



wa council of  
social service

2020

Annual Report

2021

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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, their cultures, and to elders both past and present. We acknowledge the land on which we live and work was, and always will be, Aboriginal land. Sovereignty was never ceded.

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Copies of this annual report are available from the address above.

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# About



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. We are committed to genuine engagement, authentic collaboration, and building trusted relationships with members, communities and governments.

**WACOSS represents over**

**280**

community service organisations



**500**

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

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.

We drive social change with communities, through collective action and policy formulation, strengthening community services and influencing decisions makers to ensure justice and equity.

# 2021 – 2023 Strategic Plan



At last year's Annual General Meeting, WACOSS launched our 2021 – 2023 Strategic Plan, which was developed over the course of 2020.

We want people to appreciate and take seriously the unique opportunity we have right now, as we rebuild and recover from the COVID-19 pandemic, to take action and create the kinds of communities we all want to live in. To change the systems, behaviours and attitudes that perpetuate entrenched poverty, inequity and exclusion, WACOSS challenges and develops alternative solutions to systemic structures, community priorities and galvanizes community support.

Encompassing a shared vision for compassion and commitment to improving the lives of vulnerable Western Australians, our theory of change includes:

- **Working together to build ownership – Collectivise;**
- **Building broad base community support – Convince; and**
- **Creating pathways for systematic change - Create.**

Our strategic plan is bold in its ambition, challenging belief structures and cultural norms, and building community empathy.

## Engaging Community and Accelerating Change: Strategy 2021 – 2023

### Our Vision

Inclusive, just and equitable society.

### Our Purpose

We drive social change with communities, through collective action and policy formulation, strengthening community services and influencing decision makers to ensure justice and equity.

### Our Values



#### Heart

Our work is grounded in care and compassion for a fairer world



#### Curiosity

We seek bold and empowering ideas and solutions to issues our communities face



#### Integrity

Our approaches reflect and respect human rights and our practices are ethical and inclusive



#### Tenacity

We have the courage to persevere for transformative and positive change

**Inequitable and unjust society**

**An inclusive, just and fair society**



### Our Strategic Catalysts to accelerate change

- 1 Building a stronger organisation
- 2 Collaborating with communities and people with lived experience
- 3 Advancing the use of wellbeing outcomes and measures
- 4 Broadening community engagement with our vision
- 5 Elevating the community sector's value in Western Australia



# CEO and President's Report

Nationally and globally the term unprecedented has become common parlance. We have seen over the last year, a continuation of the increased demand for support and services as the social and economic impacts of the COVID-19 pandemic continue to hit our sector, and the community, hard.

The recovery has been a lot more gradual than many predicted and as such, the impacts felt more acutely amongst those experiencing hardship and poverty in our community, with many Western Australians finding themselves, for the first time, in crisis situations.

In a similar vein to last year's, this Annual Report will highlight the incredible work that the community services sector continues to achieve in this context.



## WACOSS CONFERENCE AND 2021-23 STRATEGIC PLAN

WACOSS' 2021-23 Strategic Plan has been developed in a context like no other. The COVID-19 pandemic experience is unprecedented, causing many to question social norms, have greater compassion and concern for those most impacted and to hold close a desire to see a more sustainable and compassionate future.

The critical challenge is how we ensure a shared vision for Western Australia across government, public and community service sectors. As the peak body for the Western Australian community service sector, we believe that communities flourish where people are given the opportunity to contribute and create. That's why we are committed to enabling and leading change that supports healthy, active and inclusive communities.

After many breath-holding stops and starts due to the pandemic, WACOSS successfully held its conference in February 2021 over three days at the Esplanade Hotel. This was a wonderful opportunity for the community and social services sector to come together to learn, share and celebrate following periods of uncertainty, lockdowns and restrictions.

This conference saw our highest number of regional and First Nations representatives who attended as both delegates and speakers on a wide range of important issues and topics.

The Conference was an opportunity to invigorate the important role that we play in supporting vulnerable people in our community, and the sector we represent as we continue to rebuild and recover from the ongoing impact of the pandemic.

## COVID-19: OUR RESPONSE

Via our membership communications, WACOSS has played a pivotal role in helping to coordinate ongoing crisis responses, the sharing of resources and advocating for the successful distribution of PPE by the state government.

All of our members and their staff, including and especially front line support workers, have gone above and beyond in continuing to advocate for, and provide essential support to those in our community experiencing hardship.

We acknowledge that this last year and a half has taken its toll on our sector and that there is still so much work to be done, with the ongoing risk of another outbreak of COVID-19, ever-increasing the demand for services and support and the growth of a two-tiered economy. WACOSS commends you all for your dedication and commitment to creating a more just and equitable society.

Collaboration between the peaks continues to grow stronger, thanks to the tireless efforts of our former Deputy CEO, Dr Jennie Gray, who sadly left us in August to head up the Women's Legal Service of WA. Over the course of the pandemic the relevance of the WACOSS Peaks Forum has grown steadily, providing opportunities across the sector for working in partnership towards recovery alongside various state departments.

The success of the Peaks Forum has been largely due to the relationship-building efforts of Jennie and her tenacity and compassion will be missed at WACOSS. We wish her all the best at Women's Legal Services WA!

In the last couple of years the world has been challenged by governments that do not hold dear the core principles of democracy, devastating threats to our natural world through the impacts of climate change and the human and economic cost of COVID-19.

Despite these challenges we have seen communities both globally and locally respond innovatively and with compassion to others. This has certainly been our experience as CEO and President of WACOSS. To work amongst and with

a group of talented, committed and passionate colleagues and agencies in the service of those most impacted upon by adversity has been a privilege. The collective willingness to work together, whether that be sourcing face masks to responding to bushfire impacted communities, is testament to Aristotle's injunction that the whole is greater than the sum of its parts!

We are under no illusions that the year ahead will continue to bring new challenges for our sector. The advocacy and policy work in this ever-changing political, economic and social context is more important now than ever before and we know that this work is most effective when done together. WACOSS has entered the year with renewed vigour and clarity, and will rely on the collaborative efforts and strategic alignment of all our stakeholders as we move forward towards recovery.

## A FINAL WORD FROM OUR PRESIDENT

In my final annual report as WACOSS President I take this opportunity to thank and acknowledge our Members, Board Directors and other key stakeholders for their contribution and support of WACOSS towards creating an equal and just society for all citizens. It has been my privilege to serve as President of WACOSS over the last five years and I owe an enormous debt of gratitude to my colleagues on the Board and the amazing support of the WACOSS CEO and team.



**Debra Zanella**  
**President**



**Louise Giolitto**  
**Chief Executive Officer**



# WACOSS Board



**Debra Zanella**  
President  
CEO | RUAH



**Fiona Beermier**  
Vice-President  
CEO | Ngala



**Joanne Della Bona**  
Executive Director |  
Coolabaroo



**Amanda Hunt**  
CEO | Uniting WA (until  
October 2020)



**David Cain**  
Executive Director Service  
Delivery and Design |  
Communicare



**Michael Piu**  
CEO | St Patrick's  
Community Support  
Centre Limited



**Jonathan Smith**  
CEO | ECHO Community  
Services (until October 2020)



**Jude Sorenson**  
State Manager | World  
Vision



**Greg Hebble**  
CEO | Foodbank WA



**Jo Sadler**  
State Director | Mission  
Australia



**Vicki-Tree Stephens**  
CEO | Youth Involvement  
Council (since October 2020)



**Daniel Morrison**  
CEO | Wungening (since  
October 2020)



**Emma Jarvis**  
CEO | Palmerston (since  
October 2020)



## FINANCE COMMITTEE MEMBERS

**Jonathan Smith** – Chair (until October 2020)  
**Emma Jarvis** – Chair (since November 2020)  
**Daniel Morrison** – (since November 2020)  
**Vicki-Tree Stephens** – (since November 2020)  
**Greg Hebble** – (since November 2020)  
**Amanda Hunt** – (until October 2020)  
**Allison Leonard** – Co-opted  
**Graham Donnelly** – Co-opted  
**Justin Clark** – Co-opted

