



# ANNUAL REPORT

## 2012-2013





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### **Acknowledgement of Traditional Ownership**

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

### **WACOSS Vision**

Our vision is an inclusive, just and equitable society.

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## About the WA Council of Social Service

The Western Australian Council of Social Service Inc (the Council), is the leading peak organisation for the community services sector, representing approximately three hundred member organisations and affiliates, and the many organisations across the state involved in the provision of services to the community.

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

We speak with, and for, the 515,000 West Australians who regularly access community services each year, whose voice and interests need to be brought to the attention of government, decision makers, media, business and the wider community.

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

### Objects

The objects of the Council are as follows:

- (a) to assist organisations within the community services sector with the development of socially just, professional, efficient, effective, co-operative and compassionate services, particularly for disadvantaged and vulnerable groups members of the community.
- (b) to represent the views and needs of client groups and populations to all levels of government and non-government sectors, and to the media and general public, in relation to social policies, community services planning and service delivery issues.
- (c) to educate community services personnel and the public about issues affecting social and community service organisations and their clientele.
- (d) to produce proactive, powerful, principled and well informed social policy.
- (e) to adopt any additional objects from time to time which are of a public benevolent nature.
- (f) to advocate for a united Australia which respects this land of ours, values Aboriginal and Torres Strait Islander heritage and provides justice and equity for all.

<b>WHO WE ARE</b>	The WA Council of Social Service (WACOSS) is a peak membership based council of community service organisations and individuals.
<b>ACKNOWLEDGEMENT</b>	WACOSS acknowledges that we work across the lands of the Indigenous Peoples of Western Australia and respects the continuing cultural connections and Traditional Owners of this country.
<b>VISION</b>	Our Vision is an inclusive, just and equitable society.
<b>MISSION</b>	<b>We advocate for social change to improve the wellbeing of Western Australians and to strengthen the community services sector that supports them.</b>



## WA Council of Social Service Inc

### VALUES

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

#### At WACOSS we value:

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

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

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

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

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

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

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



### STRATEGIC PRIORITIES

**1 Advocate for social change that promotes the wellbeing of all Western Australians, particularly disadvantaged & vulnerable people**

### KEY OUTCOMES

- WACOSS advocates for social policy change that supports disadvantaged and vulnerable people.
- WACOSS promotes policies and practices across tiers of government and the community sector to improve services to those experiencing disadvantage and vulnerability.
- WACOSS is recognised as a respected leader and commentator on social issues in Western Australia.
- WACOSS regularly engages with the Western Australia Government on social policy issues.
- WACOSS regularly engages with other industry stakeholders on social policy issues.



## Strategic Plan 2012-2015

### 2 Strengthen the capacity of a diverse & sustainable community services sector

- WACOSS is a consultative organisation that seeks to work collaboratively with its members and sector stakeholders to lead and sustain social change.
- WACOSS builds the organisational capacity of WA's social services sector to deliver improved services to those experiencing disadvantage and vulnerability.
- WACOSS collaborates, networks and builds relationships to provide a cohesive whole-of-sector response to social issues.
- WACOSS engages with and promotes peak organisations to provide collaborative responses to social issues.

### 3 Support and promote a diverse membership of WACOSS

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

### 4 Enhance WACOSS as a sustainable workplace and organisation

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

## President's Report

The last year has been a busy one for the social services sector in WA. Whilst it may, at face value, appear to have been a less transformative year compared to recent ones, there has been much work at hand. It is also been a year of both State and Federal elections, which always involves much lobbying, analysis, and participation in the democratic processes.



WACOSS continues to hold the dual interests of both representing the needs of vulnerable people in WA, as well as representing the needs of social service providers in the community. This is a creative tension that often influences the discussion of staff, and at the Board level, and impacts the work of WACOSS. This tension is vital in ensuring that we focus on our vision of an inclusive, just and equitable society. Whilst there are some who only see economic analysis and answers, WACOSS believes in a civil society which encompasses more than economics, and where the outcomes for all people matter.

All WACOSS members can be proud of the work that has been done in the last year. This report details the social policy work that aims to improve the outcomes for vulnerable people in the community. WACOSS often works in partnership with sector peaks, members, and other organisations to this end, and we are very thankful for this collaboration. Much has also been done in the strategic sector policy work dealing with the various State and Federal reforms that have continued apace, many of which have required detailed analysis with various partners. During the last year this has included the introduction of the Australian Charities and Not for profits Commission (ACNC), the WA Government Component II funding decisions and work on the Fair Work Australia Equal Remuneration Order, and the consequential need for a WA order for those on State Awards.

All of this work has been complex, and increasingly takes WACOSS into the national arena of government and social policy. There are few matters in the social service sector that only involves the State Government and WACOSS has built up a strong understanding of how to engage at a national level with both government and other players. This is despite WACOSS having a relatively small staff group and is a testament to the quality of the staff.

The work of WACOSS is only possible with the involvement of many partners, collaborators, and volunteers. On behalf of the Board I thank all of these people and organisations and hope that we may experience your generosity and collegiality in the future. In particular, I want to thank my Board Colleagues who give freely of their time at the Board, in committees and working parties and in promoting WACOSS in the sector. Your collective commitment is highly valued.

WACOSS is a membership organisation that seeks to bring value to members and to help each member do their job a little better. As a member, I believe that WACOSS continues to meet this expectation and that it is focussed on what members want. On behalf of members I want to thank Irina Cattalini and all of the WACOSS staff for being committed to the work of change and transformation in WA.

I am at the end of my six year term on the WACOSS Board. It has been a privilege to serve alongside so many valued colleagues. I give the incoming Board my best wishes and will continue to participate in the work of WACOSS in the future.

*Francis Lynch*

## Board Membership 2012-2013

Francis Lynch	President
Terri Reilly	Vice President (retired 08/02/13)
Steve Joske	Vice President (commenced 22/03/13)
Louise Giolitto	Ordinary Member
Kathleen Gregory	Ordinary Member
Norma Josephs	Ordinary Member
Steve Joske	Ordinary Member (until 22/03/13)
Daniel Morrison	Ordinary Member
Tricia Murray	Ordinary Member
Cheryl Cassidy Vernon	Ordinary Member
Veronica Rodenburg	Ordinary Member
Justine Colyer	Ordinary Member
Neil Hamilton	Ordinary Member (co-opted – 22/03/13)
Mark Fitzgerald	Ordinary member (co-opted – 22/03/13)

## Board Committees

### Finance Committee

Tricia Murray	Chair
Louise Giolitto	Board member
Kathleen Gregory	Board member
Allison Leonard	Co-opted
Siew-Yin Cheah	Co-opted

### Governance Committee

Norma Josephs	Chair (commenced 22/03/13)
Terri Reilly	Chair (retired 08/02/13)
Cheryl Cassidy Vernon	Board member
Justine Colyer	Board member
Mark Fitzpatrick	Board member (commenced 22/03/13)

## Strategic Reference Group

Francis Lynch	President, WACOSS and CEO, RUAH
Neil Hamilton	CEO, Accordwest
John Gherardi	President, Western Australian Association of Mental Health
Dr. Maria Harries	Senior Honorary Research Fellow, University of Western Australia
Sue Ash	CEO, UnitingCare West
Ross Kyrwood	CEO, YMCA
Terri Reilly	CEO, Relationships Australia (retired 22/03/13)
Irina Cattalini	CEO, WACOSS
Ian Carter	CEO, Anglicare WA
Chris Hall	CEO, MercyCare
Angie Paskevicius	CEO, Holyoake



## CEO Report

Preparing an Annual Report for our members, supporters and friends is a great opportunity for the Council to reflect on the past year, what we have experienced and achieved together. It's also a great privilege for me to be able to highlight some of the great work that has been delivered by the WACOSS team.

Together, we have worked diligently to share expertise, develop policy and collaborate with Governments and other stakeholders, for the benefit of the community services sector and for the wellbeing of the Western Australian community.



Our 2013 Annual Report highlights the significant contributions the Council has made in pursuing its mission to advocate for social change to improve the wellbeing of Western Australians and to strengthen to community services sector that supports them.

Our signature annual publication of the Pre-Budget Submission, *Stronger Together*, was based on extensive consultation with our members and supporters across the state and served as the foundation for our State Election campaign. It focused on the services, care and support people most need: safe and secure housing; support for children, young people and families; assistance for people struggling with basic living costs; care for those people with complex needs; and the sustainability of the services that our sector underpins across metropolitan and regional WA. The Social Policy team, ably lead by Director Chris Twomey, did an excellent job to prosecute the priorities of the sector, through a range of initiatives throughout the year.

The Sector Services & Development team worked tirelessly to support community service organisations across the state. The training, consultancy, workshops and direct support delivered responded to a broad range of governance, leadership, management, finance and frontline needs of community service organisations. The team continued to play a key role in supporting the sector with the implementation of funding and tendering reforms, and supporting the sector to engage in the diverse work of the Partnership Forum. After two years of dedicated service, we farewelled Director, Lynn Deering, and thank her for her passionate and creative contribution to the Council.

