

2022

Annual Report



wacoss wa council of
social service

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WACOSS respectfully acknowledges the Traditional Owners of Country throughout Western Australia and recognises their continuing connection to land, waters and community. We pay our respects to them, their cultures, and to elders both past and present. We acknowledge the land on which we live and work is, and always will be, Aboriginal land. Sovereignty was never ceded.

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 **Western Australian Council of Social Service**

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About WACOSS

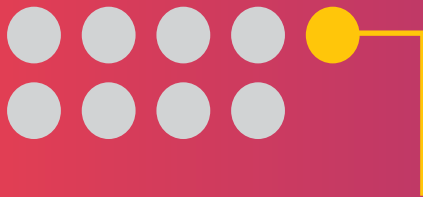
The Western Australian Council of Social Service is the peak body for the community services sector and works to create an inclusive, just and equitable society. We are committed to genuine engagement, authentic collaboration, and building trusted relationships with members, communities and governments.

We represent more than

240 & 500

community service organisations

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



We are 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 tackle difficult issues, systems, behaviours and attitudes that contribute to inequality and exclusion.



Our Vision, Purpose and Values

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

How we Drive Change

To build an inclusive, just and equitable society we want to make change, and to do that we want to **collectivise** and listen deeply, engage, broker, and bring together, strengthen existing and facilitate new partnerships and collaboration.

We need to **convince**, represent and speak with a unified voice, and amplify the perspectives of vulnerable people, to challenge and change.

Lastly, we are going to **create** and problem solve, co-create pathways, pursue systemic change, and provide alternative solutions.

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

President's and CEO Report

We are moving into our third financial year with COVID-19 still a very real health issue in our society, our communities and the sector. Despite the harm that's resulted from the pandemic, it's heartening to witness the enormous kindness and open hearts that so many people have demonstrated in the face of adversity.

The effects of COVID-19 and associated restrictions have been felt in every part of society, and our sector has been critical in responding to the very real and pressing challenges our communities are experiencing.

The pandemic has thrown light on the chasms that exist between different parts of our society. It comes as no surprise that health outcomes are affected by factors like socioeconomic status and job security, but these disparities have been particularly evident in the COVID era. Those living with poverty, insecure work, insecure housing or homelessness, and with the effects of racism and social exclusion have been hit hardest.

The pandemic has also taught us that economics alone cannot be the driver of community. Thriving communities rely on social justice and the commitment to work together and build cohesion. Ultimately, the measure of our success is the wellbeing of all our citizens. This recognition of the centrality of wellbeing is at the heart of our policy and advocacy.

We achieved some wins in our advocacy to the State Government on behalf of community organisations, securing personal protective equipment and rapid antigen tests for community services and

vulnerable members in our community, and the State Government provided \$1 million to WACOSS to reimburse the sector for COVID-19 cleaning costs in our efforts to stop the spread.

At the same time as we have worked with the State Government to address the challenges of COVID-19, Western Australians have relied more heavily on community services than ever before. Many of our members have quite literally held their communities together through some of the most difficult times, continually rising to the challenges they are presented with.

Our sector and communities are facing difficult and turbulent times. We have seen unparalleled demand placed on community service organisations, who themselves have been impacted by the pandemic, the rising cost of living and housing crisis.

The cost of living is having a heavy impact on services and the people they work with. We are seeing an overwhelming increase in demand for emergency relief and crisis support, and a growing gap between need and the funding and resourcing required to meet this demand.

But when our sector comes together to collaborate we see results. This is one lesson we have learnt from the pandemic. It is also evident in the latest venture being auspiced by WACOSS: The WA Digital Inclusion Project, which will bring together 26 partners, including leading community service organisations, along with digital partner NBN Co. It is an exciting three-year project which will build the digital capacity of frontline community service workers and their clients; develop training programs for people to gain digital skills and qualifications to help them gain employment and volunteering opportunities; and provide a pilot for social housing tenancies to receive affordable devices and internet plans.

The tech revolution has left so many people behind. We look forward to seeing the outcomes that this



project will produce, which wouldn't be possible without significant investment from Lotterywest.

We are committed to advocating for the sector and working with the State Government to address staff shortages, ensure adequate pay and conditions, and enable genuine and ethical stakeholder engagement that our sector needs, in order to provide frontline services to people most in need and most at risk of poverty and disadvantage.

We would like to thank the past President, Debra Zanella, and acknowledge her enormous contribution to ensuring that WACOSS is an established and trusted voice for the community sector.

Thank you to all of the incredible WACOSS staff, who have backed each other and shown extraordinary commitment this year, doing all the 'business-as-usual' work plus a whole new layer of representation, advocacy and information sharing – making sure members are connected with each other, with the media and with decision-makers, giving voice at the right time to the right people, and making sure they have the most up-to-date information in a fast-changing environment.

WACOSS is committed to representing our sector and vulnerable people with a strong and clear voice, so that our members can keep supporting the Western Australians who need it most. If there was any doubt about this before, the pandemic has shown us how much the community sector represents the very glue of our communities.

Thank you to all our wonderful members. Thank you also to our partners in Government for working with us constructively and in good faith, to ensure better outcomes for all Western Australians.

There are huge challenges facing our communities and our sector. There are also huge opportunities to keep building on the momentum for a fair and equitable WA. We now have an opportunity to put measures in place and keep the momentum gained during the pandemic, to build a state that is better for everyone: a Western Australia free of poverty.

Louise Giolitto
CEO

Mark Glasson
President

WACOSS Board



Mark Glasson
CEO | Anglicare WA
President
(from October 2021)



Debra Zanella
CEO | RUAH
President
(until October 2021)



Fiona Beermier
CEO | Ngala
Vice-President



Daniel Morrison
CEO | Wungening
Board member



David Cain
Executive Director Service
Delivery and Design |
Communicare
Board member



Emma Jarvis
CEO | Palmerston
Board member



Greg Hebble
CEO | Foodbank WA
Board member
(until October 2021)



Gordon Trewern
Group CEO | PeopleKind
Group
Board member
(from October 2021)



Jo Sadler
State Director | Mission
Australia
Board member



Joanne Della Bona
Executive Director |
Coolabaroo
Board member
(until October 2021)



Jude Sorenson
State Manager | World
Vision
Board member
(until October 2021)



Justine Colyer
CEO | Rise Network
Board member
(from October 2021)



Krishan Shah
Coordinator,
Community Programs
and Volunteering |
Curtin University
Board trainee



Laurel Sellers
CEO | Yorgum Healing
Services
Board member
(from October 2021)