## GOVERNANCE AND RISK COMMITTEE MEMBERS

**Michael Piu**, Chair  
**Fiona Beermier**, Board Member  
**Jo Sadler**, Board Member  
**Greg Hebble**, Board Member  
**David Cain**, Board Member

# WACOSS People

**Louise Giolitto**, Chief Executive Officer  
**Dr Jennie Gray**, Deputy Chief Executive Officer  
**Jackie Bosen**, Executive Support Officer

## COMMUNICATIONS

**Aimee Smith**, Manager, Campaign and Communications (from 22 March 2021 until 26 May 2021)  
**Ada Hanson**, Community Organiser (from 29 March 2021 to 3 Sep 2021)  
**Laurene Collier**, Communication Officer  
**Tim Oliver**, Communication Officer (from 5 July 2021)  
**Tim Grey-Smith**, Advocacy Lead (from 2 Aug 2021)

## SOCIAL POLICY

**Chris Twomey**, Research and Policy Development Leader  
**Graham Hansen**, Senior Policy Officer  
**Eva Perroni**, Senior Policy Officer  
**Leela James**, Community Relief and Resilience Coordinator

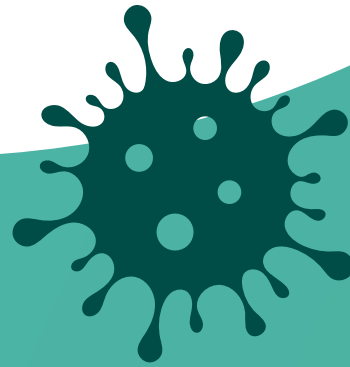
**Alex Hughes**, Project Manager 100 Families WA  
**Celeste Stephens**, Pilbara Manager  
**Emma Hardy Rosa**, Program Support Officer  
**Ashleigh Gregory**, Program Support Officer  
**Jasmina Brankovich**, Manager Special Projects (from 12 October 2020 until 25 March 2021)

## CORPORATE SERVICES

**Alenka Jeram**, Manager Corporate Services  
**Fernanda Monteiro Soares de Silva**, Graphic Design Coordinator  
**Jaime Castilla Riasco**, DropIn Project Officer  
**Salil Kooja**, Finance Coordinator  
**Vikas Kumar Singh**, Technology Officer  
**Suzanne Rope**, Graphic Designer (from 24 August 2020 until 24 December 2020)  
**Cherrylou McGovern**, Web Developer (from 24 of August 2020 until 29 January 2021)  
**Demelza Rogers**, Project Support Officer (until 30 March 2021)  
**Magali Isimat**, Administrative Officer (until 6 April 2021)  
**Vicky Fox**, Office and Administration Support (from 24 May 2021)



## Our Ongoing COVID-19 Response



In July 2020, it was identified that the 2020/21 Financial Year would be a critical point in the response to the COVID-19 pandemic where the community service sector transitioned from immediate crisis response to putting in place the systems and supports that help us gradually transition to recovery.

**It was also advised that the concept of 'recovery' was not used lightly, given the ongoing risk of further outbreaks which we have seen eventuate over the last 12 months. At the time of writing, Australia is struggling to get on top of a massive outbreak of the Delta Variant of COVID-19 that is gripping the Eastern States.**

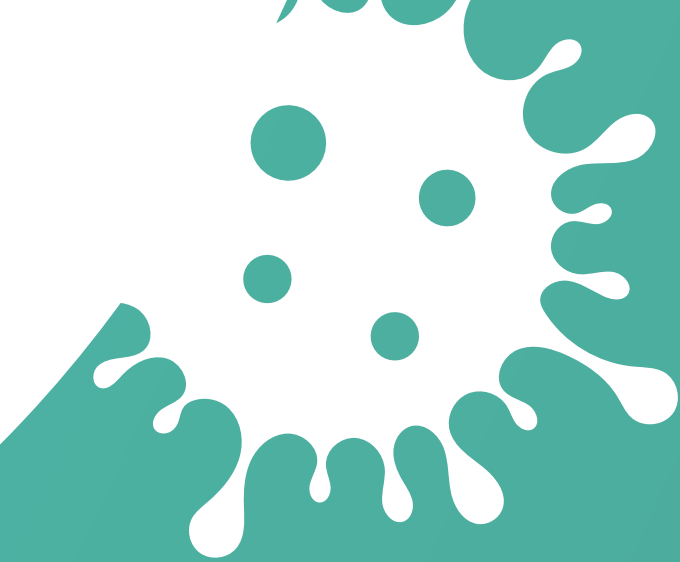
Given the situation we find ourselves in now, the decision to use the language of ongoing risk management and avoiding talking about recovery or business as usual was a good one.

Secondly, there is still a significant cohort of the community that our sector represents who are not yet recovering – many Western Australians have been pushed to their limits by this virus and many more have experienced poverty, homelessness and unemployment for the first time.

The critical issue in this context is how quickly and effectively we can respond to minimise the long-term impacts of the COVID-19 pandemic, particularly ensuring that more people in our community do not transition into entrenched disadvantage, and ensure that we use this opportunity to advocate for positive, systemic change to reduce poverty and inequality.

The priority for community services over the last Financial Year has thus been twofold – (1) ensuring that we focus on those **most at-risk of poor long-term outcomes** from this crisis to deliver the support that they will need, and (2) ensuring that **the coordinated response is inclusive and effective** – which means a community development model that includes the voices and expertise of frontline services and is backed up by good data.

Throughout the last Financial Year, Lotterywest have pivoted quickly in response to community need redirecting, and in some cases expanding, available funding to enable the community services sector to continue to support those in need. Lotterywest have shown their commitment to the sector and the vulnerable communities we represent and support, by attending our Community Relief and Resilience, Peaks, Fair Food WA and State Emergency Relief Committee forums to understand the needs of those in the community so that they can respond accordingly.



## COMMUNITY ORGANISED RESOURCE EXCHANGE

After a significant amount of work by WACOSS and its DropIn team through the 2020-21 Financial Year, the Community Organised Resource Exchange (CORE) was launched in June 2021. CORE is an online platform that has been designed and developed to enable the sharing of surplus resources between the business and not for profit sectors, enabling items of scale to be shared and redistributed to communities and groups that need them.

Conceptualised during the design of the WA Food Relief Framework, the development of the CORE platform was accelerated during the COVID-19 pandemic, when the need for an online platform for community service organisations to share surplus resources grew significantly. As well as better coordinating and supporting the charity sector, CORE can lead to a more standardised distribution of resources. The platform will become a valuable tool when responding to climate emergencies or natural disasters where the need for resources to rebuild and sustain is much higher than supply.

## ONGOING DISASTER COORDINATION RESPONSES

Throughout the reporting period, WACOSS continued to strengthen participation with key government line agencies and with our members across the community services sector to ensure that shared responses to the ongoing and changing impacts of the pandemic were dynamic, inclusive and integrated.

## FAIR FOOD WA

Throughout 2020-21 Fair Food WA (FFWA) continued to provide leadership across food relief coordination, advocacy and food security.

FFWA led and contributed to a range of work that built on the recommendations of the Food Relief Framework, including continuing to evolve the Food Stress Index (FSI), supporting government to move towards a more robust and contemporary disaster and recovery welfare response, and launching the Community Organised Resource Exchange. FFWA hosted a community webinar series on food insecurity that featured the FSI, the webinars were well attended by both national and international partners. The next 12 months will see FFWA continue to work across the development of the FSI and other platforms and research that will enable better food policy coordination of the state's food systems.

FFWA also saw a significant change this Financial Year as independent chair Helen Creed stepped down, and Janine Freeman took her place. Helen's strong leadership carried us through the initial COVID-19 crisis, enabling Janine to hit the ground running in her short time and support FFWA efforts to reinvigorate the group's work across advocacy and coordination.

## DISASTER WELFARE COORDINATION

Early in 2021, Western Australia experienced a number of severe climate events including the Wooroloo fires in February and Cyclone Seroja that hit the Midwest beneath the 29th parallel in April. During both disasters, WACOSS played a coordination and advocacy role as the sector worked to provide immediate services and material aid. WACOSS also took on an informal role triaging and coordinating a shared spreadsheet of community sector donations which the Department then used to deliver much needed resources on the ground.