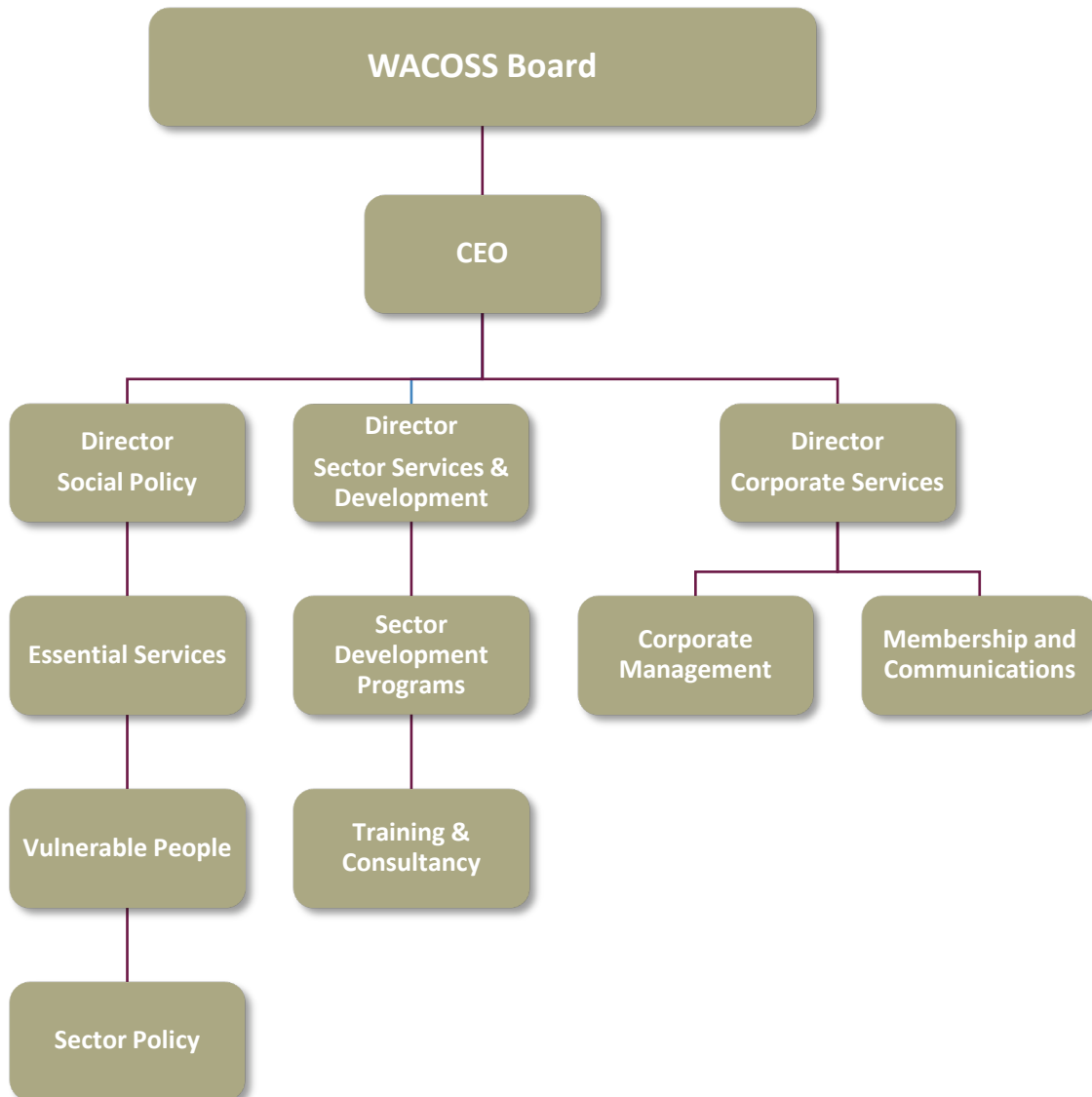
Supporting our membership remains the top priority of our Corporate Services teams, together with ensuring the effective operations of the Council, so that we can be a sustainable organisation and workplace, representative of the diversity of our sector. Director Lyn Levy expertly lead this work throughout the year, with endless energy and spirit.

Our achievements over the past year have been significant, but as ever, there is still much to be done. Our strategic plan continues to guide our priorities for the year ahead, to advocate for social change, and to strengthen the capacity of diverse and sustainable community services.

I would like to thank all of the staff, Board, members and supporters of WACOSS. We continue to rely on you as the strength and core of WACOSS. Our achievements are a credit to the great support the Council receives from its members and the dedication of its staff. We could not be effective without you, and we are deeply appreciative of your remarkable talents and generous commitment. In particular I'd like to thank our President, Francis Lynch, who is approaching the end of his term on the Board of WACOSS. His leadership has steered us expertly and calmly to keep our attention focused on what matters most, making a difference to the people we serve, and he leaves a great legacy from his time as President.

Finally, I hope in reading this Annual Report that you will share a sense of pride in the strength, creativity and commitment of the community services sector, and its resolve to work collaboratively, with its peak body to represent and advocate for our vision of a more inclusive, just and equitable society.

## WACOSS Organisation Structure



## WACOSS Staff

The staff of WACOSS are a dedicated team of professionals that achieve remarkable results for the Council. The staff outlined below reflect our team over 2012-13. Lynn Deering, Director Sector Services and Development left the Council this year, following two years in the role. Lynn made a significant contribution to the work undertaken in Sector Development and Services team and undertook her role with passion and unwavering dedication to building a strong, vibrant and thriving community sector. Since then, Lyn Levy has taken over the role as Director Sector Services and Development and is already making a great impact in the team. We have also welcomed Steve Crotty as our new Director Corporate Services, who is a wonderful new addition to the WACOSS staff team.

### Chief Executive Officer

Irina Cattalini

### Social Policy

<b>Director Social Policy</b>	Chris Twomey	
<b>Policy Manager</b>	Helen Creed	<i>Vulnerable People</i>
<b>Policy Officers</b>	Basil Lambert	<i>Strategic Sector Policy</i>
	Noushin Arefadib	<i>Essential Services</i>
	Brent Savage	<i>Essential Services</i>
	Sarah Mummé	<i>Vulnerable People</i>
<b>Program Support Officers</b>	Lauren Bastian	
	Rachael Roberts	
	Cheryl Rugdee	

### Corporate Services

<b>Director Corporate Services</b>	Lyn Levy
<b>Training Coordinator</b>	Michelle Burgermeister
<b>Executive Assistants</b>	Riann Aveling Dawn McGrath
<b>Finance Officer</b>	Sharon Chibanda
<b>Membership and Communications Officer</b>	Carly Guise
<b>Administration &amp; Reception</b>	Kay Freebury
<b>Program Support Officer</b>	Bree Van Haeften Gina Oliveri

### Sector Services & Development

<b>Director Sector Services and Development</b>	Lynn Deering (until 26 March 2013)	
<b>Training Officers</b>	Damien Roper Maree Jones	
<b>Program Managers</b>	Kylie Hansen Peter Grant	<i>Community Sector Reform</i> <i>Energy Efficiency</i>
<b>Program Officers</b>	Bernard Fisher Gaynor Mitchell Leela James	<i>Emergency Relief</i> <i>Beyond Farming</i> <i>Emergency Relief/Energy Efficiency</i>
<b>Program Support Officers</b>	Sinead Doherty Darren McKie Carla Lo Presti Maija Ala-Kauhaluoma	



## Staff we farewelled during 2012-2013

The year saw relatively normal staff movements, with staff leaving to take up other opportunities within government and the community sector, or to pursue other interests including, travel, study and music. We would like to acknowledge their work at the Council during their term of employment and we continue to work with many in their new roles within or across the community sector.

Christine Patton

Peter Grant

Leela James

Gina Olivieri

Lauren Bastian

Maija Ala-Kauhaluoma

Jacky (Han Jac) Chai

Cheryl Rugdee

Lynn Deering

### Casual staff

Rory Ritchie



## 2012-2013 Highlights and Whole of Sector Initiatives

July 2012

Discussion Paper –  
Options for an Office of  
Early Childhood



October 2012

Pre-Budget Submission  
Launch & AGM Launch

CEO appointed to  
Ministerial Energy  
Roundtable



August 2012

Submission to Newstart  
Inquiry / Single Parents  
Submission to Social  
Security Amendment Bill



November 2012

2012 Cost of Living  
Report Launched with  
three new household  
models



September 2012

Submission on National  
Food Plan



December 2012

Ministerial meetings  
about Pre-Budget  
Submission  
National Affordable  
Housing Agreement  
Roundtable



### January 2013

Community sector website & campaign established for State Election

Infant Mental Health project commences with Mental Health Commission

Review of Children & Community Services Act



### April 2013

Submission & Evidence to Justice Reinvestment Inquiry

Financial Management Services Roundtable

Emerging Issues Forum



### February 2013

Youth Justice Think Tank Report released

*Community Services Regional Priorities* report released

WACOSS media profile during State election campaign



### May 2013

Food Stress & Nutritional Poverty Forum

Smart Meters Forum

ACNC Annual Information Statement advocacy & submission

State Wage Case submission



### March 2013

Supported *Equal Pay* application to WA Industrial Relations Commission



## Social Policy

The role of the Social Policy Team is to undertake high quality research and analysis, produce a range of submissions and publications, and engage with the media to support the representation and advocacy of the Council on behalf of the community services sector.

In 2012-13 the Social Policy Team was led by Director Chris Twomey, with contributions made a highly capable team of policy staff including Basil Lambert, Brent Savage, Helen Creed, Noushin Arefadib, Rachael Roberts and Sarah Mummé. The team was ably supported over the year by Program Support Officers Cheryl Rugdee, Lauren Bastian and Carla Lo Presti.

The Council's **Pre-Budget Submission (PBS)** was a major piece of work for the team for the year. Preparation of the 2013-14 Pre-Budget Submission involved significant consultation with the community services sector, and included meetings in Albany, Broome, Bunbury, Geraldton, Mandurah and Perth across August and September 2012. The Council is very grateful to its members (and to the wider sector) for their participation and contributions to these consultations.

In April the Council hosted our annual **Emerging Issues Seminar**, designed to provide a comprehensive overview of the most important issues confronting the community services sector. This year our event included presentations by Nathan Taylor (Chief Economist, CEDA), Chris Twomey (Director Social Policy, WACOSS), Prof John Phillimore (Executive Director, John Curtin Institute of Public Policy at Curtin University) and Irina Cattalini (CEO, WACOSS) on the changing economic, social and political context for the community services sector in WA.

The State Election in March this year, meant that our annual State Budget was delayed until August 2013. As a part of our public engagement and advocacy during the 2013 WA State Election, the Social Policy team undertook to build the Council's social media presence. As a result, the team now maintains a Twitter account — @WACOSS — which reaches over one thousand followers, including many Members of (State and Federal) Parliament, journalists, community sector organisations and wider community members.

## Vulnerable People

The *Vulnerable People* policy staff are responsible for policy and advocacy work for people whose circumstances makes them more vulnerable to disadvantage, discrimination or marginalisation. In 2012-13 this advocacy has focused on people including low-income Western Australians (including welfare recipients and minimum wage earners), the importance of investing in the early years, children and young people at risk, and people in contact with the criminal justice system. Policy manager Helen Creed and policy officer Sarah Mummé also represent WACOSS on a range of committees and reference groups to both provide and receive feedback which contributes to this extensive area of work.