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



Vicki-Tree Stephens
CEO | Youth
Involvement Council
Board member

Finance Committee members

Emma Jarvis – *Chair*
Vicki-Tree Stephens
Allison Leonard – *Additional Member*
Graham Donnelly – *Additional Member*
Justin Clark – *Additional Member*
David Cain
Louise Giolitto
Alenka Jeram
Rod Lillis – *Independent External Accountant*

Governance and Risk Committee members

Michael Piu, *Chair*
Fiona Beermier
Jo Sadler
Gordon Trewern
Justine Colyer
Louise Giolitto
Alenka Jeram

WACOSS Staff

Management

Louise Giolitto, *Chief Executive Officer*
Rachel Siewert, *Deputy Chief Executive Officer (from July 2021)*
Dr Jennie Gray, *Deputy Chief Executive Officer (until July 2021)*
Alenka Jeram, *Manager Corporate Services*
Chris Twomey, *Research and Policy Development Lead*
Jackie Bosen, *Executive Assistant and Office Coordinator*

Staff Members

Ada Hanson, *Community Organiser*
Alex Hughes, *Project Manager 100 Families WA*
Ashleigh Gregory, *Program Support Officer / Acting Community Relief and Resilience Coordinator*
Ben Fahrner, *CORE Engagement Officer*
Celeste Stephens, *Pilbara Manager*
Dawn Fenton, *Office and Administration Support*
Emma Hardy Rosa, *Program Support Officer*
Eva Perroni, *Senior Policy Officer*
Fernanda Monteiro Soares de Silva, *Graphic Design Coordinator*

Graham Hansen, *Senior Policy Officer*
Jaime Castilla Riasco, *DropIN Project Officer*
Kim Robinson, *Program Support Officer*
Laurene Collier, *Communications Officer*
Leela James, *National Disaster Risk Reduction and Community Resilience Coordinator*
Milan Vojnovic, *Business Continuity Coordinator*
Richard Hayes, *Executive Manager, WA Digital Inclusion Project*
Rose Barton, *Pilbara Manager*
Salil Koonja, *Finance Coordinator*
Shammy Baijnath, *Project Officer*
Tim Grey-Smith, *Advocacy Lead*
Tim Oliver, *Communications Officer*
Vicky Fox, *Office and Administration Support*
Vikas Kumar Singh, *Technology Officer*

Interns and Volunteers

Adam Geoghegan, *Student Placement*
Boonyata Panich, *McCusker Centre Intern*
Kim Robinson, *Notre Dame Intern*
Matt Little, *McCusker Centre Intern*
Olivia Adamson, *McCusker Centre Intern*
Renee Hilton-Jones, *McCusker Centre Intern*

COVID-19 Response

Our role throughout the COVID-19 pandemic in WA has been to support the community service sector navigate ever-changing conditions. We played a pivotal role in supporting the sector by securing adequate supplies of personal protective equipment and rapid antigen tests, engaging a surge workforce, advocating for a sector-wide vaccine mandate, holding and facilitating webinars, and maintaining a current and up-to-date portal of information and resources for the sector.

Community Sector Surge Pool - CSSP

During the peak of their Omicron wave, community services in the Eastern States saw a significant impact to their workforce and service delivery. This had a significant impact on the vulnerable people supported by the community services sector. These experiences allowed Western Australia to anticipate the impact of Omicron and to proactively implement initiatives. With funding from the Department of Communities (DoC) we developed, implemented, and facilitated an inter-organisational employee surge pool to mitigate the furloughing of staff due to COVID-19 in the community services sector.

The initiative contributed to valuable relationships among sector organisations, who have since collaborated and supported each other independently. The CSSP remains ready and has all the requisite resources, relationships, and systems in place should furloughing become a risk and should surge requests spike during the winter months.

Webpage Hub, Webinars and Bulletins

WACOSS played a key role in maintaining a comprehensive database of critical information relevant to community service organisations through our COVID-19 Resources Hub on the WACOSS website, which was also disseminated to the sector via our newsletters.

By creating a curated collection of critical information, we were able to prioritise updates to the sector and ensure that necessary and accurate information was reaching relevant audiences promptly.

Our primary focus was ensuring that complex policy decisions around mandates and other restrictions were communicated in a way that was not only accessible and easy-to-understand, but relevant to the community services organisations, their staff and the communities they represent.

Cleaning Grants

While playing a role in disseminating important Government information, the Hub also shared and hosted sector-led initiatives such as the COVID-19 Cleaning Reimbursement Scheme. In March of 2022 the State Government agreed to provide \$1 million in funding for WACOSS to reimburse community service organisations for the cost of additional cleaning requirements.

This funding arrangement was a direct response to our advocacy efforts on behalf of the sector who, since the beginning of the pandemic, have struggled with extra costs for cleaning as well as personal protective equipment and rapid antigen tests for their staff and clients.

Peaks Grants

Working with the other community sector Peaks, and thanks to Lotterywest, we secured \$300,000 funding in this financial year, on top of the existing Peaks Support Grants. This enabled peak bodies to manage and respond to the impact of COVID-19 spread in WA.

Translating Vaccine Mandate into Reality

Towards the end of 2021, when it became clear that vaccination mandates and COVID-19 restrictions would begin to impact the sector, the Resources Hub became an invaluable tool for organisations who were unsure about how to approach implementation within their workplaces.

Because of the diversity of organisations, and services they provide, within the sector there was no single answer for how community service organisations should respond to protect their staff and clients from COVID-19. WACOSS worked with Department of Health and the Chief Health Officer, making important recommendations on the breadth and diversity of community services that should be included. The majority of our recommendations were adopted.

We put the call out to member organisations already ahead of the curve in developing and implementing a policy in response to COVID-19 vaccinations, and we thank them for sharing their knowledge with organisations who were unsure about how to approach the rapidly changing situation.