This work contributed to the Department of Communities convening the Future Emergency Management Partnership Forum that enabled both the state government and the community sector to share their experiences, insights and advice towards the development of a more efficient state-wide emergency welfare response.

WACOSS continues to work with the Department and community service sector partners to establish processes and frameworks between the Department of Communities and organisations who sit outside the state disaster plan.

# Collaborating with communities and people with lived experience

**WACOSS' 2021-23 strategic vision is focused on expanding our engagement with communities and people with lived experience to ensure that the advocacy and policy work we do on behalf of the sector is informed by the people that we represent. Elevating the voices and experiences of people with lived experience, and of our First Nations peoples, is critical in building capacity and finding place-based solutions to systemic issues in our society.**

## ↳ LIVED EXPERIENCE FRAMEWORK

The launch of the Food Relief Framework in 2019 revealed a strong consensus regarding the community sector's commitment to building strong partnerships with people who rely on charity food services. The Framework also provided an opportunity to hear from people with a lived experience of food insecurity that would like greater opportunities to influence policy, programs and services that interact with food security. Over the last year, the Community Relief and Resilience coordinator worked with a local lived experience advocate, Renna Gayde, Council of Social Services policy staff across Australia and lived experience advocates, to develop the WACOSS Lived Experience Partnership Framework. The result is a framework that recognises strengths and opportunities to build on partnership models that provide mutual outcomes when co-designing with people with a lived experience. The [WACOSS Lived Experience Framework](#) is a living framework that has been

designed to support partnerships between not-for-profit, civil organisations and people who have lived experience. The Framework encourages people to draw upon their own personal and organisational partnership experiences to navigate a new strengths based approach to building stronger partnerships and organisational outcomes.

## ↳ PILBARA FAMILY AND DOMESTIC VIOLENCE NETWORK

The Pilbara Family and Domestic Violence Network (PFDVN) has consistently engaged, connected and grown as a coalition of stakeholders across the Pilbara, to address family and domestic violence and abuse at a local level. The last year has seen the delivery of 12 PFDVN meetings, held virtually, for the ease and accessibility of services across the expansive Pilbara region. The Network has grown substantially in terms of membership base as well as public awareness at a state level. The Network has contributed to increased stakeholder connection and information sharing, collaboration among services at a town-based level, increasing awareness of funding opportunities and specialised advocacy. Most importantly, the Network has created a shared vision for the Pilbara, forging a new path forward in terms of responding to and preventing FDV, informed by best practice.

Empowering local communities and services to design, evaluate and pursue place-based solutions addressing issues in their own communities is at the heart of what we do. Genuine relationships are key to our work and encouraging service providers to take the time to connect with their consumers and people with lived experience to understand how they can best respond is paramount. Underpinning these relationships is a broad knowledge base of best practice, disseminated and shared with the Network for ease of understanding and application.

The past 12 months has seen the steady progression of three projects, funded by BHP, known as the 'Vital Change Projects' which includes: the development



of a primary prevention strategy incorporating tailored bystander training and localised campaigns led by the WA Centre of Rural Health; the delivery of a men's behaviour change program called 'Hedland Breathing Space' delivered by Communicare, the first of its kind in the Pilbara; and the delivery of culturally-safe and trauma-informed practice training enabling services to integrate trauma-informed practice into their service delivery, facilitated by The Seedling Group, a group of Indigenous psychologists and trainers.

The future of the Network looks bright as we continue to work towards actioning our strategic priorities including developing a more equal society, realising the impacts of colonisation and tailoring our service provision to respond to this as well as embedding a whole-of-family, intersectionality approach to service delivery.

## 100 FAMILIES WA

100 Families WA has spent the last 12 months finalising data collection from the more than 400 families who have participated over the life of the project, and developing the final report as we worked towards completion of our initial three year Lotterywest contract.

By July 2020 longitudinal data collection of the wave two data survey was completed with 260 families taking part, along with a supplementary survey on the impacts of COVID-19, with 160 families taking part. Fortnightly qualitative interviews with the core families also concluded meaning that data collection was completed and the analysis and compilation of the final report began by October.

Several focus groups were held throughout the latter half of 2020 to help guide the report-writing process and to ensure that the voices of lived experience, and their calls to action, were captured accurately. An initial draft was completed in April, with the report nearing completion by the end of the 2020/21 Financial Year.

The 100 Families WA project found that disadvantaged Western Australian families are increasingly being

trapped in a cycle of poverty and hardship by the same system that is designed to support them in crisis. This entrenched disadvantage often spans many generations of the same family and can be exacerbated by a multitude of factors, including adverse life experiences, mental health issues and intergenerational trauma, making the cycle very difficult to exit.

These findings are explored in great detail in the final report, which will be launched in August 2021.

## » Speaking from Experience


The *Speaking From Experience* video series was launched in late August and ultimately comprised of six videos, filmed and edited by WACOSS and spoken by Community Advisory Group (CAG) participants Renna Gayde and Keira Gentle, on some of the key themes that emerged over the life of the project; COVID-19, Family and Domestic Violence, Homelessness, Poverty and Finances, Education and Employment.


These videos were a key output of the project, ensuring that the voices of people with lived experience were able to be shared in real time. Ultimately, these stories will be built into an online interactive platform called *Welcome to our World* which will help to promote awareness, empathy and action of entrenched disadvantage in Western Australia.





## » What's next for 100 Families WA?

Over the last Financial Year, a lot of thought was put into what the next phase of the project would look like. All partners recognised the importance of our unique opportunity to translate and mobilise the findings of the project into practice and policy. For this reason and following several consultations, a grant application was made to Lotterywest to implement four initiatives:

 *Find and Align (Phase one) – Mapping exercise to ensure full report is not a standalone document but is connected to “what works”, as according to the families, in the wider sector landscape.*

 *Learn, Share, Aware (Phase two) – Active engagement with the public and community sectors on a reimagining of support through trainings and workshops.*

 *Innovate to implement (Phase three) – Reimagining of current support system to produce a gold standard, co-designed blueprint of what placed based support models should look like.*

 *Aboriginal Voice project (concurrent project) – Explore and amplify the Aboriginal voice of lived experience in a culturally secure way by focusing on data from an Aboriginal perspective (a third of family participants).*

This application was ultimately successful, with 100 Families WA securing funding for another year. WACOSS expresses our sincere thanks to all partner agencies, CentreCare, Wanslea, MercyCare, Uniting, Jacaranda, Anglicare WA, Ruah, Centre for Social Impact UWA and Social Policy, Practice and Research Consortium UWA. A special thank you to all the families and individuals who placed their trust in us and who were incredibly courageous in telling their stories with a belief they could influence change to benefit us all.

## » SUSTAINABLE HEALTH REVIEW

The Sustainable Health Implementation Program (Program) Sustainable Health Review Partnership Group (SHR PG) was established in September 2020 and comprises representatives including consumers and carers, WA health system leaders, non-government organisations, and other government agencies.

The SHR PG is a dedicated Program advisory body working with other Sustainable Health Review governance committees including the Program Steering Committee and Independent Oversight Committee. The SHR PG engages in strategic dialogue, debate and provides advice on complex issues and decisions, working together to drive collaboration and transformational change across Western Australia's health system.

WACOSS CEO is the co-chair and an active member of the SHR PG, as the peak body for the community service sector in WA, and as an advocate for people experiencing marginalisation, disadvantage and hardship. WACOSS has also been recruited by the Sustainable Health Implementation Support Unit (SHISU) to evaluate the effectiveness of the partnerships in the SHR PG, with a view of making any improvements that would support agencies to work across boundaries.





## SOCIAL REINVESTMENT WA & OLABUD DOOGETHU

Social Reinvestment WA (SRWA) is now a coalition 25 organisations strong, collectively working to end the over representation of Aboriginal and Torres Strait Islander people in WA's justice system.