### Children's Policy Advisory Council

The WACOSS Children's Policy Advisory Council met regularly throughout the year to address a range of issues. These are perhaps best reflected in the six priorities which were identified for 2013, namely improving outcomes for young children, providing support for parents on a universal basis, promoting early intervention-young people, supporting families to protect children, addressing issues for regional and remote communities and monitoring the systemic changes in child health.

### Infant Mental Health Project

WACOSS has been undertaking a project about integrating infant mental health services with support from the Mental Health Commission. The first report from the project on integrating services to support the mental health of infants and young people: *Developing the Concepts*, was published in June. It pulls together a range of existing work and is intended to lay the foundation for the more detailed application of the approach to the Cockburn area, which will be addressed in a second report: *Applying the Concepts*. The Council has worked collaboratively with the sector to produce a high quality report which we believe will be of great value to the Commission, the mental health sector and the wider community services sector.

### ***Child and Parent Centres***

Following the Premier's announcement at the WACOSS Conference about the first ten Child and Parent Centres, he released details of a further six centres at the WACOSS Breakfast in January. The Council has played a central role in the implementation of these centres as well as providing information to the broader community sector such as through several Sector Update Forums, in partnership with the Department of Education.

### ***Youth Justice***

Youth justice has been a topic of considerable interest in the WA media — focusing on issues such as the housing of juveniles in an adult prison facility, high rates of juvenile detention in WA and the high percentage of young people being held on remand. The work of the Youth Justice Think Tank — a collaboration between the Youth Affairs Council of WA (YACWA), Youth Legal Service and WACOSS was particularly timely and the release, in February, of the Report and the twenty-six recommendations contained therein has provided an important basis for our advocacy in this area. A related development has been the collaboration between WACOSS CEO, Irina Cattalini, and Board member, Daniel Morrison, in bringing together Aboriginal organisations working in this area.

### ***Key Submissions***

This year, our annual submission to the WA Industrial Relations Commission on the state minimum wage had a great impact. The Council argued that an increase was important in light of the ongoing (and increasing) cost of living pressures which are disproportionately impacting low-income individuals and households in WA. The Council also called on the Commission to consider the positive impact raising the minimum wage would bring specifically for young Western Australians, community sector workers, women, and others whose insecure work arrangements keep them in (or at perilous risk of falling into) poverty.

The Council also made submissions to a number of legislative reviews, including the reviews of the Child and Community Services Act and the Commissioner for Children and Young People Act, and Parliamentary Inquiries, such as to the Senate inquiry into the value of a justice reinvestment approach to criminal justice in Australia (in collaboration with WANADA and WAAMH).

### ***Social Policy Forums***

WACOSS held a number of social policy forums during the course of the year. These included several forums on topics not previously covered. For example, in conjunction with WAAMH and WANADA, WACOSS organised an information forum on Medicare Locals in August to assist the sector know about this important aspect of the National Healthcare Reforms and have the opportunity to discuss issues about future community engagement with the Medicare Locals, the last 3 of which were formally established in July 2012. In May, the Council hosted a forum titled Current Issues in Food Security, Food Stress & Nutritional Poverty. The two key speakers at this event were Dr Christina Pollard (the coordinator of the Department of Health's 2010 Food Access and Cost Survey) and Prof Hal Swerrison (former Dean of Health Sciences at La Trobe University). Four community sector organisations also gave informative presentations on their organisation's work relating to food security: Foodbank WA, EON Foundation, Australian Red Cross and AnglicareWA.





## Essential Services

### Summary

The Consumer Essentials Program is the only independent program funded in Western Australia to undertake consumer advocacy and address consumer issues within the context of our evolving essential service markets. Unfortunately at the time of this report future funding for the program has not been secured and funding ceased in June. The Council's capacity to keep playing a critical role as consumer representatives in ongoing regulatory processes in the electricity, gas and water markets is now regrettably uncertain.

Over the past year, the Consumer Essentials Program's policy staff — Brent Savage, Noushin Arefadib and Rachael Roberts — have successfully completed seventeen submissions in response to various electricity, gas and water consultative processes and/or issues, whilst concurrently representing low income and vulnerable community members on a number of high-level government and non-government committees. The Council has developed and maintains strong networks, which include emergency relief and financial counselling services, utilities and relevant government departments. The essential services team also made a significant contribution this year to the development of our new Cost of Living methodology and the analysis of the budgets of our three model households.

### Energy

The Council successfully hosted a number of public forums which raised awareness, engaged and consulted consumers and service providers, and encouraged dialogue and change on a number of key essential service and consumer topics. This included a recent forum on the benefits and risks of smart meters for low income households in the context of Western Power and the State Government considering their introduction. Brent Savage has been actively involved as a member of the National Energy Advocacy body working group, whose work has led to the Standing Council of Energy & Resources agreeing to form a new national advocacy body, with transitional agreements to be implemented within a year.

### Water

The Council has been actively involved on behalf of consumers in the development of the new Water Services Act, the Water Consumers Code (particularly its hardship provisions and consumer protections) and the establishment of a new Water Ombudsman. New protections for water consumers will soon be introduced to Western Australia as a result.



### Housing and Homelessness

Housing and homelessness remains the biggest issue for concern for the Council for low income households, as the evidence from emergency relief, financial counselling and housing support services and the findings of our Cost of Living Reports points to it as the single biggest source of financial hardship for those on low and fixed incomes. The lack of affordable rental accommodation for those on low incomes and the lack of adequate investment in public and social housing were yet again the number one priority for our Pre-Budget Submission this year. The research suggests that much of the recent increases in levels of financial stress and default, utilities hardship and demand for emergency relief services, can be understood as a product of transferred housing stress. The cost of housing in WA is approaching a point where owning a home is beyond the reach of the average working family. As such the Council has been calling on the State Government to dramatically increase funding and invest in Community and Public housing stock to alleviate the pressure of the private rental market.

## Strategic Sector Policy

There has been significant community sector reform activity occurring at both State and Federal levels during the past year, which has been a central focus for the Council as we assist community services to navigate through complex and often contradictory reforms in the different jurisdictions. The Council has prioritised work to support smaller organisations to ensure they are not overwhelmed or excluded by the sheer weight of change. WACOSS maintains that it is not the role for Governments to reform the not-for-profit sector, but rather, that by working collaboratively we can improve the relationship between the public and community sector to get better outcomes for the community. It is the role of our sector to determine the direction of how we are reformed.

### *State Reforms*

At the State level we have seen further progress with the State Delivering Community Services in Partnership Policy; the implementation of new procurement processes, service redesign consultations and competitive tendering rounds; further progress on self-directed services reforms and individualised funding models; and the roll-out of Component II funding increases. The Partnership Forum has continued with significant participation and contributions from the Council to its activities and deliberations. Peter Shergold is finishing up as the forum's chair and a number of new members are being appointed. The Council also played a key role in organising the Partnership Forum Community Event in June which was regarded great opportunity for the sector to engage, and to guide the important work of the Partnership Forum over the coming year.

### *Federal Reforms*

At the Federal level the Council has been drawn into significant involvement with the reforms relating to the establishment of the Australian Charities and Not-for-profits Commission (ACNC) and the development of a statutory definition of charity. It is fair to say that, on the basis of our experience and level of engagement in community service sector reforms at the State level, the Council has been reasonably critical of the consultation processes and regulatory proposals of the Commonwealth, and has pushed hard to try to minimise the impact of additional reporting on our members and to secure better outcomes from the reforms. A number of the concerns we raised and suggestions we made in our submissions to the reform process have been reflected in subsequent changes and amendments, and we believe we have had a positive impact on outcomes that may not have occurred in our absence. The Council also engaged directly with the ACNC to organise a series of consultation and information forums for our members state-wide.

### *Wages & Conditions*

There was significant activity during the year in relation to wages and conditions for staff within the sector. The Council was directly involved in providing information and undertaking advocacy to the Commonwealth to ensure that the interests of Western Australian services were not overlooked during the implementation of the Fair Work Australia Equal Remuneration Order. This proved a particularly tricky issue due to the fact that WA is the only jurisdiction to have maintained its own separate industrial relations system, and there was a lack of solid information and significant uncertainty about how many community services fell into which jurisdiction. This was not helped by the Commonwealth taking a narrow interpretation of its responsibilities under the order to only provide funding to services within the Federal IR jurisdiction, and we are yet to secure agreement between the Federal and State Governments about processes and approaches for jointly funded programs.

The Council also worked together with the Australian Services Union (WA) and Community Employers WA to run a similar equal pay case within the Western Australian Industrial Relations Commission, to ensure that all WA workers within the sector got comparable increases in pay. This involved the Council actively lobbying the Commonwealth to commit to fund the outcomes of the case, as the Commission had regard for employer's ability to fund any wage increases awarded. The former Commonwealth Government did commit to funding the outcome of the case, and the Council continues to seek assurance from the new Government that they will honour this commitment.

## Social Policy Consultations, Forums & Seminars

Consultation with our members and with the wider community sector continues to be an important part of the Social Policy team's work, especially (in the last 12 months) with regards to the Council's Pre-Budget Submission and youth justice issues. A range of opportunities to learn and share information have also been provided through workshops and seminars on topics relating to essential services, strategic sector policy and vulnerable people.