POLICY ACHIEVEMENTS

SUBMISSIONS

Response on the State Commissioning Strategy for Community Services

Submission to Infrastructure WA on the Foundation for a Stronger Tomorrow: Draft State Infrastructure Strategy

Submission to the Australasian Fire and Emergency Services Authorities Council on the Independent Review of the 2021 Wooroloo Bushfire

Submission to the Law Reform Commission of Western Australia on the Review of the Equal Opportunity Act

State Budget Submission 2022-2023 – Beyond Recovery

Submission on the Draft Aboriginal Family Safety Strategy

Submission to the State Shipping and Supply Chain Taskforce

Submission on the Draft WA Community Disaster Resilience Strategy Discussion Paper

Submission to the Joint Standing Committee on Migration on Ending Indefinite and Arbitrary Immigration Detention Bill 2021

Submission to the Economic Regulation Authority on Western Power's fifth access arrangement review

Submission to the Environmental Health Directorate, Review of the Food Act (2008)

Submission on the Independent Governance Review of the Health Services Act 2016

Submission to the National Recovery and Resilience Agency (NRRRA) on the Development of the Second National Action Plan for Disaster Risk Reduction

Submission to the Western Australian Industrial Relations Commission 2022 State Wage Case

EVENTS

Community Relief and Resilience Workshops

State Budget Submission Launch

Annual General Meeting

State Budget Submission Conversations and Consultations

New Year Sector Breakfast

State Budget Briefing

Emerging Issues Forum

Regional Community Sector Workforce Preparedness Webinar

How to Start a Conversation about COVID-19

100 Families WA Report Launch and Roundtable

Pilbara Family and Domestic Violence Conference

REPORTS / PUBLICATIONS

Cost of Living Report 2022

Low Pay Report 2022

Insights into hardship and disadvantage in Perth, Western Australia: The 100 Families WA Report

POLICY ACHIEVEMENTS

MEDIA STATEMENTS

State Wage Case: State minimum wage increase helps close the gap on rising living costs

Project to support vulnerable people to access online services launched

SONDER: An exploration of lived experience and disadvantage through art

National Wage Case: Hope remains for State wages to rise above inflation

More targeted measures needed to address cost of living pressures for struggling WA families

Children's Policy Advisory Council: Federal election priorities for children, young people and families

Significant investment to tackle Family and Domestic Violence welcomed ahead of State Budget

Funding commitment for early intervention a welcome investment

2022 Federal Budget Response: One week of extra support won't fix a decade of neglect

Calls for universal access to early education and care services after damning report

Gun reform welcomed in Western Australia

WA Government support for households and community services sector welcomed as COVID-19 spreads

Towards a Human Rights Act for Western Australia

Cost of Living: Low-income households able to meet basic needs due to Coronavirus supplement

Beyond Recovery: A vision for stronger, fairer communities in a post-COVID world

Children and Families the focus for Anti-Poverty Week 2021 in Western Australia

Community Organised Resource Exchange launched ahead of World Food Day

WA Labor congratulated for 'common sense' commitment to raise the age of criminal responsibility

Future-focused State Budget for a rainy day

McGowan Government investment into new social housing welcomed

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

WACOSS welcomes opening of Boorloo Bidee Mia

Pilbara Family and Domestic Violence Network 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

Collaborating with communities and people with lived experience



100 Families WA

The project, in its last year, is putting the final touches on the legacy it is leaving, to strengthen the sector and support participating families.

The final report was launched in August 2021, exploring the project's findings in great detail, while a shorter summary report complements the report's findings and call to action.

Facilitating learning for the wider public and business communities, 100 Families WA partnered with UneARThed and Self-Made Indigenous Corporation to host an art exhibition for artists with lived experience of disadvantage to showcase their work. SONDER was a success, with more than 140 attendees, 36 artists, and more than \$20,000 collected from the sale of artwork. All profits were shared with the artists and partner charities. The exhibition of work travelled to local cafés galleries, and has an ongoing residency at the Ground and Co. café in the Perth State Library.



Aboriginal Voice Project

The Aboriginal Voice Project, Ngala Moorts Waangkinny, led by Glenda Kickett, aims to explore the Aboriginal responses - which made up one third of the overall 400 participants who took part in 100 Families WA - alongside Aboriginal people through yarning circles. This approach allows Aboriginal researchers to explore and discuss findings through a cultural lens and tell the Aboriginal story of disadvantage through an Aboriginal voice. This is an important addition to the 100 Families Project, elevating the experiences of First Nations people.

Learning and Development Resources

In the concluding year of the project's funding - generously extended by Lotterywest - a number of resources were being finalised for the project to leave a lasting mark on the sector.

People with lived experience shared their insights and experiences through the Change Series, shining a light on systemic disadvantage and poverty they have experienced.

A video training package has been developed, which shares key learnings from the project, as well as how the community sector can do better to address the needs of those it supports. This is supported with an e-learning resource which community sector organisations can adopt for their staff to use as part of their induction to the sector and community organisation.

The 100 Families WA project has been a three-year journey that would not have been possible without funding from Lotterywest, commitment to collaboration from community service organisations, and contribution from research partners. It is leaving a strong legacy of research, resources, learning, and advocacy for community service organisations to learn and develop and grow, so that they can best support people with lived experience accessing their services.



Pilbara Family and Domestic Violence Network - PFDVN

The past year has seen the Pilbara Family and Domestic Violence Network continue to serve as a leading body for family and domestic violence and abuse reduction across the region. By bringing together an ever-growing group of stakeholders from across various sectors and towns, the network aims to foster collaboration and coordination on evidence-based, locally-led solutions. The network has developed and supported a range of primary, secondary and tertiary prevention initiatives to address violence, whilst continuing to promote connection, information sharing, education and advocacy.

The PFDVN has held 12 virtual meetings over the past year, connecting network members from across the state in an accessible and safe manner. The meetings provide an opportunity for external parties to consult with the network, as well as a space for critical discussion of research, current issues, project development and information sharing. This year has also seen the development of two specialist working groups: one focusing on the design of a Pilbara family domestic violence research project concentrating on the lived experience of those who use and experience violence; and another centred on developing initiatives that educate on protective factors against adverse childhood experiences.

Alongside the PFDVN, a series of three other 'Vital Change Projects' funded by BHP and overseen by WACOSS have been progressing: culturally-safe and trauma-informed practice training was delivered to



78 sector workers by Indigenous owned organisation The Seedling Group; The WA Centre of Rural Health has delivered a locally adapted bystander intervention training to youth and adults across the region, and are nearing the completion of the Pilbara family domestic violence primary prevention strategy; and the region-first Hedland Breathing Space men's behaviour change facility delivered by Communicare and supported by Lotterywest, Department of Communities and BHP, will open in October 2022.

Social Reinvestment WA - SRWA

The Social Reinvestment WA team has seen rapid growth over the past year, expanding from just one Campaign and Coalition Manager, to include a Raise the Age Community Campaigner, Digital Campaigner, Justice Reinvestment Development Officer, Project Support Officer, and two staff secondments – one from the Youth Affairs Council of WA, and another from the law firm, King & Wood Mallesons.