The coalition continues to be hosted at WACOSS, and chaired by Daniel Morrison and Glenda Kickett. With Sophie Stewart as Campaign Manager for the past five years, the team in the Financial Year 2020/21 grew to include Reginald Ramos as a Project Officer, and ongoing volunteer Interns Alanna Kursar and Isabel Kovac. In an exciting new era for the coalition, SRWA has been successful in securing two new sources of funding and in the Financial Year 2021/22 will be employing four new positions working on both the Raise the Age campaign and Supporting Place Based Justice Reinvestment sites.

After achieving campaign success in ending imprisonment for unpaid fines in July 2020, and establishing WA's first justice reinvestment site in partnership with 11 Aboriginal communities in Halls Creek, the coalition was able to secure an election commitment of funding from WA Labor for Olabud Doogethu, and has now embarked upon the campaign to Raise the Age of Criminal Responsibility.

In April of 2021, over 74 NGOs endorsed SRWA's call on the WA Government, and paper on raising the age to 14 years old and reforming WA's youth justice system. In June a public launch at Luna Leederville with both a panel and a screening of *In My Blood it Runs* was hosted by SRWA and attended by over 300 people. The campaign is ongoing and will continue to grow over the Financial Year 2021/22 with the new roles that SRWA has secured funding for.

### » Justice Reinvestment Sites

In the last three weeks of June 2021, representatives from SRWA, WACOSS, Wungening, Amnesty, Outcare, FNDICWC and YACWA were lucky enough to spend time in the Kimberley, mostly on Kija and Djaru Country, but also on Yawuru, Nyikina, Bunuba, Goondiyani and Miriwoong Country.

SRWA ran a workshop for multiple organisations on place-based justice reinvestment in Derby, met with organisations to hear about their work in Fitzroy Crossing and spent an entire week learning from the experts themselves, and being generously welcomed, taught, fed, and shown around by our justice reinvestment partners the Olabud Doogethu team in Halls Creek.

SRWA has been successful in securing a grant from Lotterywest to help support their work with WA communities to develop place based justice reinvestment sites, and to further develop the evidence base and resources for communities to use.



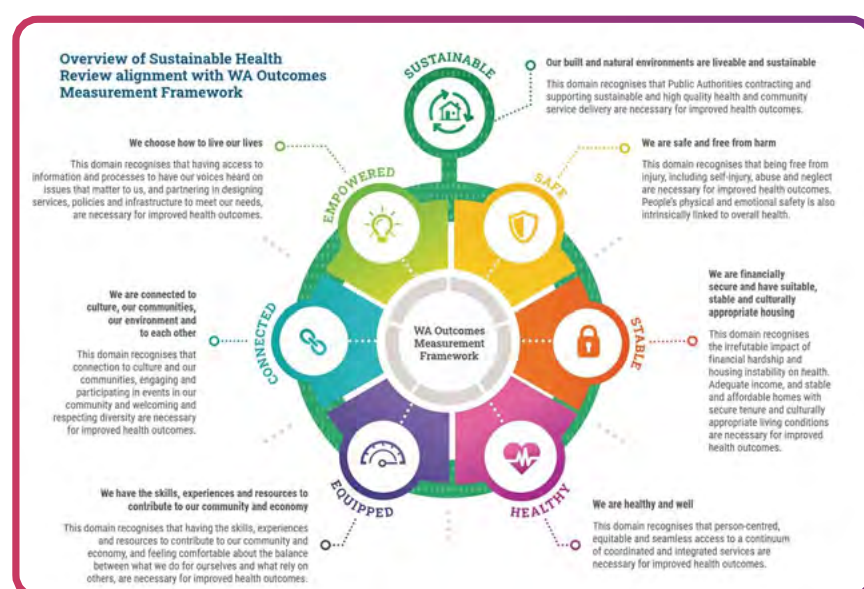
# Advancing the use of wellbeing outcomes and measures

With a growing recognition that shared outcomes are vital to drive a unified vision for the wellbeing of all Western Australians, WACOSS has made the promotion, uptake and implementation of the WA Outcomes Framework as well as the ongoing development of a Child and Family Wellbeing Framework, a key strategic catalyst over the next two years. Our work on this key strategic focus will continue to expand over the next Financial Year through our coordinating role on the Children's Policy Advisory Council.

## WA OUTCOMES MEASUREMENT FRAMEWORK

WACOSS remained committed to proactively engage various government and non-government agencies to support the implementation of the Outcomes Measurement Framework (OMFW) through the Delivering Community Services in Partnership Policy Outcomes Working Group. Over the reporting period WACOSS became aware of many occasions where the OMFW was being used to scaffold strategy and service delivery in the community service sector. The adoptions of the Framework over the last Financial Year show that it is driving an orientation towards an outcomes focus in service delivery. This includes the [WA Housing Strategy 2020-30](#) where the Department of Communities clearly show alignment across all outcome domains.

WACOSS was recruited by the Sustainable Health Review Implementation Unit to assist with identifying outcome metrics that will determine impact, engaging with the broader community services sector, and importantly ensure there is a clear narrative strengthening the SHR's links with the social determinants of health. The Council's leadership in designing the WA OMFW, which entailed extensive sector input, was a key reason why the Health Department approached WACOSS to undertake this work. Based on the Communities' graphic, we created an illustration to showcase how the SHR also aligns to the OMFW domains.





WACOSS has also seen growing interest in understanding how to measure outcomes across the Community Relief and Resilience (CRR) sector. We convened a CRR Community of Practice for providers to share experiences about measuring outcomes in emergency and food relief service delivery, and our professional development supports providers to consider this too.

## CHILD AND FAMILY WELLBEING FRAMEWORK

WACOSS continues to work with sector leaders to advocate for the development of a WA child and family wellbeing framework and strategy. There is a strong coalition of key stakeholders supporting this idea, including the Commissioner for Children and Young People, members of the WACOSS Children's Policy Advisory Council, The Children's Collective and The Valuing Children Initiative. There is also strong alignment with national campaigns and initiatives, including ARACY, It Takes Six, and Every Child Counts, as well as with the international wellbeing economy alliance and wellbeing governments (including New Zealand, Finland, Iceland, Scotland, Wales and Canada, as well as the ACT and Victoria).

Unfortunately, the commitment of the Supporting Communities Forum to develop a child wellbeing strategy as one of its four major priorities in 2020 prior to the COVID-19 crisis, was not picked back up in 2021. Our efforts to secure resources to enable collaborative development of a child wellbeing strategy across the public and community sectors from Lotterywest was also unsuccessful. This is despite the compelling case that better understanding and measuring of child and family wellbeing outcomes is likely to be the most effective mechanism for reducing the growing cost and toll of poor outcomes in health, education, child protection and juvenile justice. However, we remain hopeful that our efforts in related areas will prove fruitful, as we explore other avenues to advance this agenda and stand ready to activate the cause when the time is right. Our work on the OMFV (above), our recommendations concerning the proposed State Commissioning Strategy, and collaboration across universities to establish a shared data asset on social service outcomes all contribute to this outcome.

## CHILDREN'S POLICY ADVISORY COUNCIL

A key tenet of the WACOSS Children's Policy Advisory Council's (CPAC) purpose is to achieve better outcomes for vulnerable children, especially in promoting the importance of the early years, the issues of poverty and developmental vulnerability, access to quality early childhood education and care and reform of the child protection system. CPAC continues to bring together WACOSS members involved in child and family services to take a strategic approach to child and family policy and advocacy, as well as coordinating and networking across national and state campaigns and initiatives.

During the last year, CPAC brought together WACOSS members, the Children's Collective, the Valuing Children Initiative and the Child and Family Alliance of WA to better identify our campaign goals and expertise so that we can articulate our roles and where we add value, and thus better align our efforts. We also brought a WA perspective and acted as a conduit of information for the national Every Child Counts network, promoting ARACY's The Nest and the message that "It Takes Six" for kids to do well. CPAC continued to cross-promote the activities and resources of the Telethon Kids Institute, with the release of the Core Story Toolkit in 2020 (co-developed with the Frameworks Institute) providing clear evidence on the most effective way to frame the message of the importance of early child development for a mainstream audience.