- WA Peaks Forum — 14 August 2012
- Kimberley 2013-14 Pre-Budget Submission Consultation (Broome) — 17 August 2012
- Women's 2013-14 Pre-Budget Submission Consultation (Perth) — 20 August 2012
- Great Southern 2013-14 Pre-Budget Submission Consultation (Albany) — 23 August 2012
- Midwest 2013-14 Pre-Budget Submission Consultation (Geraldton) — 24 August 2012
- Peel 2013-14 Pre-Budget Submission Consultation (Mandurah) — 29 August 2012
- South West 2013-14 Pre-Budget Submission Consultation (Bunbury) — 3 September 2012
- Supporting Clients with Utility Issues (Perth) — 3 September 2012
- Supporting Clients with Utility Issues (Armadale) — 19 September 2012
- Youth Justice Think Tank, Workshop 1 — 19 September 2012
- 2013-14 Pre-Budget Submission Launch — 19 October 2012
- Youth Justice Think Tank, Workshop 2 — 26 October 2012
- Supporting Clients with Utility Issues (Midland) — 13 November 2012
- Strategies for clients to reduce their energy bills (Midland) — 13 November 2012
- WA Peaks Forum — 13 November 2012
- Child and Parent Centres: An Update for the Community Sector — 20 November 2012
- FWA Equal Pay Funding Supplementation (*in partnership with Community Employers WA*) — 22 November 2012

*“Excellent, I learned relevant facts and information I can pass onto clients.”*

*“This was a great event, I am glad I attended.”*

*“Great informative workshop liked the combination of theory and applied training.”*



## Social Policy Consultations, Forums & Seminars (continued)

- Tax Concessions Working Group Consultation — 7 December 2012
- Youth Justice Think Tank, Workshop 3 — 12 December 2012
- WA Peaks Forum — 12 February 2013
- What does the ACNC mean for my organisation? (*in partnership with the ACNC & Add-Ministry Inc.*) — 12 February 2013 (Geraldton); 13 & 14 February 2013 (Perth); 16 February 2013 (Bunbury)
- Electricity, Water, & Gas: Strategies to Help your Clients Stay Connected (Cannington) — 28 February 2013
- Financial Management Services Roundtable — 6 March 2013
- Community Sector Leaders Forum on Emerging Issues — 4 April 2013
- Members Consultation: ACNC/AIS & Charity Definition — 19 April 2013
- Phone and Internet: Know your rights — 1 May 2013
- Financial Management Services Roundtable — 6 May 2013
- Key Issues and Implications for Employers of Self Directed Service Design and Individualised Funding (*in partnership with Community Employers WA*) — 6 May 2013
- Current issues in Food Security, Food Stress and Nutritional Poverty — 13 May 2013
- WA Peaks Forum — 14 May 2013
- Smart Meters: Risks and benefits for low income households — 16 May 2013
- What does the ACNC mean for my organisation? (Broome) (*in partnership with ACNC, Add-Ministry Inc. and the Christian Churches of WA*) — 20 May 2013
- Electricity, Water, & Gas: Strategies to Help your Clients Stay Connected (Fremantle) — 13 June 2013

“ *This session was extremely informative and that's the reason why I am a WACOSS member.* ”

“ *I thought I knew a fair bit about managing utility bills, now I know so much more. Thank you!* ”

## 2012-2013 Social Policy Submissions and Policy Advice

July 2012	<ol style="list-style-type: none"> <li>1. Statutory review of the <i>Children and Community Services Act 2004</i></li> <li>2. Senate inquiry regarding the <i>Social Security Amendment (Fair Incentives to Work) Bill (2012)</i> (Sole Parents Inquiry)</li> </ol>
August 2012	<ol style="list-style-type: none"> <li>3. Senate inquiry regarding "The adequacy of the allowance payment system for jobseekers and others, the appropriateness of the allowance payment system as a support into work and the impact of the changing nature of the labour market." (Newstart Inquiry)</li> <li>4. Joint inquiry into the <i>Australian Charities and Not-for-Profits Commission Bill 2012</i></li> </ol>
September 2012	<ol style="list-style-type: none"> <li>5. Economic Regulatory Authority review of the <i>Financial Hardship Policy Guidelines</i></li> <li>6. National Food Plan Taskforce consultation on the <i>National Food Plan Green Paper</i></li> </ol>
October 2012	<ol style="list-style-type: none"> <li>7. Department of Water consultation on the <i>Water Services Customer Code Discussion Paper</i></li> <li>8. ERA inquiry into the <i>Efficient Costs and Tariffs of the Water Corporation, Aqwest and the Busselton Water Board: Draft Report</i></li> </ol>
November 2012	<ol style="list-style-type: none"> <li>9. FaHCSIA consultation regarding the Family Support Program Future Directions Discussion Paper</li> <li>10. Kleenheat <i>Hardship Policy</i> review</li> <li>11. Horison Power <i>Hardship Policy</i> review</li> </ol>
December 2012	<ol style="list-style-type: none"> <li>12. Economic Regulatory Authority review of <i>Alinta's proposed replacement standard form contract for the supply of gas to small use customers</i></li> <li>13. NFP Sector Tax Concession Working Group consultation on the <i>Discussion Paper: Fairer, simpler and more effective tax concessions for the not-for-profit sector</i></li> </ol>
January 2013	<ol style="list-style-type: none"> <li>14. Treasury consultation on the <i>Charities Bill 2013 (Statutory Definition of a Charity)</i></li> </ol>
February 2013	<ol style="list-style-type: none"> <li>15. Treasury consultation on <i>Governance Standards for the Not-for-profit Sector</i></li> <li>16. WA Government consultation on the Green Bill: <i>Draft Labour Relations Legislation Amendment and Repeal Bill 2012</i></li> </ol>
March 2013	<ol style="list-style-type: none"> <li>17. Inspector of Custodial Services inquiry into the incident that occurred at Banksia Hill Detention Centre on 20 January 2013</li> <li>18. Public Sector Commission review of the <i>Commissioner for Children &amp; Young People Act 2006</i></li> <li>19. Senate inquiry into the <i>Value of a justice reinvestment approach to criminal justice in Australia</i> (Joint submission with WAAMH and WANADA)</li> <li>20. Response to the Department of Resources, Energy and Tourism <i>Proposal for a National Energy Consumer Advocacy Body Preliminary Statement of Issues and Questions for Consultation</i></li> <li>21. Senate inquiry about Australia's response to the WHO Commission on Social Determinants of Health report "Closing the gap within a generation" (Joint COSS submission)</li> </ol>

April 2013	<p>22. State School Teachers Union of Western Australia (SSTUWA) inquiry <i>Documenting the Dimensions: An Examination of the work, contextual complexity and expectations of the roles of Principals and Deputy Principals in WA Public Schools</i></p> <p>23. ACNC consultation on the proposed 2014 Annual Information Statement (AIS)</p> <p>24. Economic Regulatory Authority review of <i>Synergy's proposed replacement Standard Form Contract</i></p> <p>25. Response to the Department of Resources, Energy and Tourism <i>Proposal for a National Energy Consumer Advocacy Body (NAB)</i></p>
May 2013	<p>26. Western Australian Industrial Relations Commission annual review of the WA minimum wage rates (the State Wage Case)</p> <p>27. Economic Regulatory Authority consultation on the <i>Draft Decision regarding proposed amendments to the Code of Conduct for the Supply of Electricity to Small Use Customers: Pre-payment meters</i></p> <p>28. Economic Regulatory Authority consultation on <i>Proposed Variations to Western Power's Access Arrangement for 2012/13 to 2016/17 – 30/05/2013</i></p>
June 2013	<p>29. Water Corporation <i>Hardship Policy</i> review</p>

#### Other major publications

July 2012	<p>30. Discussion Paper: Options for an Office for Early Childhood</p>
October 2012	<p>31. 2012 Cost of Living Report</p> <p>32. 2013/14 Pre-Budget Submission — Stronger Together: Working Collaboratively for a socially sustainable WA</p>
February 2013	<p>33. 2013 State Election: Social Policy Factsheets</p> <p>34. Stronger Together: Regional &amp; Remote Community Consultation Paper</p> <p>35. The Report &amp; Recommendations of the 2012 Youth Justice Think Tank</p> <p>36. Discussion Paper: Justice &amp; Community Safety in Western Australia — A call for efficient investment in effective outcomes</p>
June 2013	<p>37. Integrating services to support the mental health of infants and young children: Developing the Concepts (Mental Health Commission-funded project, Report 1)</p>

## 2012-2013 Social Policy Media Releases

- WACOSS comments on carbon pricing impacts 2 July 2012
- Responding to utilities stress and financial hardship – 20 July 2012
- Now is the time for WA to catch up on early childhood development - 20 July 2012
- Fairer Electricity Bills – Tariff Equalisation Contribution 20 August 2013
- Community Sector Welcome Legislative Ban on Gag Clauses 19 September 2012
- WACOSS Launch Cost of Living Report - 10 October 2012
- WACOSS Pre-Budget Submission - 19 October 2012
- National community sector meeting calls for certainty on homelessness funding (*Joint COSS media release*)— 30 October 2012
- WACOSS welcomes the new Energy Roundtable - 24 October 2012
- Join the Do Not knock campaign today! — 28 November 2012
- The evidence is clear: Time for a \$50 increase in Newstart Allowance — 29 November, 2012
- Affordable housing WA's biggest challenge — 5 February 2013
- WA Peaks Forum releases election call for services — 13 February 2013
- WACOSS releases Regional Services Report — 15 February 2013
- WA needs greater focus on children this election — 20 February 2013
- Time to build a more effective youth justice system — 21 February 2013
- Justice and Community Services in WA: Efficient investment in effective outcomes: Launch of the joint report (*Joint WACOSS, WAAMH & WANADA media release*) — 1 March 2013
- The big-ticket energy policy issues this election — 6 March 2013
- Battlers need Barnett to care (*Op Ed published in The West Australian*) — 11 March 2013
- International Women's Day: Time to focus on women in poverty in WA — 8 March 2013
- Visionary Federal Budget leaves Poorest behind – 14 May 2013
- WACOSS welcomes pay win for community workers — 15 June 2013

## Sector Services and Development

The role of Sector Services and Development is to assist the community services sector to develop its long term sustainability and to improve effectiveness in the work undertaken across the sector with people that are disadvantaged, vulnerable or at risk within communities. The Health and Community Services Sector is the **fastest growing sector** in Australia; and the second fastest in WA (behind the resources sector). The size of the sector has **grown 30% in the past 4 years**, and it delivers services to over 515,000 Western Australians each year. Around 550 community service organisations in WA receive State and/or Commonwealth funding, and there are many more that rely on donations, sponsorship or their own fee for service mechanisms.

The work undertaken by the Council under this team is aimed at providing practical supports, for example compliance with new regulatory reforms and looking at organisation development needs within the context of the social, economic and political trends. The types of services provided over the past year has included the development of online resources, research projects, conferences, training courses, workshops, forums, and grant based projects.

Bernie Fisher, Leela James and Sinead Doherty continued their much appreciated work supporting the Emergency Relief sector, and delivered upon two key projects – the ER Scoping Paper and the ER Conference 2013. Gaynor Mitchell and Darren McKie continued their work in the Beyond Farming program adding their own personal touch in providing a critical support to farmers in transition and linking them with services in the regional areas.