Raising the Age of Criminal Responsibility

SRWA's advocacy focus has been on Raising the Minimum Age of Criminal Responsibility to at least 14, and broader reforms of WA's Youth Justice System, by sending thousands of emails to MPs from members of the public coordinated by SRWA; correspondence with all MPs; hundreds of #MeAt10 photos and Raise the Age WA content posted to social media; meetings with the Attorney General, Minister for

Corrective Services, Minister for Youth, and Minister for Communities and Child Protection; Raise the Age presentations and workshops for local advocates; and countless media pieces including articles in The West, the Guardian, ABC, WA Today, Perth Now, National Indigenous Times, SBS, Mamamia, TV (The Drum, ABC News, Channel 7, Channel 10), and Radio (ABC Perth and Regional, Triple J, RTR FM, Noongar Radio). A critical advancement in the campaign was the passing of a motion in support of Raising the Age at the WA Labor State Conference, and commitment from a national Meeting of Attorneys General to develop a plan to raise the age to 12.

The team facilitated major events, including the Raise the Age panel at the Disrupted Festival of Ideas; Raise the Age Mother's Day Yarn and Morning Tea in Wellington Square Park, featuring a panel of our Lived Experience Ambassadors, and supported by beautiful Mother's Day Cards featuring their stories and a video campaign on Raising the Age; and are working toward the launch of Blueprint for a Better Future: Paving the Way for Youth Justice Reform at the State Library of WA, a major report developed over two and a half years and endorsed by more than 40 organisations, which builds an evidence-based vision for a new system for youth justice in WA.

In the latter part of the financial year, the team focused on the conditions in juvenile detention and the removal of 17 children from Banksia Hill Detention Centre, and placement in Casuarina Prison, a maximum-security adult prison. SRWA continues to advocate strongly on this issue, and 75 organisations signed on to an open letter to government calling to halt the decision and commit to humane, trauma-informed, and effective responses. The team are continuing to advocate to the Department of Justice and Minister's office, liaise with NGO service providers operating in the space, and coordinate and engage with advocates, while pursuing media opportunities, and sharing social media content calling attention to the critical issue.

In 2021 SRWA staff visited partners in Olabud Doogethu in Halls Creek, spending a week connecting, getting out on country, and learning about the work of the Kija and Jaru led justice reinvestment site in partnership with the Shire of Halls Creek. There has been engagement in the Pilbara, with the invitation from the Town of Port Hedland to hold workshops for community services, NGOs and community champions with interest in building a community-led justice reinvestment site. Data and service mapping of the metro area has been conducted, in preparation for a possible justice reinvestment site



in metro Perth. Additionally, engagement and communication on justice reinvestment with key government stakeholders continues, with a key recommendation that the State Government establish a cross-department committee to support the development of place-based justice reinvestment approaches across the state.

SRWA continues to engage with government regularly, particularly in dealing with COVID-19 related sector issues, and help to build the justice sector through additional work such as Budget Analysis.

As we look to 2023, the growth of our Justice Reinvestment team will build our capacity to support communities to develop locally-led justice solutions that respond to the underlying causes of offending, and ongoing advocacy to reform the entire youth justice system and raise the age, planning to culminate in a state-wide summit.

The coalition, led by Aboriginal Co-Chairs Glenda Kickett and Daniel Morrison, is now 30 organisations strong and partnering with several national organisations, will continue to work collectively to end the systemic over-representation of Aboriginal and Torres Strait Islander people in our justice system.

WACOSS is extremely proud to host the SRWA team onsite and to ensure our advocacy and policy is collaborative.

Strategic Catalyst 2

Advancing the use of wellbeing outcomes and measures

Sustainable Health Review - SHR

We continue to provide consultation, feedback and policy advice on the Sustainable Health Review to the Department of Health across a range of recommendations.

Some of the priority recommendations focus on reducing inequality in health outcomes and access to care for people in low socioeconomic conditions; implementing models of care in the community for groups of people with complex conditions who frequently present at hospital; and building capacity in workforce planning for the health and social care sector.

In liaison with Department of Health, we facilitated consultations with the community sector on the SHR Outcomes Measures Project in late 2021, with an upcoming consultation on developing and delivering a 10-Year Health and Social Care Workforce Strategy to be delivered in July, 2022.

We have been measuring the success of partnership and engagement strategies throughout the Sustainable Health Review Program, specifically the success of the SHR Partnership Group. A baseline survey and evaluation report was completed in 2021 and we will continue to implement an annual survey, data analysis and reporting of the SHR PG in 2022 and measure the uptake of recommendations and considerations for ways to continue to improve partnerships in the SHR PG.

Implementing the Outcomes Framework

We have continued to pursue the implementation of the Outcomes Management Framework with significant progress in the last 12 months.

The Framework has been embedded in the State Commissioning Strategy which at the time of writing is in the process of going to State Cabinet. The Strategy's supporting implementation plan has been finalised with eight priority areas which include implementing the outcomes management framework. The eight priority areas include:

- Implement Agency Commissioning Plan framework
- Improve and increase contracting with Aboriginal Community Controlled Organisations
- Embed governance structure
- Support a sustainable system for commissioning community services
- Opportunities for integrated and place-based services
- Support organisational change to facilitate commissioning
- Develop commissioning education, training and guidance
- Options for data sharing and implement the outcomes measurement framework

WACOSS supported the Department of Finance to develop a Community Services Outcomes Measurement Framework and Community Services Outcomes Measurement Framework Users Guide which has been circulated to the community sector.

Strategic Catalyst 3

Broadening community engagement with our vision



Collaboration with Community Sector Peak Bodies

The Peaks Forum brings together sector leaders to collaborate on key issues, and once again a key priority has been COVID-19. The Forum engaged strongly in preparation for the opening of borders, advocating for better communication materials, and sector resourcing for personal protective equipment, rapid antigen tests and cleaning, while providing vital feedback to Government agencies from frontline services.

The Forum discussed the regular and comprehensive updates from the Department of Communities on the State Commissioning Strategy and progress updates from the Department of Finance on the State Strategy, so that Forum members were enabled to provide sector feedback on the commission processes. Monthly Peaks Forums were

also enriched by briefings from the Department of Communities and Department of Training and Workforce Development and Community Skills WA on a range of other subject matters.

The regular gathering of community sector leaders provides an opportunity for discussion of initiatives, campaigns and a platform to raise issues, such as proposals for minimum unit price on alcohol, firearm legislation reform, youth justice, indexation, cost of living, and childcare costs and availability.

Children's Policy Advisory Council - CPAC

The Children's Policy Advisory Council brings together WACOSS members who support children, young people and families, to enable a cohesive whole-of-sector response on children's policy and the development, implementation and evaluation of child, youth and family services.



Throughout the year CPAC was highly active and engaged across a range of critical issues. CPAC meets bi-monthly, with an agenda that balances updates from Government agencies (on engagement and accountability) with a proactive focus on developing policy and advocacy in strategic areas that engage with emerging issues and opportunities, and have an eye on achieving long-term systemic change.