Going forward, CPAC are looking at how we best balance our agenda – so we can continue keeping Government agencies in the child and family services space to account, while making time to be more proactive and strategic in developing policy and pursuing advocacy with a focus on longer term systemic change – such as advancing the use of wellbeing outcomes and measures at the state and national levels.

## Broadening community engagement with our vision

WACOSS plays an important role as the peak body for the social and community services sector in Western Australia in maintaining strong, collaborative working relationships with our members and aligning our strategic objectives to ensure that we can continue to meet the needs of people in the community. This has never been more important than during the last 18 months of the pandemic, and WACOSS has worked hard to ensure that important relationships were maintained, new partnerships were explored and emerging issues were tackled head on despite all the challenges COVID-19 has thrown at the sector.

### WACOSS CONFERENCE

Despite the pandemic throwing everything at us, the WACOSS Conference - *Finding Ground: Building a Better Way Back Together* - was a huge success, ultimately being held in February 2021 at the Esplanade Hotel in Fremantle with significant representation from the regions and from First Nations peoples, both as delegates and speakers.

After so many restrictions and lockdowns, it was both timely and imperative for the sector to reaffirm pathways out of pandemic response and into recovery. It was also just fantastic to catch up with so many representatives from across the sector in person with over 300 delegates attending each day over the three days.

The Deputy Premier and Health Minister Hon Roger Cook presented the conference's opening address and reflected on the relationship between the state government and the community sector, emphasising the important role our sector played in keeping vulnerable people safe in our communities throughout the pandemic.

We were also extremely fortunate to hear from internationally acclaimed social entrepreneur and author Hilary Cottam who spoke about the need to reimagine the relationship between government, the community sector and the community we all represent, Torres Strait Islander Thomas Mayor who encouraged us all to get behind the [Uluru Statement From the Heart](#) and be a part of the co-design process to decide what a voice to parliament will look like, and Lizzie O'Shea who gave an enlightening presentation on why digital rights are such an integral part of finding solutions to inequality in modern society.

As ever, the amount of support and sponsorship we received from the community sector, Lotterywest and the WA Business Community was exemplary and WACOSS wishes to extend our sincere thanks to all our supporters who contributed to making this year's conference a huge success.



## } CSEA AWARDS

The Community Services Excellence Awards are a celebration of WA's unsung heroes and the organisations they work for. Community service organisations make a significant difference in the lives of many people, whether it is through local projects run by local volunteers or through their work across the state. These awards are your chance to recognise and honour them. The CSEAs are a partnership between the Western Australian Government, through the Department of Communities, and the Western Australian Council of Social Service and generous financial support from Lotterywest. The partnership's success is due to the commitment of collaboration between the State Government and the community services sector. This year's award finalists and winners were honoured at a ceremony held on 23 February in conjunction with the 2021 WACOSS Conference – the largest gathering of community service representatives in the state. We received over one hundred and fifty outstanding nominations from across the sector and community, showcasing amazing work our sector does every day in our communities. The winners this year were:

**Small Organisation – Perth Inner City Youth Service**

**Medium Organisation – Midlas**

**Large Organisation - Ngarliyarndu Bindirri Aboriginal Corporation**

**Regional Organisation - Val and Kathy's Crafty Kitchen**

**Outstanding Community-Led Collaboration Leading to Better Community Outcomes - Escare and Esperance Community Arts in collaboration with Esperance Seawater Families and Tjaltjraak Native Title**

**Outstanding Achievement by an Aboriginal Community Controlled Organisation (Leading to Better Outcomes) - Wungening Aboriginal Corporation**

**Above and Beyond – Nathan Reed**

**Excellence in Leadership – Jenny Allen**







## COLLABORATING WITH COMMUNITY SECTOR PEAK BODIES

The Peak's Forum is a strong and supportive network of influential leaders and experts representing an informed and unified voice for the community sector, providing high-level insights and directions to government and other stakeholders. The peak's critical role is also respected for its independence, reach and ability to ensure key players work together to enhance the wellbeing and improve the outcomes for all Western Australians. Facilitating and ensuring partnerships between the peaks network is embedded in WACOSS' work. The peaks were great supporters and co-presenters in our webinar series, *Recovery Thinking and Planning*. We used our different and combined experiences to showcase approaches for planning for future emergencies, whether it be a resurgence of COVID-19 or something else, and how the spirit of cooperation can continue into recovery and regeneration.

The practice established in early 2020, for WACOSS to secure regular COVID-19 updates from key government line agencies, has remained as an important feature of the Peak's Forum 2020-21. For example, the State Recovery Controller, Sharyn O'Neill, joined the Forum to give members an insight into the short, medium and long term recovery priorities, and what the state government learned through this experience. Other Director Generals and Commissioners also provided overviews from their respective portfolio areas. This included Michelle Andrews, Rebecca Brown, Jodi Cant, Jennifer McGrath and Adam Tomison. Most recently the incoming Communities Director General, Mike Rowe, presented the Department's priorities, highlighting where these have changed and some of the current challenges.

Members of the WA Peak's Forum shared a booth at the WACOSS Conference, another sign of the unity that exists amongst us. WACOSS continued to administer the Lotterywest peak's capacity building grants, that enable peak bodies to respond to urgent and emergent issues, with a sub-committee of the peaks themselves providing governance.

Our partnerships during the last 12 months not only highlighted the effectiveness of our collective efforts, but also where this was strengthened because of the pandemic. The transition from the COVID-19 crisis phase, into recovery and second-wave preparedness planning, gave the Peaks cause to revise our shared Terms of Reference and create a value proposition.

## WACOSS STRATEGIC ADVOCACY

2021 saw the commencement of a new role within WACOSS, an Advocacy Lead, as an extension of a renewed push within the organisation to advocate with and on behalf of those who are the furthest from levers of power and influence, to amplify their concerns and seek justice.

This role will work across the organisation, our members and our broader networks to develop effective advocacy strategies for a range of audiences. A key focus will be on building a more sophisticated relationship with the McGowan Government, changing public attitudes towards poverty and structural disadvantage, and developing a more cohesive advocacy message across the community services sector.



## } ADVOCACY AND CAMPAIGN SUPPORT

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

100 Families WA

Anti-Poverty Week

Clean State

Community Coalition for Health,  
Affordable Homes

Don't Bet on Health

Everybody's Home

Make Renting Fair WA

No Child Left Behind

Raise the Rate for Good

Raise The Age

Renew WA

School Strike 4 Climate

Social Reinvestment WA

Unlock Housing

WA Alliance to End Homelessness

WA for Human Rights

Your Help WA

Prevent Support Heal



# Elevating the community sector's value in Western Australia

The community services sector in Western Australia is a complex and challenging environment, made even more so because of the COVID-19 pandemic. WACOSS' role is to advocate for greater investment into quality services to meet the needs of individuals, families and communities and to act as a conduit between service providers and government, championing the work of the social and community services sector.

## › WA STATE ELECTION

In consultation with the sector and drawing upon work previously completed on community recovery, WACOSS developed a short campaign for the 2021 WA Election centered on the themes of investing in care, supporting family wellbeing and growing community connection. Together, these priorities set out a course forward for WA to build back better and leave no-one behind.

Predominantly utilising social media platforms and direct meetings with political candidates, the purpose of the campaign was to ensure that political parties and candidates were aware of the community service sector's priorities.

WACOSS hosted a State Election Forum on 22 February 2021 as part of the Networking Day of the WACOSS Conference, with the panel composed of Minister Simone McGurk from WA Labor, Tony Krsticevic from the WA Liberals, Shane Love from the Nationals WA, and Alison Xamon from Greens WA. WACOSS also released a scorecard assessing the election announcements of the main political parties, which provided new opportunities to engage with them to discuss their commitments in relation to the priorities of the sector.

## › COST OF LIVING

In December 2020, WACOSS released the annual Cost of Living Report, which revealed the overwhelmingly positive impact that increased income support in the form of the full Coronavirus Supplement had for people locked out of paid employment. The report marked the first time since WACOSS began its household modelling that the income of the model unemployed single household exceeded their basic living costs, with the increased income support meaning people were able to pay their bills, keep a roof over their head, and eat three meals a day. The report clearly demonstrated that it is possible for the Federal Government to ensure people have sufficient income to meet their basic needs and why a permanent and substantial increase to JobSeeker is so essential.