We continued into year two of the funding and contracting reform led by Kylie Hansen and supported by Maree Jones and Maija Ala-Kauhala. This work expanded to take in delivery of four discrete contracts assisting different Departments with the work they were undertaking around the Delivering Community Services in Partnership (DCSP) Policy and the funding and contracting reforms.

Our Sector Services area continued to develop our training and consultancy services led by Michelle Burgermeister (training) Maree Jones (consultancy) and supported by Bree Vanaften.

In summary, this year saw Sector Services and Development expand significantly to take in a number of new projects, including multiple funding and contracting reform contracts, play a key role in the Social Enterprise Fund consortium, as well as delivering on a number of new initiatives in the Emergency Relief area.

### Sector Development Programs

#### *Funding and Contracting Reform Program*

The Council received funding from the Department of Finance, the Department of Child Protection, the Department of Corrective Services and the Department of Health to undertake work in assisting the Departments and their funded organisations with the changes associated with the funding and contracting reforms. We trialled a variety of ways to provide information, learning and support to the sector in this period, which have all been well received. The sector has responded well to the mix of facilitation and information sharing mechanisms.

All in all, thirty eight events were held during this financial year, attracting over five hundred organisations. A very large proportion of this activity occurred out in the regions. Our online resources around the Reforms agenda grew significantly, and we have received some great feedback on the resources developed around outcomes, measurement, costing and pricing, and the general reforms environment.

To meet the needs of the sector in this area, WACOSS developed two new innovative and collegially based initiatives to train and engage the community services sector. Learning Exchanges provide an environment within which to share experience, build upon this experience and then in turn provide this learning to others. With the learning exchange, the collective wisdom of those present drives the process and eventual outcomes. We held five learning exchanges altogether, which around seventy individuals attended.

The Council has also developed a series of webinars, particularly aimed at rural and remote services that often find it difficult to attend workshops in person. The setup of the webinars was such that we encouraged people to attend three two hour sessions, which were set up a week apart. Considering that most people did re-attend all three sessions, overall, approximately twenty five individuals have attended our webinar series. At least half of these were from smaller or regional organisations.

#### ***WA Health - Community Services Sector Collaboration Project***

As a result of the partnership with WA Health over the funding and contracting reforms support, WA Health continued to partner with WACOSS to help further guide and support the procurement reforms in line with the Delivering Community Services in Partnership Policy (DCSP). The purpose of this Sector Collaboration Project is to bring together stakeholder representatives to contribute to the development and implementation of key components of the DCSP reforms as they impact the provision of community services under the auspices of the WA Health.

A Program Manager, primarily located at the Department of Health WA was appointed in June 2013 for a 12 month period. The project is currently in very early stages; however we anticipate that the primary outcome indicators for this role include:

- The establishment of a sector advisory group to facilitate collaborative activity between WA Health and Community Services Sector and contribute ideas, best practice knowledge and experiential information to help guide and support the procurement reforms;
- To develop a Communication and Stakeholder engagement plan that reflects the intent and practical application of outcomes based contracting reform and;
- To provide guidance and support to Service Providers in the sector as they transition to the new model of procurement

#### ***Social Enterprise***

The Council played an important role within the consortium which rolled out the Social Enterprise Fund in between 2011-13. The Social Enterprise Fund was administered by the Department for Communities, to encourage both current and fledgling social enterprises within Western Australia. Organisations applied for grants to expand or develop a current social enterprise, or to develop further a business proposal with a social purpose. The consortium consisted of Social Ventures Australia as the lead agency, Social Traders, the Centre for Social Impact and WACOSS. This group has been responsible for rolling out the SEF throughout Western Australia.

The final round of funding closed in May 2013, and preceding it was a state-wide campaign to promote social enterprise and its opportunities for the sector. Over the year, information sessions and 'advice surgeries' (ie one on one consultancies for fledgling projects or ideas) were rolled out across the state. These sessions built on the original information sessions, to include further information about financing for social enterprises, the broader context of social innovation, and targeted support was provided to applicants of the Fund. The program was well received within the community, with multiple sessions across the state reaching their full capacity.

### ***Beyond Farming***

The Beyond Farming program is increasingly seen as a place for farming families to discuss the challenges and decisions facing this important part of our community. The program entered its third year with a grant from the Department of Agriculture and Food Western Australia, after the conclusion of the WA Pilot of Drought Reform Measures in June 2013.

In this twelve month period, the program has had particular relevance, given the unfolding situation in the Eastern Wheatbelt, with many farming families facing tough situations. The twenty five volunteer mentors in the program remain enthusiastic and committed to the program giving their time and valuable experience willingly. Particular highlights have been a presentation at an event for farmers in Southern Cross in February hosted by the Shire of Yilgarn and the display at Wagin Woolarama in March which was kept very busy with enquiries over the two days.

In April, four of the mentors voluntarily set up Farm Employment Link to link farmers wanting employment with farmers needing skilled experienced labour. This very practical initiative was successfully trialled through the seeding period and will continue at least until the end of the 2013 harvest.

### ***Emergency Relief Sector Support***

WACOSS' support to the Emergency Relief sector continued throughout 12-13, with the organisation of the monthly emergency relief forums, and organising and chairing the State Emergency Relief Committee meetings. We have also continued our relationships with Synergy and Horizon on the Power Assist Scheme, and managed the Synergy Reconnection scheme.

The two largest projects for the 12-13 financial year were the development and release of the Emergency Relief Scoping Paper and the development and delivery of the 2013 Emergency Relief Conference.

The ER Scoping Report was the outcome of a six-month ER scoping project that mapped emergency relief service provision across Western Australia. The scoping project, funded by Lotterywest, was initiated to provide much needed data on the ER sector. There were a number of findings and possible steps forward in regard to the emergency relief sector and we believe the report will be extremely useful in future planning and as an advocacy tool when negotiating with government and funders.

Over 135 people attended the Emergency Relief Conference, on 28-29 May 2013, including volunteers, paid staff and service managers from a range of large and small emergency relief organisations assisting those in financial need. The conference was rated as very good and excellent by 96% of attendees, and the post conference feedback was very high.

In this financial year, the Council has also set up a roundtable for services working in the area of financial hardship. These roundtables are designed to enable services to come together and discuss what is required for this unique and emerging sector. The Council anticipates that these roundtables will be held on a bi-monthly basis, and will provide significant support to the sector, specifically around its collaboration in a policy and advocacy sense.





***Mental Health Carer & Dual Disability Project***

In May, the Council engaged with the Mental Health Commission to develop a Carer Support Package and a competency framework for service providers working with people with Dual Disability. We are working with Western Australian Association of Mental Health and the National Disability Service to compile these packages. The carers project will assist those people who live with a dual disability (mental health and intellectual), and their carers, in accessing appropriate medical assistance and support; and the work around a competency framework for service providers working with people with a dual disability will provide some guidance in an area which, to date, has not had much investment and support.

***Online Community Platform***

Considering the significant growth of the community services sector, and through WACOSS' ongoing work with the sector, we identified two key opportunities -

1. The lack of an online platform to showcase and search for available opportunities, projects, and resources for innovation and collaboration;
2. The need to capitalise on existing networks and resources in a new way. Value is often lost due to a lack of communication and an inability to connect effectively, deeply and in a timely fashion with various other stakeholders in the sector.

The Council applied for funds through the Department for Communities Social Innovations Grant to tackle the above. We received these funds in January 2013. The anticipated medium is an online platform. The first stage of the project will be creating a Partnership Hub.

We anticipate that the platform will:

- Foster opportunities to discuss and engage with new ideas and practices regardless of size, locality or service type;
- Connect services, business and funders that have common goals and visions;
- Support partnerships and program development

The elements of the platform will include:

1. Match people with opportunities for the sector to create partnerships (e.g. 'noticeboard')
2. Review information and resources (with a rating system for relevant material, e.g. 'trip advisor or urban spoon')
3. Communicating with other stakeholders and colleagues (e.g. forums)
4. The project is still in very early planning stages, but will really come to fruition throughout 2013-14.



## Regional Focus

The Council undertook a significant amount of work in regional areas, especially through our work in Beyond Farming, the Social Enterprise Fund and the funding and contracting reform contracts with various government Departments. These programs saw us visiting various regional areas frequently, approximately once a fortnight over this financial year. The Council advocated with the ACNC to ensure that regional centres had the opportunity to attend face to face sessions on the new regulatory requirements for charities. This work resulted in information sessions being delivered to Broome, Bunbury, Port Hedland, Kalgoorlie, Geraldton and Albany. The Council remains highly committed to the support we can provide to our regional members, and hopes to continue have the capacity to visit the regions frequently during 2013-14.

## Sector Development Events

### Consultancy Services

During the financial year 2012-2013, Sector Services and Development undertook seven key ongoing consultancy projects. The major themes around these have been in the following areas:

- Organisational review
- Strategic Planning
- Policy & Procedure development and review.

### Training Services

Professional development in the areas of Finance, Funding, Governance, Leadership and Management remains a high priority area for the Council with the delivery of over 70 workshops in our public training program targeted to the not for profit community sector this year. This has included offering evening courses and expanding opportunities for Boards through our Just for Boards Series. For the first time a number of our training courses were recognised by the Australian Community Workers Association for professional development credits. In addition we were contracted to deliver many of these workshops as customised sessions, tailoring our standardised workshops to meet individual organisations requirements.

In the Council's commitment to make our training accessible to the sector, saw us increase the number of its public training courses being offered in locations outside the CBD area, such as Armadale, Rockingham and Albany. The Council also expanded the number of training courses being offered by webinar and experienced a steady increase in people choosing this option for short training sessions.

In addition to Public Training Program, the Council has had a growing demand for offering its services through its **In-house training program**. The in-house training program offers training workshops tailored or fully customised to meet the organisation's and regional communities specific requirements, at times and locations suitable for them. By far the most popular in-house training is the 3 hour training course for Boards: **Foundations in Governance**

The quality of training provided by our pool of carefully selected trainers has again achieved a high quality standard with over 90% of all participants rating the training excellent or very good. The Council has been able to achieve this by finding some of the best trainers and experts in WA, whilst maintaining affordable prices for the sector.

In total the Council's training and information sessions reached over 2,000 people throughout the year.



## Information sessions

### *Australian Charities and Not-For-Profit Commission (ACNC)*

The Council in partnership with Add Ministry Inc worked closely with the ACNC to ensure that Western Australian Charities across the state had the opportunity to attend face to face information sessions. These sessions that provided important information on background information and regulatory requirements under the ACNC were well attended with over 800 people attending the five regional sessions and two metropolitan sessions.