CPAC developed a *Federal Election Priorities for Children, Young People and Families* statement that was signed and sent on to local candidates as part of a strategy focusing on building relationships with incoming MPs to advance children's policy priorities post-election. We have continued to work with the State Government to seek a solution to the national crisis in physical and sexual assault insurance cover for services to at-risk children and youth, as all private insurers moved to cease cover in response to the royal commission findings.

In coming months an early development and wellbeing forum is planned to look at the latest Australian Early Development Census results and the UNICEF Innocenti report.

CPAC is moving from strength to strength, engagement with members is up, and member feedback shows they are well informed of emerging issues and adding value to their efforts to improve outcomes for children, young people and families.

Campaigns we Support

- ACNC Reform
- Anti-Poverty Week
- Buy Now, Pay Later Reform
- Community Coalition for Health, Affordable Homes
- Ending Conversion Practices WA
- Everybody's Home
- Make Renting Fair WA
- No Child Left Behind
- Raise the Rate for Good
- Raise the Age
- Renew WA
- Save Sorry Business
- Social Reinvestment WA
- Uluru Statement from the Heart
- Unlock Housing
- Valuing Children Initiative
- WA Alliance to End Homelessness
- WA for Human Rights



Community Relief and Resilience - CRR

Our support to the community relief and resilience sector has been evident in our monthly CRR Forums, and engagement on the state-wide Emergency Relief Committee meetings, which are critical mechanisms in understanding emerging priorities and advancing policy initiatives to enable better coordination across the sector.

The sector continues to manage the ongoing risks of living with COVID-19 and the impacts of changing health policy on service delivery.

We continue to lead activities that promote sector capacity-building, including the provision of support and advice, to strengthen and empower local CRR networks. Through this we have seen increased engagement with program outputs, and the establishment of several partnerships that have drawn on sector relationships to develop innovative ways to address community need.

With pressures increasing for people on low incomes to meet their basic needs, we have been advocating for additional funding for emergency and crisis relief to help those in need, with the understanding that the State Government will be announcing \$20 million of extra funding via Lotterywest in the new financial year.

Although our year has focused on the immediate priority of responding to the pandemic landscape, the CRR program has maintained a strategic focus, leveraging opportunities to progress ongoing policy matters related to the provision of emergency relief and charity food.

Fair Food WA - FFWA

Fair Food WA continues to build on the many achievements made since its establishment and the launch of the Food Relief Framework in 2019. FFWA was rewarded for outstanding collaboration and leadership during the initial and subsequent COVID-19 lockdowns in Western Australia, and was a Gold Award winner of the Moore Australia Best Practice in Collaboration Between Government and any other Organisation 2021 Institute of Public Administration Australia Achievement Awards.

Fair Food WA has flourished on a national stage, providing strategic advice and guidance to other Australian states to ensure better outcomes for people living with food stress and insecurity. Support for the priorities of FFWA continues to grow, with engagement from several state ministerial departments and opportunities to make targeted policy submissions that highlight the interests of the charity food sector and the vulnerable Western Australians they support.

Community Organised Resource Exchange

CORE has experienced significant expansion opportunities over the 2021-2022 financial year, through a successful Peaks Capacity Building grant application which enabled us to recruit a short-term CORE Engagement Officer and pilot a range of exchanges with local businesses and community service organisations.

The CORE Engagement Project Officer and the Communications Officer have coordinated a range of exchanges for the purpose of building social media collateral. The process, while in its early stages, has already generated significant interest from businesses who are now listing items on CORE. The project aims to build CORE's profile and increase its role in matching surplus items between charities and businesses for distribution and use by the charity sector.



Disaster Risk Reduction and Community Resilience

Western Australia experienced compounding and concurrent disaster events during this financial year, which required a significant government and non-government response. During the year we have been building our organisational capacity to support

the community service sector to build resilience and preparation capacity for future disaster risks.

We were successful in our application for National Disaster Risk Reduction funding which will enable us to use the tools and resources developed by the Food Relief Framework project and support communities to be better prepared for disruptions to food supplies. This project will run during the 2022-2023 financial year.

We partnered with the State Emergency Management Committee Business Unit to hold a webinar focused on supporting the broader sector to understand the National Disaster Risk Reduction grant process, with the aim of encouraging community sector organisations to apply for projects that reduce Western Australia's disaster risk.

Early in 2021, one of our staff members began a 12-month secondment with the State Welfare Incident Coordination Centre, which provides the opportunity to strengthen cross-sector relationships and contribute to shared priorities across climate change, disaster risk reduction, and community preparedness.

State Budget Submission

Our submission to the 2022-2023 State Budget, Beyond Recovery, sought to move the COVID-19 recovery conversation beyond the economy towards a person-centred approach that focused on wellbeing outcomes. Taking us from economic recovery, to building resilience, and on to creating stronger communities in the longer term.

We aimed to follow on from the record investments in the 2021-2022 State Budget in social housing, climate action, health and mental health and encourage a re-elected WA government with an unprecedented majority to think bigger, to be ambitious for the future, and think about how they can create a lasting legacy for the WA community.

The submission provided analysis and budget asks in eight key areas: the care industry, climate justice and disaster resilience, closing the gap, gender equity, health and wellbeing, human rights and community wealth building, income security and financial resilience, and secure and affordable housing.

Emerging Issues Forum

The annual Emerging Issues Forum provides information and analysis to community sector leaders about key issues to inform their strategic and service planning. This year we heard from leaders in their fields on climate change, youth justice and the impacts of COVID-19 on vulnerable populations.

Dr Naomi Godden, a Senior Lecturer at Edith Cowan University addressed climate change as a social justice issue, outlining how people who experience disadvantage and marginalisation are most vulnerable to the impacts of climate change and the failure of climate policy to address these impacts.

Mason Rothwell, Senior Policy Advisor for Social Reinvestment WA and also Policy and Advocacy Manager at the Youth Affairs Council of WA outlined the critical need for youth justice reform in WA, highlighting the urgent ongoing and emerging issues at Banksia Hill, the Raise the Age campaign and the future directions in SRWA campaigning, policy and advocacy.

Jaye Lee Snowden generously shared her lived experience of having a child in Banksia Hill in 2017, giving an insight into the child detention system in WA, drawing attention to how critical adolescence is in development, and the environmental impacts that have both a nature and nurture effect upon their psycho, neuro, and social development.

Professor Jaya Dantas, Professor of International Health at Curtin School of Population Health discussed the impacts of COVID-19 on vulnerable populations, providing an overview of what it has meant for health inequality in Australia and around the world, and how it has exacerbated existing issues such as family and domestic violence, rental affordability, aged care and racism.