# » POLICY ACHIEVEMENTS

## SUBMISSIONS AND REPORTS

Submission to the House Standing Committee on Indigenous Affairs inquiry into the issue of food prices and food security in remote Indigenous communities

Submission to the Standing Committee on Legislation's inquiry into the Children and Community Services Amendment Bill 2019

Submission to the Senate Community Affairs Legislation Committee inquiry into the Social Security (Administration) Amendment (Continuation of the Cashless Welfare) Bill 2020

Cost of Living Report 2020

Submission to the Economic Regulation Authority 2019-2022 Review of the Code of Conduct for the Supply of Electricity to Small Use Customers

Submission to the Senate Committee inquiry into the National Consumer Credit Protection Amendment (Supporting Economic Recovery) Bill 2020

Submission to the Senate Community Affairs Committee inquiry into the Social Services Legislation Amendment (Strengthening Income Support) Bill 2021

Submission to the Ombudsman Western Australia review of the Parliamentary Commissioner Amendment (Reportable Conduct) Act 2020

Submission to the NGO consultation on the National Strategy to Prevent Child Sexual Abuse

Submission to the Western Australian Industrial Relations Commission 2021 State Wage Case

Submission to the Ministerial Expert Committee on Electoral Reform

Submission to the Select Committee on Job Security

## EVENTS

State Budget Submission Launch

100 Families WA COVID-19 Findings Launch

Launch of 2021-23 Strategic Plan

Launch of Olabud Doogethu

WACOSS Conference

Community Services Excellence Awards

Pilbara Housing Workshop

Community engagement trip to Port Hedland

Justice reinvestment trip to the Kimberley

Pilbara Family and Domestic Violence Network Conference

New Year Sector Breakfast



# » POLICY ACHIEVEMENTS

## MEDIA STATEMENTS

Cycle of poverty and hardship too hard to break for many WA families

2021 Emerging Issues Forum

PFDVN host sold out conference in Karratha

New housing report shows impact of rental moratorium lifting

States and Territories must back disabled people against attempts to weaken NDIS

COSS Directors call for national action to raise the age of criminal responsibility

Funding being cut despite increase in demand for emergency relief

Superficial Federal Budget fails to deliver for Western Australians in need

Historic Election Result Mandate for a Bold, Progressive Direction

WA Election: Major Parties Miss the Mark on Poverty

Feds Fail to Increase JobSeeker to What is Needed

Investing in the safety and wellbeing of women and their children

Community Services Excellence Awards Finalists Announced

Household Energy Efficiency Scheme will assist families reduce power bills

Before the Cuts Began, Income Support Was Finally Covering Living Costs

Funding Boost Recognises Importance of Community Sector in Recovery

Cutting JobSeeker for Christmas is Calculated Cruelty

Funding shortfall for WA charities costing job quality and services

WA Budget: Welcome focus on people's hip-pocket and Aboriginal wellbeing

JobSeeker cuts push thousands of Western

Australians into poverty

West Australians back a permanent increase to JobSeeker

Real Estate Lobby Out of Touch with Reality

15,000 WA jobs to be lost due to JobSeeker Cuts

Young income support recipients unfairly targeted for Northbridge violence

Federal Government must act on equal pay for community sector workers

State Plan Charts Course Through Recovery

Cashless Gambling No Winner

Western Australians set to suffer as JobSeeker plunged below poverty line

JobSeeker cuts misguided and cruel

West Australians want a permanent increase to JobSeeker





## } ERO WIN FOR CONTRACT EXTENSIONS

For many years WACOSS, alongside Community Employers WA (CEWA) and other Community Sector leaders, have been advocating on behalf of the more than 400 social and community service providers who support vulnerable and at-risk people across WA to gain long term, sustainable funding. This has been an ongoing discussion since previous commitments to increase Equal Remuneration Order (ERO) funding impact ended in 2016.

The reality is that, despite efficiencies and cutbacks, community service providers in WA were struggling to maintain their existing service levels even prior to the COVID-19 pandemic and increased commitment to funding from the state government is necessary to ensure that we, as one of the largest employer sectors in WA where 80% of workers are women, can continue to deliver outcomes for the people of WA.

The process has been slow and additional commitments have come through in pieces; in the 2019-20 Financial Year the McGowan government came to the table and committed to \$60 million

of additional funding over the next four years which has been welcomed by the sector. This Financial Year, they have committed to a further \$15 million of supplementary funding to ensure the continuation of important community services through the COVID-19 recovery, which is a huge win and the result of a lot of ongoing hard work behind the scenes.

But, there is still more work to be done. The indexation rate, applicable to service agreements from 1 July 2021 has been capped at just 1.30%. For the majority of our members and the community services sector as a whole this 1.30% increase falls well short in terms of real ongoing costs, especially in light of the State Minimum Wage annual award increase of 2.50% and the dramatic change in our focus and priorities as a result of the COVID-19 pandemic.

WACOSS, alongside CEWA and other community service sector leaders, will continue to advocate for long term sustainable funding that meets the needs now, and into the future, of vulnerable and at-risk communities.

## » ADVOCACY WINS

### » Household Energy Efficiency Scheme

In December 2020, Energy Minister Bill Johnston announced a four year \$13 million Household Energy Efficiency Scheme to assist low-income households with large bills to reduce their energy consumption. WACOSS has consistently advocated for the re-introduction of a program of this nature since the previous government axed the Hardship Efficiency Program in 2012. WACOSS sits on the Steering Committee for the new program to provide guidance to Energy Policy WA, Synergy and Horizon Power during the project's development and roll-out.

### » Ending imprisonment for unpaid fines

SRWA had a major campaign victory in July 2020, with the WA Legislative Council finally passing reforms to effectively end imprisonment for unpaid fines. SRWA had been campaigning for these reforms for over four years with political support from the Greens, the Nationals, and One Nation. One year on from these reforms 100 non-government organisations have led the way in offering Work and Development Permits to clients to help free them from the debt trap and threat of imprisonment while engaging in their development.

### » HUGS Payment Arrangement Extension

The Financial Counselling Network, the Financial Counsellors Association of Western Australia and WACOSS sought a permanent extension of the 90-day payment arrangement for Hardship Utility Grant Scheme (HUGS) recipients. The McGowan Government granted an extension until 31 January 2022, which will continue to provide the opportunity for households suffering financial hardship through the COVID-19 recovery period to a HUGS grant and assists with mitigating escalating household utility debt to keep it at more manageable levels.

### » Low-fee and free TAFE training for sector relevant courses

July 2020 saw the implementation of low-fee and fee free TAFE courses in key areas of community service delivery, announced in October 2019. Our advocacy to State Government recovery taskforces and workshops as well as the recommendations of our Community Recovery Plan highlighted the importance of workforce development in community services and the stimulus impact of investment in the Care economy. The WA Budget in October 2020 then committed an additional \$62 million in fee waivers for the *Lower Fees, Local Skills initiative*, including a modest \$100K job retraining scheme for women in refuges and a short course in infection control.