### *Proposed New Work Health & Safety Laws*

WACOSS hosted a session to update members on the proposed new Work Health and Safety Laws which are part of the National Harmonisation of Laws Agenda by COAG. This was held in April with over sixty people attending. This session highlighted the not only the proposed legislation, but also the duty of care responsibilities of not-for-profit organisations to comply the current and proposed legislation and how suggestions on how to do this. We thank Maria Saraceni, Barrister Francis Burt Chambers; Mara Basanovic, CEO Volunteering WA; Ian Mumms, Worksafe and Melanie Flatman, Wills Insurance Group who provided their time for free.

## Partnerships

In addition to the major project with Social Ventures Australia to deliver the information sessions for the Social Enterprise Fund the Council partnered with a number of organisations this year, some for the first time and some ongoing. A significant and important partnership continued with the Pilbara Association of Non-government Organisations (PANGO) as part of the 12 month Indigenous Community Leadership Program and Workforce Development Project. These programs enabled the delivery of a customised Diploma of Management, an Indigenous Leadership Forum and a series of management and governance workshops to be delivered in the region.

Other partnerships this year included working with Richmond Fellowship WA in the delivery of the Managing Challenging Behaviours workshop. This workshop which is nationally accredited has raised the standard of training in this important area of service delivery. The Council has also worked closely with Metropolitan Migrant Resource Centre and Muslim Womens Centre to draw on their expertise to ensure our courses to skill people on working with clients from different cultural backgrounds is drawn from local experience and knowledge. Other successful partnerships trialled this year included working with a number of locally based regional groups and Councils to provide greater coverage across the metropolitan region. This included working with Rockingham City Council, Kwinana City Council (through Rockingham) and Armadale City Council.



Our partnership with the Department of Regional Development and Lands as a preferred provider of governance workshops enabled us to continue to delivery training in the regions hosted by Community Resource Centres.

Other partnerships included working with Ad-ministries to ensure that WA was the first state to be informed of the requirements for charities under the Australian Charities and Not-for-profit Commission (ACNC).

## Workshops delivered through our public calendar this year

Being an Effective Leader  
 Characteristics for Highly Effective Boards  
 Communicating and Connecting with Aboriginal Clients  
 Converting your data to SCOA  
 Develop High Performance Teams  
 Developing a risk management plan for your organisation  
 Developing Strategic Plans for your Organisation  
 Educating Clients about Budgeting - an introduction  
 Effective Grant Writing  
 Emergency Relief Essentials  
 Emotional Intelligence  
 Events Management made easy  
 Finance Fundamentals  
 Foundations in Governance  
 Human Resource Management & Industrial Relations  
 Using Stories for Measuring Outcomes  
 How to be a super supervisor  
 HR Management and Industrial Relations

*“ Great training, [and valuable] for people from all levels and experiences. Well presented & interactive.*

*“ I wish I had done this course sooner – think about how much time I could have saved!*

*“ Excellent workshop. Thank you. Report writing has scared me but I [now] feel much more knowledgeable... thought the topic would be boring but it was very enjoyable and Tim was a great presenter.*

*“ Great Course!! Enjoyed it very much and learnt so much. I can now return to my organisation with lots more confidence and understanding.*

*“ It was clearly presented without using language that was over our heads. It provided a concise overview of financial reports and what needs to be in them.*

Interpreting Financial Reports for Boards  
 Introduction to being on a Board or Committee  
 Just for Chairs: leading the Board or Chairing Meetings  
 Just for Secretaries: Keeping Records and Writing Minutes  
 Just for Treasures: Oversight and Finances  
 Leading Teams  
 Managing Challenging Behaviours of Clients  
 Managing Conflict Resolution in Your Workplace  
 Managing Media  
 Marketing your Organisation or Event  
 Monitoring and Evaluation for Outcomes  
 Negotiation and Conflict Resolution in the Workplace  
 Occupational Health and Safety  
 Organising and Running AGMs  
 Oversight & monitoring of finances  
 Social Media

## Corporate Services

### Strategic Plan

Significant progress was made throughout the year on our strategic priorities including a comprehensive membership review, the implementation of a risk management framework and plan, the development of a governance and administration manual, increased sector collaboration in our policy and sector development work externally, as well as improving our internal cross team approach to how we undertake policy and sector development delivery.

### Membership and Membership Services

As part of our commitment to providing quality services to our members, WACOSS sought feedback from our members on our performance as their peak body. All members were asked to complete a survey covering all aspects of WACOSS membership.

This survey provided an opportunity to understand the level of expectations and satisfaction that WACOSS members are seeking. It will allow us to continue to develop strategies that will encourage continuous involvement from our members.

Responses to the survey were reasonable with sixty one members responding from among 290 members. Family Children & Youth focused organisations were the most represented at 37% of respondents followed by Advocacy (35.2%) and Community Development (33.3%)

WACOSS asked our members to rate our performance against a set of statements. An average of 89% of respondents indicated our performance met or exceeded expectation with one indicator “demonstrates strong leadership” getting a rating of 100%. Other high responses were 96.8% “demonstrates commitment to diverse and sustainable sector” and 96.7% “provides information in a timely manner”.

Members were asked to rate our performance across the key areas of Sector Services and Development and Social Policy. Performance was strong in the following areas; providing useful information and advocacy on social policy issues relating to the disadvantaged and vulnerable people in the community (98.3%), WACOSS is a useful point of contact to access information on issues relating to the Community sector (93.3%) and WACOSS provides effective information and advocacy on state contracting and funding reform (93.2%).

WACOSS services are well received and utilised. Respondents rated opportunities to provide input into policy issues as crucial with 100% of respondents rating this aspect of WACOSS “very important” (53.3%) or “important” (46.7%). This was followed by “media coverage on current issues impacting both the sector and the community” (average 90.8%) and “advocacy strategies on current issues facing the sector and community” with a combined average of 94.9% rating as very important or important.

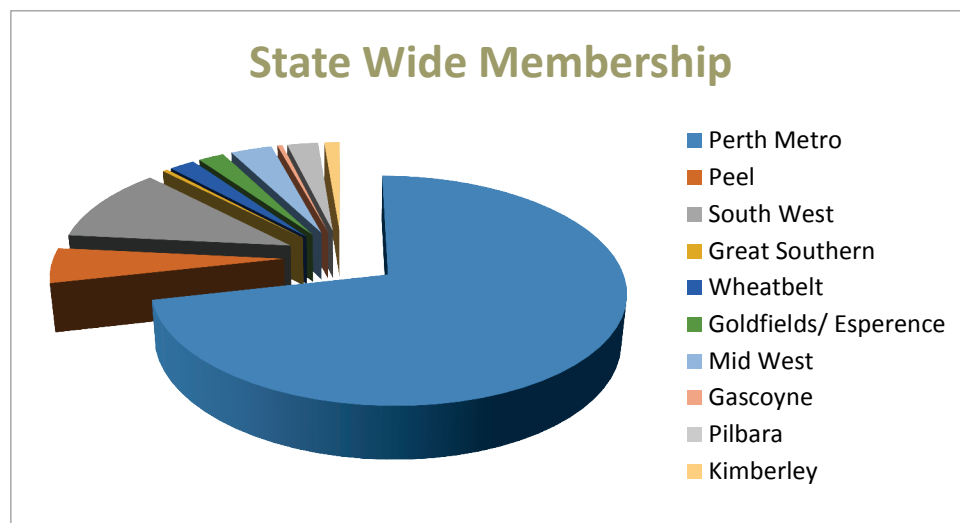
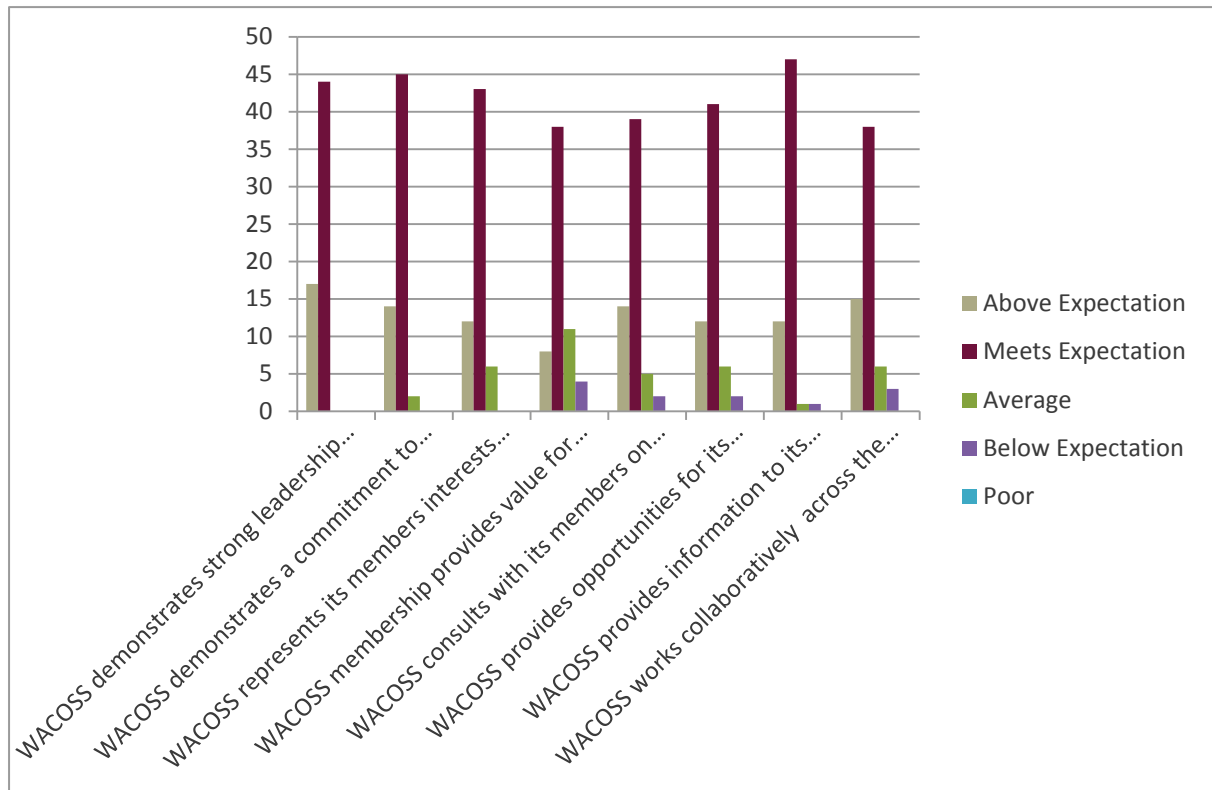
32.6% of respondents indicated they used WACOSS member services regularly or occasionally. Conferences (62.7%), networking events (61.4%), Consultations (61%) all being well accessed.