State Budget Analysis

The 2022-2023 WA State Budget was handed down amid escalating costs of essential goods and services hitting communities hard.

The budget included measures to address rising cost-of-living pressures, as well as investment into family and domestic violence support, essential



services in remote Aboriginal communities, and early intervention and prevention programs for young people at risk. Within hours of the budget papers becoming available, staff began our analysis of the impact the budget would have on our members and the people in our state who are most vulnerable. The team worked into the evening preparing fact sheets and a presentation, which was delivered to members in an online forum the following day. Representatives from the Department of Treasury joined the forum speaking to specific details around spending for the community sector, and taking questions on notice.

Cost of Living Report

For the second year in a row, our Cost of Living Report demonstrated what is possible when people are provided enough income that they are able to thrive, rather than just meet their basic needs.

As a result of increased income support as part of the response to the COVID-19 pandemic, the report marked only the second time since commencing our household modelling that the income of the unemployed single model household exceeded their basic living costs. The report revealed the staggering costs facing many in our community now that much of that COVID-19-related support has been removed.

The modelling showed that rental costs rose dramatically for all households for the third year in a row, while wage growth remained low. Without coronavirus supplements and economic support payments, such as the \$600 credit on residential electricity bills provided by the McGowan Government, the rental cost increases alone would have been enough to leave these households in a highly precarious position.

Elevating the community sector's value in Western Australia



Advocacy Wins

Increasing the State Minimum Wage

Our Submission on the State Wage Case called for no less than a 7.6% increase, in line with the rate of inflation in Perth for the first quarter of 2022. However, we were still pleased with the lifting of the State Minimum Wage by \$40.90 per week, or around \$1 per hour, recognising the rising cost of living for those on the lowest wages in our state.

Greater investment in early intervention and prevention

Issues we have been championing for years, such as greater investment and support for children in care, have been achieved through significant investment in Target 120, and expanding and making Home Stretch a permanent state-wide program which will extend the care of young people in care between the ages of 18 and 21.

Improving Digital Inclusion for people in our communities

Securing funding for three years from Lotterywest, the WA Digital Inclusion Project is a significant collective of 26 partners, including community service organisations and digital partner NBN Co, which will address barriers to digital inclusion, focusing on ability, access and affordability.

Disaster resilience

Securing a staff secondment to the State Welfare Incident Coordination Centre at the Department of Communities has been a monumental achievement and shows significant progress towards the recognition of the role the community sector plays in supporting community preparedness and resilience.

Low Pay Report

Collaborating with UnionsWA and the Youth Affairs Council of WA, we conducted a survey of workers to assess participants' employment status, rate of pay, annual household income, weekly disposable income, job security, financial stress and weekly budget priorities.

Respondents described their financial stress and anxiety when trying to survive on their low wages, be it inadequate income to cover rising cost-of-living expenses or an emergency expense, an inability to save or to finance retirement. Low waged employees reported greater levels of indebtedness, with many having difficulty meeting rising costs, including for the essentials of rent, food, fuel, and utilities. Many emphasised that their wages were not increasing at the same rate as their cost-of-living expenses. The resulting Low Pay Report was attached to our 2022 State Wage Case Submission, and referenced by the Industrial Relations Commission as a source of information to be considered in weighing up the various factors they are required to consider when determining the minimum wage order.

WA Digital Inclusion Project

Following endorsement of our proposal and grant from Lotterywest for \$3.9 million, the WA Digital Inclusion Project formed in June 2022. A collaborative project comprising 26 partners, including leading community service organisations, it aims to build the digital capability of frontline community service workers and vulnerable people, together with their communities.

The three-year project will assist 100,000 people in metropolitan Perth and in several regional centres across the state, and will support people experiencing

vulnerability to more safely and effectively use online services, by uplifting the digital literacy of frontline community service workers they know and trust.

The project team comprises five team members across capability and sustainability, stakeholder engagement and communications, and training, as well as a project support officer and executive manager. WACOSS is leading the initiative, with responsibility and oversight of project governance, which would not be possible without the generous support of Lotterywest.

Sustainable Services

Sustainability of community services has been of deep concern for WACOSS throughout the year, as current funding does not reflect the true cost of delivering services, due to multiple contract extensions and an outdated indexation formula.

We have seen State and Federal wage increases, which are vital progress for staff in the sector, but after many years of contracts being rolled over year-on-year there is a gap between the funding provided for community services, and the cost to deliver those services. At the same time, we are seeing extraordinary increase in demand for social assistance and in the complexity of that demand, from people feeling cost-of-living pressures.

We have been working closely with Community Employers WA and other peak bodies, advocating to the State Government in many different avenues, including a comprehensive submission during the development of the State Commissioning Plan which includes sustainable funding as a key priority, to develop a new indexation formula that reflects the cost to deliver services.

We will continue to advocate for appropriate funding and a new indexation policy for community services to be able to continue providing sustainable services to people experiencing disadvantage and hardship.

Building a stronger organisation

DropIN Solutions

The DropIN Solutions team, our very own social enterprise, completed a total of 112 projects including new logo and branding designs, large website developments, video production and editing, and marketing consultancy.

This is 10 per cent more than in the previous financial year, despite a fall in the demand of projects during January-February due to the organisations in WA shifting their priorities to business continuity during COVID-19.

One of the highlights of the year is that DropIN expanded their state-wide presence by engaging and delivering projects to clients in the Southwest (Busselton Hospice Care Inc, website design); in the Pilbara in Tom Price (Pilbara for Purpose, website design), Roebourne (Yaandina Community Services, graphic design), Karratha (Karratha Family Centre, website design); and in the Goldfields-Esperance region, in Kalgoorlie (Goldfields Aboriginal Language Centre, website design and the Goldfields Aboriginal Business Chamber, logo and branding design) and in Esperance (Escare, website design).

Additionally, the team also delivered their first website development projects for clients outside WA including the Northern Territory Youth Voice project and directory and the Hands up for Justice project website for Community Legal Centres Australia (in NSW). These two clients helped DropIN start conversation with potential clients, community service organisations in the NT, NSW and the ACT looking to outsource their website and graphic design needs.

The DropIN Solutions team closed the financial year securing exciting projects such as the new branding and website development for Consumer Credit Legal Services WA, the new website design for Connect Groups, and a branding project for Child Australia.

Professional Development for Staff

In July 2021 the WACOSS team participated in an Acknowledge This! workshop, which taught us the first steps in how to create a genuine and authentic Acknowledgement about the place, people and position you're in, how to articulate it and how to mean it.