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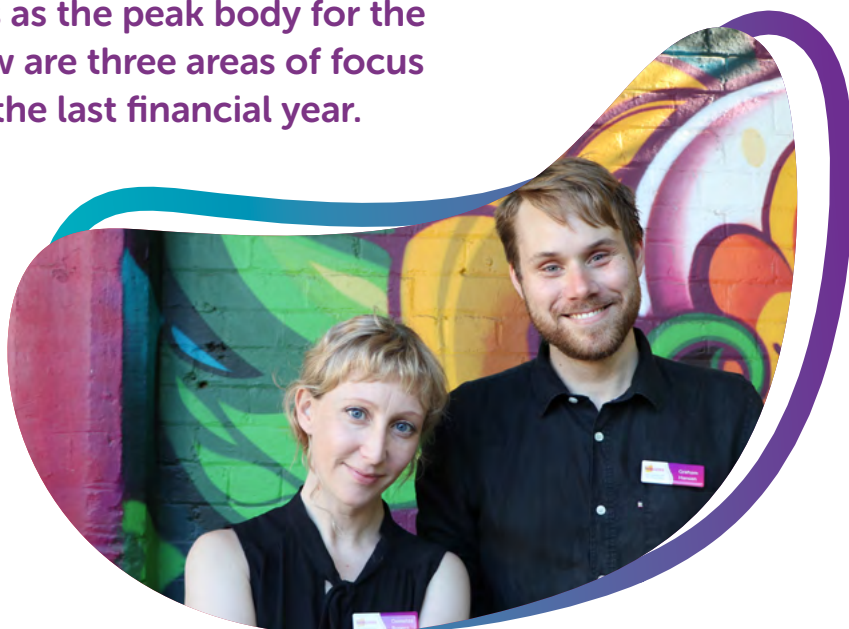
# Building a stronger organisation

WACOSS is committed to embedding and bringing to life our values not only in our community engagement, strategic advocacy and policy work but within our own work environment as well by investing in and empowering our staff to be active in the sustainability and viability of the organisation, and the role it plays as the peak body for the community services sector. Below are three areas of focus implemented over the course of the last financial year.

## WACOSS EMPLOYEE EXPERIENCE SURVEY

Over May and June this year WACOSS undertook an employee experience survey, utilising the employee experience genome survey model, to try and better understand how staff feel about working for WACOSS and if there is anything we can do as an organisation to improve the experience of our staff at work. Fifteen of WACOSS' nineteen staff at the time took part in the anonymous survey and the results were overwhelmingly positive.

The survey indicated that WACOSS staff feel responsible for their own performance, feel safe and secure at work, have a sense of belonging and have a good balance between work demands and other aspects of their lives. Overall staff at WACOSS feel appreciated, valued and respected. The survey also indicated that WACOSS staff enjoy their work, feel good, and are engaged and enthusiastic. The survey results clearly indicated that staff appreciate and enjoy the physical environment and technology WACOSS has invested in.



## GOVERNANCE AND RISK

The COVID-19 experience over the last year and the ongoing risk management that continues to be a factor in all of our work has instigated the WACOSS Governance and Risk Committee to review, update and finalise the WACOSS Risk Register. The committee has also worked hard on updating and strengthening WACOSS' governance policies and procedures.

## MEMBERSHIP SURVEY

Every Financial Year WACOSS undertakes a survey of our members to understand how we can improve our membership engagement and continue to deliver a worthwhile service as the peak body for the community services sector in WA. The survey was open between November and December 2020 and received a record 160 responses from our members over that time.



The survey results data presents a valuable insight into WACOSS members and subscriber's opinion and observation of WACOSS' work. Qualitative comments provide a rich and insightful feedback on what WACOSS does well, and what could be done better to continue strengthening engagement with existing and potentially new membership base.

Of the 160 total responses, 76% were from the Perth metro area and the rest were from across regional WA. The highest regional representation was from the Pilbara, where WACOSS maintains a strong presence and relationships with the local community, and from the South West where there is a higher population and therefore a concentration of services and service providers.

All areas of the community services sector were represented, including the state and local government sectors, with three quarters of respondents identifying as not-for-profit organisations.

Quality policy work and strong advocacy as well as sector-wide support and the provision of solid, up-to-date information were the key reasons why members, who made up more than half of all respondents, felt inspired to join WACOSS. There was a strong sense from respondents that being a member of WACOSS meant they were part of a movement and could speak as part of a collective voice. This is encouraging feedback, as advocating on behalf of the community services sector and the communities the sector support is core business for our organisation.

In particular, a large majority of survey respondents stated that the extra support, resources and newsletters throughout the COVID-19 pandemic were extremely valuable and that this was WACOSS' best work.

Key areas for improvement noted by respondents include a desire for more collaborative forums, webinars and policy briefings to enable the sector to stay abreast of the policy and advocacy work that WACOSS is doing on their behalf, and ensure that they have the opportunity to feed into those processes. It was also noted that a lack of regional representation and high membership fees were blockers for some respondents.

Overall, the 2020 membership survey findings are overwhelmingly positive and show that our organisation continues to be a strong advocate

for the needs of the community and social services sector. WACOSS will need to work on strengthening its engagement in regional WA and improving engagement with all members, including producing resources that are more inclusive.

WACOSS will continue to strive for values-based collaboration into the new Financial Year and look for opportunities to both grow our diverse and aligned membership, and improve engagement with our current members to strengthen the calls to action across the community services sector and ultimately improve the outcomes for the people we collectively represent.

### **DropIn: CREATIVE SOLUTIONS FOR THE SECTOR**

WACOSS' very own social enterprise – DropIn Solutions – had a productive 2020-21 Financial Year providing professional graphic design, web development, video editing and marketing services to the community services sector.

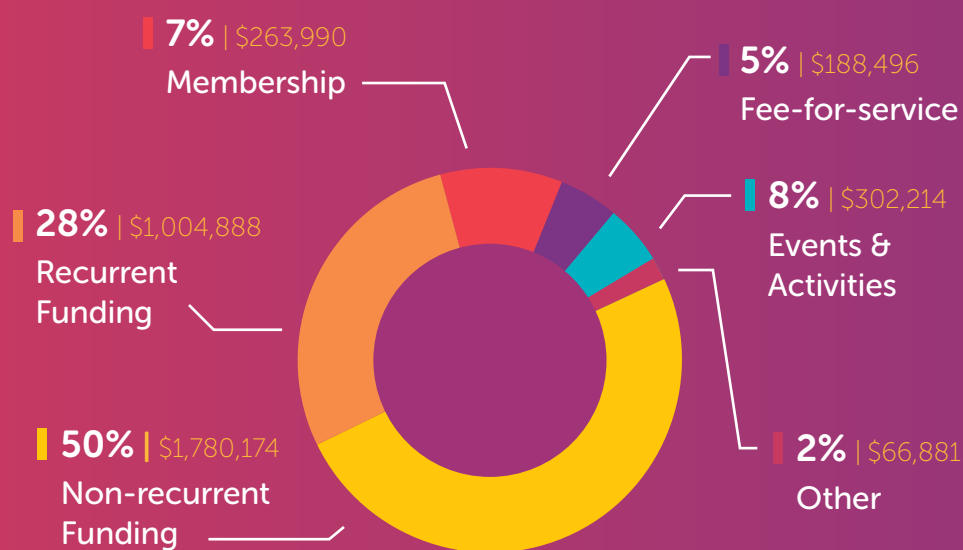
The team completed more than 100 projects over the last 12 months including large web design projects such as the Lotterywest-funded CORE project, the 100 Families WA online platform 'Welcome to Our World', logo designs for sector organisations such as the Centre for Women's Safety and Wellbeing and an online jazz music streaming portal – Jazzi.net.

Another achievement was the completion and soft launch of the new WACOSS website at the end of the Financial Year. The project was designed in collaboration with WACOSS Communications Officer, Laurene Coller, and was completed in just six months which is a quick development for a website of this size. The end result is a website that performs better across all devices, but its overall design is also consistent with the new WACOSS branding which was revamped in the 2018-19 financial year.

As the creative design and IT sector in WA (and across Australia) continues to experience a skills shortage, DropIn has been able to take advantage of the opportunity this represented and engage more clients from both the community services sector and small businesses. We look forward to continuing to grow our customer base over the 2021-22 Financial Year and expanding our utility to the community services sector in WA.