Satisfaction from accessing WACOSS services was also high. On average, 70.5% of respondents from among those who accessed the listed services were satisfied or very satisfied. Conferences and Networking events were highest with 93% and 89.4% rating them as very satisfied or satisfied.

To gauge how our members are utilising social media we asked them to indicate their current or planned usage of the following mediums; Websites, Twitter, Facebook, LinkedIn and YouTube.

Website is the most currently used medium with 78% currently using it and a further 10.2% planning on using it in the future. 34.5% currently use Facebook, with 22.4% planning on using it in the future, followed by LinkedIn with respective percentages of 31% (current usage) and 17.2% (additional future use).

On average 76.1% of respondents were satisfied or very satisfied with the various aspects of WACOSS' electronic communications. On average 90.9% of respondents were satisfied or very satisfied with the quality of articles, relevancy of articles and frequency of the eNews. No respondents felt we were communicating below expectation.



### **Total Membership Numbers for 2012-13**

At the close of the 2012-13 financial year, the Council has a total membership of 291 consisting of:

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

### **WACOSS Staff Professional Development**

The Council supported its staff this year under its own professional development program. We thank Darren Munday who was contracted for a short time to review our performance management system as we shifted our focus to one of improvement and development of staff. We trialled this model in September 2012 and will continue to build on this approach moving forward.

Each year we endeavour to take a quarterly day away from the office to build our skills and reflect on our work, current issues and sharing our work practices. We thank Barry McGuire for a truly eye opening cultural tour through Kings Park as we learnt about the traditional owners stories in this area of significant cultural importance. The Council also would like to thank the team at St Patrick's staff for hosting all 25 of our staff as we did an onsite visit, as one of our professional development activities, to their agency to gain a firsthand insight into working at the front line with some of the most vulnerable in our community. St Patrick's staff are a dedicated team doing a remarkable job in the community.

The Council thanks all of its staff for their personal commitment to achieving our mission for a socially just and equitable society that is evident not only in the quality of work but also through the many personal time given outside of work in their roles as active volunteers and board members across a range of community groups working in the community.



## Thank you to all our partners, supporters and consultants

The Council thanks all its partners and supporters for their contributions to a very successful year in 2012-13. The following sponsors, supporters, funders, consultants and trainers have all made an impact over the course of the year, assisting WACOSS in its efforts in the community. We thank you for your ongoing commitment to supporting the community sector.

Many of our consultants provide additional follow up support to our members with one off free advice and follow up support at heavily reduced rates. We thank you for your ongoing commitments to supporting the community sector with high quality tailored services.

### Sponsors, Supporters and Funders

Alinta	Economic Regulation Authority
Department of Agriculture, Fisheries and Forestry	Gibson and Gibson
Department for Child Protection	Horizon Power
Department for Communities	Lotterywest
Department of the Premier and Cabinet	MODAL
Department of Finance	Office of Energy (Public Utilities Office)
Department of Family, Housing, Community Services and Indigenous Affairs	Rod Lillis Crunch Consulting
Department of Housing, WA	Salvation Army
Department of Premier and Cabinet	St Vincent de Paul
Department of Treasury and Finance	Synergy
Disability Services Commission	Water Corporation
	YMCA

### Emergency Relief Conference Sponsors

Department for Child Protection (Government)	Alinta (Corporate)
Lotterywest (Government)	Synergy (Corporate)

### WACOSS Consultants and Trainers

<b>Astrid Chapman</b>		<b>Mariyon Slany</b>	Lavish Communications
<b>Annette Hoskisson</b>		<b>Martin Gregory</b>	MODAL
<b>Dee Roche</b>	AIM - UWA Business School	<b>Paul Flatau</b>	Centre for Social Impact (UWA)
<b>Jane Scott</b>	Barnett's Bookkeeping	<b>Peter Sullivan</b>	Werke
<b>Jeff Simper</b>		<b>Shelly Kissing Doyle</b>	Bluebottle Consultancy
<b>Jo Buontempo</b>	Kasali Consultancy	<b>Rod Lillis</b>	Crunch Consulting
<b>Joel Levin</b>	AHA Consulting	<b>Ron Jones</b>	Ron Jones Consulting
<b>Kathryn Choules</b>		<b>Theo Nabben</b>	Social Impact Consulting
<b>Katrina Bercov</b>	Evolve Events	<b>Tim North</b>	Scribe Consultancy
<b>Lee Collis</b>	Fun Consulting	<b>Todd Hutchinson</b>	People Rich
<b>Leigh Sinclair</b>	Bluebottle Consultancy		

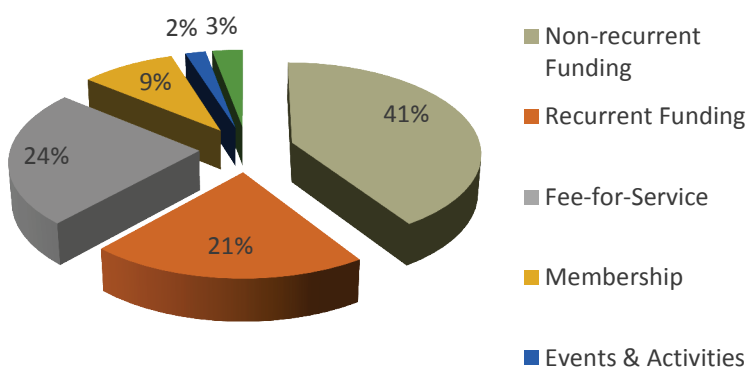
## Financial Summary 2012-2013

The financial position of the Council remains stable with net assets of \$813,762, an increase of \$31,414 on the previous financial year. At balance date, 98% of total assets were held in cash or receivables.

### Income

Total income for the financial year was \$2,957,376. Government funding (62%) remains the primary source of revenue for the Association. Other significant sources of revenue were Fee-for-Service (24%) and Membership (9%).

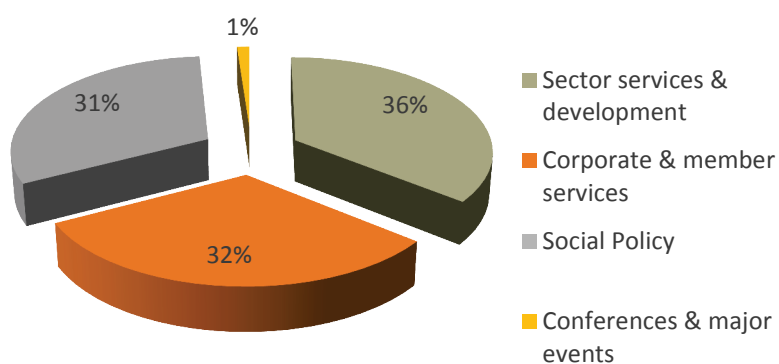
Income 2012-13



### Expenditure

Total expenditure for the financial year was \$2,925,962 presented below in the four primary activity areas of the Association. It should be recognised that the nature of the Association's activities are such that individual projects and major events have the capacity to alter individual expenditure areas materially year-on-year.

Expenditure 2012-13



## WACOSS New Year Sector Breakfast

The WACOSS New Year Sector Breakfast was held on 25 January 2013 at Kings Park and saw a big turnout of members and invited guests to this annual event. This year the Premier, the Honourable Colin Barnett MLA accepted an invitation to address the 150 plus community sector attendees and invited guests. The breakfast has become an important networking opportunity for community sector workers as they gather for the community year ahead. The WACOSS Board represented by Francis Lynch, and Irina Cattalini representing WACOSS staff took the time to reflect on the past year as well as our goals for the coming year. Irina also thanked the sector for the tremendous contribution to the WA community.



## WACOSS Stakeholder Engagement

### Committees, Working Parties, Steering Groups and Boards - WACOSS Participation

Community Sector Roundtable  
Community Employers WA Board  
City West Lotteries House Board  
Chamber of Commerce and Industry Social Policy Committee  
Children's Policy Advisory Committee  
Seniors Alliance  
Australian Council on Smoking and Health  
Community Services, Health & Education Industry Training Advisory Body  
WA Peaks forum  
Partnership Forum Working Group  
Partnership Forum Secretariat  
Community Sector Services  
Department for Child Protection Review of CSS Act Working Group  
Council of Social Service Directors Network group  
Gas Marketing Code Consultative Committee  
Housing Affordability Roundtable (HART)  
Borders and Lodgers Working Group  
Synergy Customer Advocacy Committee  
Hardship and Utilities Grants Scheme Working Group  
Economic Regulation Authority Consumer Consultative Committee  
Electricity Consumer Code Consultative Committee  
Housing and Homelessness Alliance  
State Emergency Relief Committee  
Council on the Aged (COTA) Policy Committee  
Strong Families Monitoring Group  
Child and Parent Centre Steering Committee  
Regional Child Care Advisory Group  
Curtin University Medical School Advisory Groups  
Maureen Bickley Centre  
Commissioner for Children and Young People Reference Group

## WA Peaks Forum

Aged & Community Services Western Australia  
 Alliance for Children and Young People  
 Alzheimer's Australia WA  
 Carers Association of Western Australia  
 Children, Youth and Family Agencies Association  
 Community Housing Coalition Of WA  
 Community Legal Centres Association  
 Connect Groups - Support Groups Association WA Inc  
 COTA Council on the Ageing  
 Development Disability Council of WA  
 Ethnic Communities Council  
 Financial Counsellors Association  
 Headwest Brain Injury Association of WA  
 Health Consumers' Council WA Inc