The workshop was informative and enjoyable and staff walked away with a deeper understanding of what an Acknowledgement of Country is, the purpose of each part of an Acknowledgement of Country, and their own personalised Acknowledgement of Country format to adapt for any gatherings where you want to Acknowledge our shared history.

Later in the year we held a storytelling session with staff and our two elders, Aunty Millie and Aunty Charmaine, which was a great opportunity for staff to hear directly from our elders of their lived experience and with this comes growth in empathy and understanding.

Strength of Our Staff

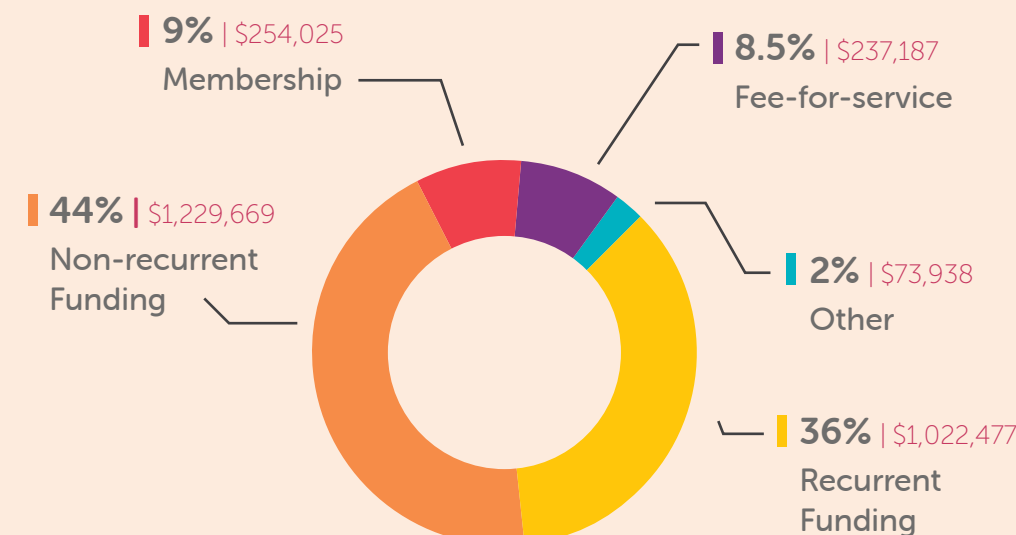
Our team at WACOSS grew significantly during the year due to additional funding opportunities, and several team members were promoted into new positions. Our retention rate for the 2021-2022 financial year was 86 per cent. We hosted several interns and strengthened our relationships with tertiary education providers.

WACOSS was thrilled that one of our staff members was accepted to the Leadership WA Rising Leadership Program, and they are being supported to undertake this professional development to further their skills and experience as a leader within the organisation.

At the peak of COVID-19 vaccinations in WA, staff members wanted to support vaccination efforts to keep communities safe. A number of staff were involved in sharing the reason they got vaccinated in a video promoting vaccination against the Coronavirus, to encourage others to get the vaccine.

FINANCIAL SUMMARY

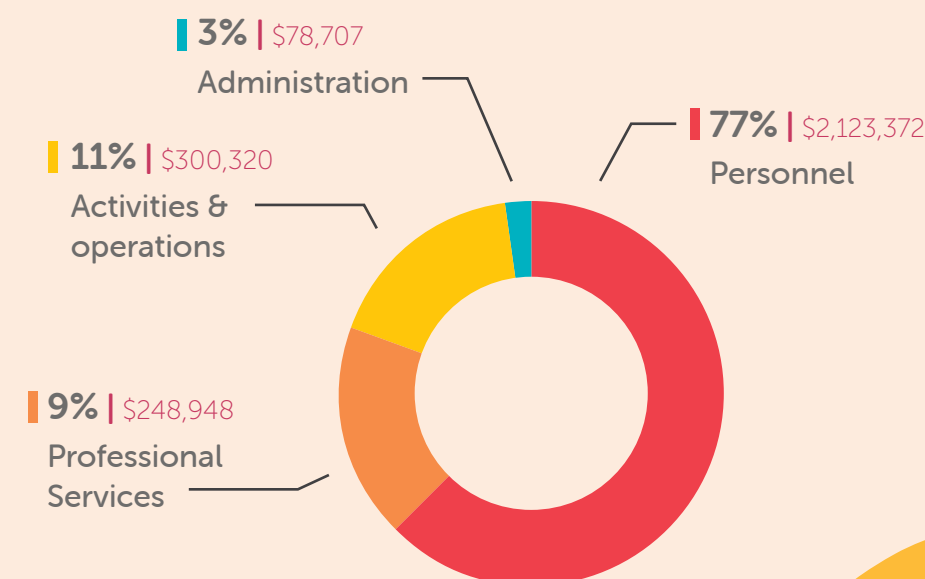
The financial position of WACOSS remains stable with net assets of \$1,483,997, an increase of \$65,949 on the previous financial year. At balance date, 62% of total assets were held in cash or receivables.



Graphic 1: Income by type

INCOME

Total income for the financial year was \$2,817,296. Government funding remains the primary source of revenue (80%), together with membership fees (9%) and fee-for-service (8.5%).



Graphic 2: Expenditure by type

EXPENDITURE

Total expenditure for the financial year was \$2,751,347. Personnel remained the largest expense (77%), followed by activities and operations (11%) and professional services (9%).

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 MEMBERS

Social Service Organisations

- 54 Reasons (part of the Save the Children Australia Group)
- 55 Central
- Aboriginal Health Council of WA
- AccordWest
- Adoption Research & Counselling Service Inc
- Advocacy WA
- Advocare Inc
- Albany Community Legal Centre Inc
- Allambee Counselling
- Amity Health
- Anglicare WA
- Australian Association of Social Workers WA Branch
- Australian Red Cross
- Bloodwood Tree Association
- Brightwater Care Group
- Broome C.I.R.C.L.E. Inc
- Cahoots
- Cancer Council Western Australia
- Carnarvon Family Support Service WA Ltd.
- Catholic Outreach
- Centacare Family Services Geraldton
- Centacare Kimberley Association Inc
- Central Agecare Inc
- Centre for Asylum Seekers, Refugees and Detainees
- Centre for Women's Safety and Wellbeing
- Centrecare Inc
- CEOs for Gender Equity
- Child Australia
- Circle Green Community Legal
- Citizens Advice Bureau of WA Inc
- Communicare Inc
- Community Employers WA
- Community Legal WA
- ConnectGroups - Support Groups Association WA Inc

