wungening Aboriginal Corporation
- Yaandina Family Centre Limited
- YMCA WA
- Yorganop Association Incorporated
- Yorgum Aboriginal Corporation
- Youth Affairs Council of Western Australia
- Youth Futures WA Inc
- Youth Involvement Council Inc
- Zonta House Refuge Association Inc

Associate Organisation Members

- City of Cockburn - Community Development and Services
- City of Nedlands- Community Development Department
- City of Swan Lifespan Services Community Development Team
- UWA - Division of Social Work & Social Policy

Social Service Individual Members

- Alvaro Huertas
- Ann White
- Anna Presser
- Ashlee Pitcher
- Brian Cooper
- Brodie Lewis
- Chrystie Flint
- Dianne Bianchini
- Felicity Black
- Frances Tubridy
- Helen Creed
- James Paxman
- Jessica Karlsson
- Jo Buontempo
- Joe Calleja
- Katie Norwell
- Kylie Hansen
- Laraine Haswell
- Louise Lamont
- Maria Harries
- Mark Fitzpatrick
- Max Taylor
- Metua Mitsy Strickland
- Michelle MacKenzie
- Noel Harding
- Shauna Gaebler
- Sonia Hall
- Taziva Magwa
- Therese Smith
- Vicki Hemersley
- Vida Corbett
- Vik Jeyakumar
- Wendy Simpson

Associate Individual Members

- Alison Xamon
- Anabelle May
- Carol Wakely

- Dave Kelly
- David Gilchrist
- Debbie Millard
- Diana Ryan
- Fabiola Pinheiro
- Janine Freeman
- Judy Eastham
- Linda Savage
- Lisa Baker
- Lisa King
- Mark Devlin
- Megan Plaster
- Nandita R Naroth
- Rachel Siewert
- Renee Darbyshir
- Rewi Lyall
- Rhuwina Griffiths
- Shirley van Schagen
- Stephen Dawson
- Stuart Reid
- Sue Nye
- Sue Lines
- Tim Clifford
- Yen Hawkes

Life Members

- Anne Sinclair
- Brenda Harper-Nelson
- Moira Rainer
- Peter Sirr
- Sue Ash AO
- Terri Coughlin



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Would you like to know more ? Email us at:

✉ dropin@wacoss.org.au

Or call Jaime 08 6381 5300 to find out more

**terms and conditions apply*





WACOSS strives for an inclusive, just and equitable society.

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

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