Linkwest  
 Men's Advisory Network (MAN)  
 Mid West Community Services Network  
 National Disability Services  
 Peel Community Development Group  
 People With Disabilities WA  
 Pilbara Assoc of Non-Govt Organisations  
 Shelter WA  
 The Peak Body of Women's Health  
 Volunteering WA  
 WA Association for Mental Health  
 WA Network of Alcohol & Other Drug Agencies  
 Women's Council for Domestic Family and Violence Services  
 Youth Affairs Council of WA



## WACOSS Members 2012-13

### Social Service Organisation

55 Central Inc	Citizens Advice Bureau of WA Inc
Aboriginal Alcohol & Drug Service Inc	Citizens Advocacy South Metropolitan
Access Housing Australia Limited	CLAN WA Inc
Accessibility	Coalition for Asylum Seekers, Refugees and Detainees
AccordWest	Collie Family Centre Inc
Adoption Jigsaw WA Inc	Communicare Inc
Adoption Research & Counselling Service (Inc)	Community Employers WA
Adventist Residential Care - Nollamara	Community First International Ltd
Advocacy South West Inc	Community Housing Coalition of WA
Aged and Community Services WA	Community Legal Centres Association (WA) Inc.
Albany Youth Support Association	Community Midwifery WA
Alzheimer's Australia WA Ltd	Community Vision Inc
Angelhands Inc	CommunityWest Inc
Anglicare WA	ConnectGroups - Support Groups Association WA
Armadale Community Family Centre	Co-operation Housing
Armadale Home Help Service for the Aged and Disabled Inc.	Council on the Ageing (WA) Inc
Association for Services to Torture and Trauma Survivors	Crossways Community Services
Australian Association of Social Workers WA Branch	Cystic Fibrosis Western Australia Inc
Australian Red Cross	Developmental Disability Council of WA (Inc)
Balga Detached Youth Work Project Inc	Donnybrook Community Resource Centre Inc
Baptistcare	Drug Arm WA Inc
Bayswater Family Centre Inc	Eastern Region Domestic Violence Services Network Inc
Beehive Industries of WA Inc	Echo Community Services
BJL Connecting Communities	Employment Law Centre of WA Inc.
Blind Citizens WA Inc	EON Foundation Inc
Boyup Brook Community Resource Centre	Esperance Crisis Accommodation Service
Bridgetown Community Resource Centre Inc	Fairbridge Western Australia Inc
Broome C.I.R.C.L.E. Inc	Family Day Care WA Inc
Brunswick Junction Community Resource Centre	Federation of Housing Collectives
Busselton Family Centre Inc.	Financial Counsellors Association WA Inc
Calvary Youth Services Mandurah Inc	FinUCAre
Cancer Council Western Australia	Foothills Information & Referral Service Inc
Canteen WA	Forgotten Australians Coming Together Inc
Carnarvon Family Support Service Inc.	Foundation Housing Ltd
Catholic Outreach	Fremantle Multicultural Centre Inc
Catholic Social Justice Council	Fremantle Women's Health Centre Inc
Centacare Family Services Geraldton	Freshstart Recovery Programme
Central Agcare Inc	From the Heart WA Inc
Centre for Advocacy Support & Education for Refugees	Future Living Trust Inc
Centrecare Inc	Gay and Lesbian Community Services of WA
Child Australia	Geraldton Regional Community Education Centre
Chrysalis Support Services Inc	Geraldton Resource Centre Inc



## Social Service Organisation (continued)

Glyde-In Community Learning Centre Inc.	Milligan Community Learning and Resource Centre
Goldfields Women Health Care Centre	Mission Australia
Good Samaritan Industries	MOSAIC Community Care Inc
Gosnells Community Legal Centre Inc	Nannup Community Resource Centre
Greenfields Family & Community Centre	Nardine Wimmin's Refuge Inc
GROW WA	New Life Welfare (WA) Inc
Haemophilia Foundation WA Inc.	Ngala Community Services
Harvey Community Resource Centre Inc	Ngarliyarndu Bindirri Aboriginal Corporation
Headwest (Brain Injury Association of WA Inc)	Nintirri Centre Inc.
Health Agencies of the Yilgarn Inc.	Northcliffe Family & Community Centre
Health Consumers' Council WA Inc	Nyoongar Sports Association Inc
Helping Out People Everywhere (HOPE) Inc.	One World Centre
HepatitisWA Inc.	Orana House Inc
Holyoake Australian Institute	Outcare Inc.
IBN Corporation Pty Ltd	Palmerston Association Inc
Identity WA	Parents and Friends Federation of Western Australia Inc
In Town Centre Inc	Parents Without Partners WA (Inc)
Injury Control Council of WA	Parkerville Children and Youth Care
Italo-Australian Welfare and Cultural Centre Inc	Pat Thomas House Inc
Jewish Care WA Inc	Patricia Giles Centre Inc
Katanning Regional Emergency Accommodation Centre Inc	Peel Community Development Group
Kidsafe WA Inc	Peel Community Living Inc
Kira Incorporated	Peel Volunteer Resource Centre
Knights of the Southern Cross	Peel Youth Services Inc.
Kwinana Early Years Services Inc	Pemberton Community Resource Centre Inc
Langford Aboriginal Association	People with Disabilities WA Inc
Learning and Attentional Disorders Society of WA Inc.	Perth Asian Community Centre
Life Without Barriers	Perth Home Care Services
Lifeline WA	Perth Inner City Youth Service
Linkwest Inc	Perth Legacy
Local Drug Action Groups Inc	Pilbara Association of Non-Government Organisations Inc
Lot 208 Youth Inc	Playgroup WA (Inc)
Manjimup Family Centre Inc	Pollinators Inc
Margaret River Community Resource Centre Inc.	Ravensthorpe Community Resource Centre
Marnin Bowa Dumbara Aboriginal Corporation	Relationships Australia Western Australia Inc
Melville Cares Inc	Richmond Fellowship of WA Inc
Men's Advisory Network (M.A.N.) Inc	Rise Inc
Men's Outreach Service Inc	Rostrata Family Centre (Inc)
Men's Resource Centre Inc	Ruah Community Services
Mental Health Carers Arafmi (WA) Inc	Samaritans Crisis Line
MercyCare Ltd	Sandalwood Family Centre
Metropolitan Migrant Resource Centre Inc	SCALES Community Legal Centre
Midland Information Debt and Legal Advocacy Service Inc	Second Harvest (Australia) Incorporated
Midland Womens Health Care Place Inc	Serpentine-Jarrahdale Community Resource Centre Inc
Midwest Men's Health Inc	Shark Bay Community Resource Centre
Midwest Sports Federation	Shelter WA

## Social Service Organisation (continued)

Social Innovation in WA	UnitingCare Crossroads
SolarisCare Foundation	UnitingCare West
South Coast NRM Inc	Valued Independent People Inc
South Coastal Womens Health Service	Volunteer South West Inc.
South Lake Ottey Family & Neighbourhood Centre Inc	Volunteer Task Force Inc
South Metropolitan Personnel	WA Association of Toy Libraries
South West Aboriginal Medical Service	WA Network of Alcohol and Other Drug Agencies
South West Counselling Inc	WA No Interest Loans Network Inc
South West Emergency Care for Children Inc.	Walpole Community Resource Centre
South West Refuge Inc	Wanslea Family Services
Southcare Inc.	Waratah Support Centre SW Inc
Southern Districts Support Association	Waroona Community Resource Centre Inc.
Spirit of the Streets Choir	Welfare Rights & Advocacy Service
St Bartholomew's House Inc	Wellstead Community Resource Centre Inc
St John of God Outreach Services	West Stirling Neighbourhood House
St Patrick's Community Support Centre	WestAus Crisis & Welfare Services
St. Vincent de Paul Society WA Inc	Western Australian AIDS Council
Starick Services Inc	Western Australian Association for Mental Health
Sussex Street Community Law Service Inc	Western Australian Retirement Complexes Residents Assoc Inc
Swan Emergency Accommodation	Western Urban Associates (WA) Inc
TAPSS Community Care Inc	WESTN Inc
The Churches Commission on Education Inc.	Wheatbelt Agcare Community Support Services Inc
The Claddagh Association of Western Australia	Wickein District Resource and Telecentre
The Dyslexia-SPELD Foundation WA (Inc)	Women's Council for Domestic & Family Violence Services (WA)
The Family Inclusion Network of Western Australia Inc	Women's Health Resource Centre Inc.
The Family Planning Association of WA Inc	Yaandina Family Centre Inc
The Salvation Army WA Social Program	YMCA Perth Inc.
The Shopfront	Yorganop Association Incorporated
The Spiers Centre Inc.	Youth Affairs Council of Western Australia
Therapy Focus Inc	Youth Focus Inc
Tom Price Youth Support Association Inc.	Youth Futures WA Inc
Uniting Church Community Service and Outreach Network	Zonta House Refuge Association Inc

## Honorary Life Members

Anne Sinclair

B Harper-Nelson

Moira Raynor

Terry Coughlin

### Social Service Individual

Amal Ildayhid  
Ann Deanus  
Ann Gordon  
Ann White  
Anne Jennings  
Chrystie Flint  
Darren Munday  
Dawn Brodie  
Dee Sidhu  
Graham Cox

Joe Calleja  
Lesley Wilkinson  
Liz Guidera  
Lyneve Cannon  
Mandy Stringer  
Maria Harries  
Nick Francis  
Noel Harding  
Norma Josephs  
Pat Branson

Peter Sirr  
Robin Walshe  
Roger Cooper  
Samantha Hayes  
Sonia Hall  
Vicki Hamersley  
Vivienne Lowndes  
Winnie Dyson  
Zane D'Mello

### Associate - Organisation

City of Bayswater  
City of Cockburn - Human Services  
City of Mandurah  
City of Nedlands- Community Services Division

Department for Child Protection  
Sentio Recruitment  
Vital Conversations

### Associate - Individual

Alison Xamon  
Angela Lemon  
Beth Jones  
Cameron Poustie  
Carola Bruce  
Chris Tallentire  
Clive Brown  
Graeme Carty  
Julian Keys

Ken Travers  
Kenny Annand  
Linda Savage  
Lisa Baker  
Lynn MacLaren  
Margarita Villaroman  
Nandita Naroth  
Pontip Suksabye

Rachel Siewert  
Riann Aveling  
Sabina Leitmann  
Shane Guthrie  
Shannon Horsley  
Sue Ellery  
Susan Campbell  
Vicki Davies