## FINANCIAL SUMMARY

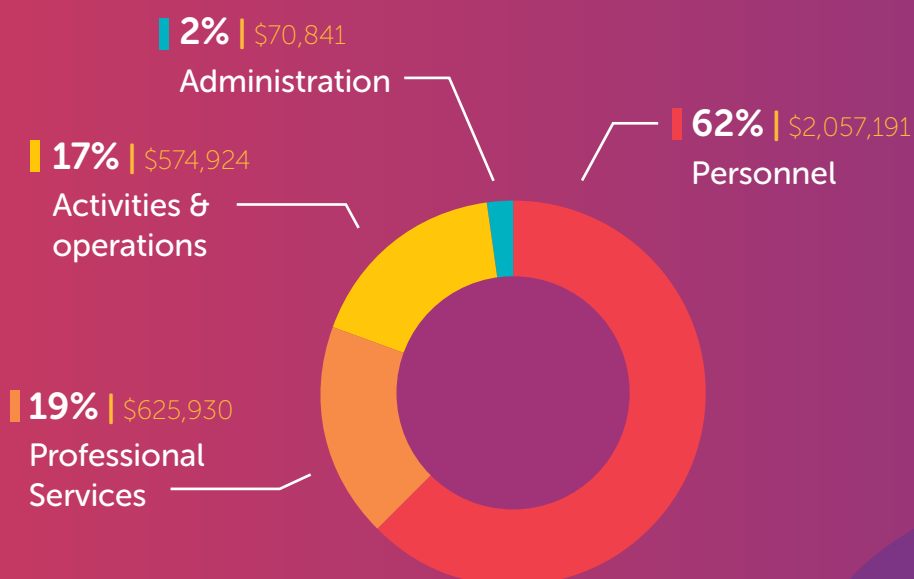
The financial position of WACOSS remains stable with net assets of \$1,418,048, an increase of \$277,757 on the previous financial year. At balance date, 78% of total assets were held in cash or receivables.



Graphic 1: Income by type

### INCOME

Total income for the financial year was \$3,606,643. Government funding remains the primary source of revenue (78%), together with events and activities (8%), membership fees (7%) and fee-for-service (5%).



Graphic 2: Expenditure by type

### EXPENDITURE

Total expenditure for the financial year was \$3,328,886. Personnel remained the largest expense (62%), followed by professional services (19%) and activities and operations (17%) and administration (2%).

#### 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 SPONSORS AND FUNDERS

- Aboriginal Insights
- Australian Communications Consumer Action Network
- Anglicare WA
- BHP
- Carers WA
- Centrecare
- Centre for Women's Safety and Wellbeing
- City of Fremantle
- City of Swan
- Communicare
- Department of Communities
- Department of Finance
- Department of Health
- Department of Premier and Cabinet
- Department of Local Government, Sport and Cultural Industries
- Energy Policy WA
- Foodbank WA
- Helping Minds
- Hesta
- Life Without Barriers
- Lotterywest
- Mission Australia
- Neami National
- Nulsen Group
- Parkerville
- Relationships Australia WA
- Ruah Community Services
- Save the Children
- Slater and Gordon
- St Patrick's Community Support Centre
- Social Reinvestment WA
- Uniting WA
- University of South Australia
- University of Sydney
- St Vincent de Paul Society WA
- WA Primary Health Alliance
- WA Peaks Forum
- Water Corporation
- Youth Futures





# OUR MEMBERS

## Social Service Organisations

- Community Employers WA
- 55 Central Inc
- Aboriginal Health Council of WA
- Aboriginal Males Healing Centre
- Housing choices – previously Access Housing Australia Limited
- AccordWest
- Adoption Research & Counselling Service (Inc)
- Advocacy WA
- Advocare Inc
- Albany Youth Support Association
- Albany Community Legal Centre
- Allambee Counselling
- Amity Health
- Anglicare WA
- Association for Services to Torture and Trauma Survivors
- Australian Association of Social Workers WA Branch
- Australian Red Cross
- Avivo Live Life
- Blind Citizens WA Inc
- Bloodwood Tree Association
- 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
- Centacare Kimberley Association Inc
- Central Agcare Inc
- Centre for Asylum Seekers, Refugees and Detainees
- Centre for Women's Safety and Wellbeing
- Centrecare Inc
- Child Australia
- Circle Green Community Legal
- Citizens Advice Bureau of WA Inc
- Communicare Inc
- Community Employers WA
- Community Legal (WA) Inc
- Connect Groups - Support Groups Association WA Inc
- Coolabaroo (t/a Moorditch Gurlongga Assoc. Inc.)
- Doubleview House
- DV Assist
- East Kimberley Job Pathways pty Ltd
- Eastern Region Domestic Violence Services Network Inc (Koolkuna Women's Refuge)
- Echo Community Services
- EON Foundation Inc
- Escare Inc
- Facilitatrix
- Family Inclusion Network of Western Australia Inc
- Financial Counsellors Association WA Inc
- Foodbank WA
- Foundation Housing Ltd
- Multicultural Futures – formerly Fremantle Multicultural Centre WA Inc
- Geraldton
- Fremantle Women's Health Centre Inc
- Goldfields Women Health Care Centre
- Goodstart Early Learning
- Haemophilia Foundation WA Inc
- Harold Hawthorne Community Centre
- Harvey Community Resource Centre Inc
- Hedland Well Women Centre Inc.
- HelpingMinds
- HepatitisWA Inc
- IBN Corporation Pty Ltd
- Imagine Global
- In Town Centre Inc
- Indigo Junction
- Injury Matters
- Italo-Australian Welfare and Cultural Centre Inc
- Joondalup Family Centre
- Joongari House – Wyndham Family Support Inc.
- Just Home Margaret River Inc
- Justice, Ecology and Development Office, Catholic Archdiocese
- Kanyirninpa Jukurrpa
- 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
- Marninwarntikura Women's Resource Centre
- 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
- Murdoch University Guild of Students
- Nardine Wimmin's Refuge Inc
- Neami National
- Newman Women's Shelter
- Ngala Community Services
- Ngarliyarndu Bindirri Aboriginal Corporation
- Ngnowar Aerwah 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)
- Police & Community Youth Centres Inc. PCYC
- Reconciliation WA
- Regional Alliance West Inc
- Regional Development Australia Pilbara
- Relationships Australia Western Australia Inc
- Richmond Wellbeing Inc
- Rise Network Inc
- Roman Catholic Archbishop of Perth – Catholic Social Services WA
- Rostrata Family Centre Inc
- Ruah Community Services
- 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 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 Inc
- St. Vincent de Paul Society WA Inc
- Starick
- Sussex Street Community Law Service Inc
- Swan City Youth Service Inc.
- The Claddagh Association of Western Australia
- Sexual health Quarters – previously 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
- Uniting WA
- Volunteering WA
- 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
- Western Australian Aboriginal Leadership Institute
- Western Urban Associates (WA) Inc (Street Chaplains)
- Wheatbelt Agcare Community Support Services Inc
- Women's Health and Family Services
- World Vision Australia
- Wungening Aboriginal Corporation
- Yaandina Family Centre Limited
- YMCA WA
- Yorganop Association Inc
- Yorgum Aboriginal Corporation
- Youth Affairs Council of Western Australia
- Youth Futures WA Inc
- Youth Involment Council Inc
- Zonta House Refuge Association Inc

### Associate Organisations

- City of Cockburn - Community Development and Services
- City of Nedlands - Community Development Department
- UWA - Division of Social Work & Social Policy
- Evolve Events and Training

### Social Service Individuals

- Ann White
- Anna Presser
- Brian Cooper
- Dianne Bianchini
- Helen Creed
- Ian Carter
- James Paxman
- Jo Buontempo
- Joe Calleja
- Katie Norwell

- Kylie Hansen
- Louise Lamont
- Maria Harries
- Mark Fitzpatrick
- Max Taylor
- Metua MitsyStrickland
- Michelle MacKenzie
- Noel Harding
- Shauna Gaebler
- Therese Smith
- Vida Corbett

### Associate Individuals

- Alison Xamon
- Anabelle May
- Carol Wakely
- Dave Kelly
- David Gilchrist
- Debbie Millard
- Diana Ryan
- Fabiola Pinheiro
- Janine Freeman
- Linda Savage
- Lisa Baker

- Lisa King
- Mark Devlin
- Michael Kiernan
- Nandita R Naroth
- Rachel Siewert
- Renee Darbyshir
- Rewi Lyall
- Rhuwina Griffiths
- Sarah Turner
- Shirley van Schagen
- Stephen Dawson
- Stuart Reid
- Sue Nye
- Sue Lines
- Tony Norment

### Life Members

- Anne Sinclair
- Brenda Harper-Nelson
- Moira Rainer
- Peter Sirr
- Sue Ash AO
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We advocate for social change to improve the wellbeing  
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