- Consumer Credit Legal Service
- Coolabaroo (t/a Moorditch Gurlongga Assoc. Inc.)
- Desert Blue Connect
- Doubleview House
- DV Assist
- Eastern Region Domestic Violence Services Network Inc (Koolkuna Women's Refuge)
- EON Foundation Inc
- Escare Inc
- Facilitatrix
- Family Day Care WA Inc
- Family Inclusion Network of Western Australia Inc
- Financial Counsellors Association WA Inc
- Foodbank WA
- Foundation Housing Ltd
- Fremantle Women's Health Centre
- GLBTI Rights in Ageing Inc (GRAI)
- Goldfields Women Health Care Centre
- Goodstart Early Learning
- Haemophilia Foundation WA Inc
- Harvey Community Resource Centre Inc
- Hedland Well Women Centre Inc.
- HelpingMinds
- Hepatitis WA Inc
- Holyoake
- Hope Community Services Inc
- Housing Choices - previously Access Housing Limited
- Imagine Global Ltd
- In Town Centre Inc
- Indigo Junction
- Injury Matters
- Invisible Illnesses Inc. (Fibro & Us)
- Joondalup Family Centre
- Joongari House - Wyndham Family Support Inc.
- Just Home Margaret River Inc
- Justice, Ecology and Development Office, Catholic Archdiocese
- Kanyirninpa Jukurrpa
- Katanning Regional Emergency Accommodation Centre Inc
- Key Assets
- Kidsafe WA Inc
- Kilfinan Australia

- Knights of the Southern Cross
- Lamp Incorporated
- Langford Aboriginal Association
- 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 Sheds of WA
- Mercy Community Services Ltd
- Milligan Community Learning and Resource Centre Inc
- Mission Australia
- Moorditj Koort Aboriginal Corporation
- Multicultural Futures
- 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
- 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
- PeopleKind Group
- Perth Asian Community Centre
- Perth Inner City Youth Service
- Pivot Support Services
- Playgroup WA Inc
- Police & Community Youth Centres Inc.
- Reconciliation WA
- Regional Alliance West Inc
- Regional Development Australia Pilbara
- Relationships Australia Western Australia Inc

- Rise Network Inc
- Roman Catholic Archbishop of Perth - Catholic Social Services WA
- Rostrata Family Centre Inc
- Ruah Community Services
- Samaritans
- Sandalwood Family Centre
- Sexual Health Quarters -The Family Planning Association of WA Inc
- Social Ventures Australia Ltd
- Society of Professional Social Workers Inc
- South Coastal Health & Community Services
- South Lake Ottey Family & Neighbourhood Centre Inc
- South Perth Senior Citizens Centre
- South West Counselling Inc
- South West Refuge Inc
- Southcare Inc
- St Bartholomew's House Inc
- St John of God Outreach Services
- St Patrick's Community Support Centre
- St. Vincent de Paul Society WA Inc
- Starick
- Sussex Street Community Law Service Inc
- Swan City Youth Service Inc.
- The Claddagh Association of Western Australia
- 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
- Valued Lives
- Volunteering WA
- WA AIDS Council
- WA Network of Alcohol and Other Drug Agencies
- Wanslea Family Services
- Waratah Support Centre SW Inc
- Waroona Community Resource Centre Inc
- Western Australian Aboriginal Leadership Institute

- Western Urban Associates (WA) Inc (Street Chaplains)
- Wheatbelt Agcare Community Support Services Inc
- Womens Health and Family Services
- Women's Legal Service WA
- World Vision Australia
- Wungening Aboriginal Corporation
- Yaandina Family Centre Limited
- YMCA WA
- Yorganop Association Incorporated
- Yorgum Healing Services 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 Fremantle
- City of Nedlands
- Evolve Events and Training
- UWA - Division of Social Work & Social Policy

Social Service Individuals

- Allison Leonard
- Ann White
- Anna Presser
- Brian Cooper
- Danielle Black
- Dianne Bianchini
- Donna Quinn
- Gary Steadman
- Helen Creed
- Ian Carter
- Ian Pereira
- James Paxman
- Jennie Gray
- Jennifer Monaghan
- Joe Calleja
- Katie Norwell
- Kylie Hansen
- Louise Lamont
- Maria Harries
- Marleen Roch
- Metua Mitsy Strickland
- Michelle MacKenzie

- Nicole Reed
- Noel Harding
- Papori Barua
- Shauna Gaebler
- Stephanie Boyd
- Therese Smith
- Vicki Hamersley
- Vida Corbett
- Wendy Simpson

Associate Individuals

- Amanda Prestipino
- Anabelle May
- Angela Lemon
- Carol Wakely
- Dave Kelly
- David Gilchrist
- Diana Ryan
- Emily Bailey
- Fabiola Pinheiro
- Janine Freeman
- Jeanie Barbagiovani
- Jennifer Hartey-Knight
- Katie Hunt
- Keira Gentle
- Kit Scott
- Krishan Shah
- Lesley West
- Linda Savage
- Lisa Baker
- Michael Kiernan
- Nandita R Naroth
- Rebecca Fitzpatrick
- Rhonda Balzan Bastow
- Rhuwina Griffiths
- Russell Major
- Salma Ghoraba
- Sarah Turner
- Stephen Dawson
- Stuart Reid
- Sue Lines
- Susan Henderson
- Tiba Moeinifard
- Yen Hawkes

Life Members

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

OUR SPONSORS AND FUNDERS

- Anglicare WA
- BHP
- Centrecare
- Communicare
- Department of Communities
- Department of Finance
- Department of Health
- Department of Premier and Cabinet
- Energy Policy WA
- Hesta
- Lotterywest
- Mission Australia
- National Recovery and Resilience Agency
- Ruah Community Services
- State Emergency Management Committee Business Unit
- Water Corporation
- Woodside
- Wungening

In-Kind Supporters

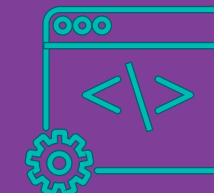
- Bootleg Brewery
- UWA Centre for Social Impact
- Don Hancey
- Fridays Studios
- Homelessness We Care
- Jacaranda Community Centre
- Kingston Reid
- Linton and Kay
- Mark Abbott - WiiG Music
- MercyCare
- NBN Co
- Panetta McGrath
- Parkerville
- Self-Made Indigenous Corp.
- Shelter Brewing Co.
- Slater and Gordon
- Social Policy Practice and Research Consortium UWA
- The Little Pink Van
- UneARThed
- Uniting WA
- University of Western Australia
- Wanslea



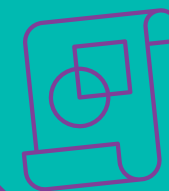
WACOSS
MEMBERS GET
10%
DISCOUNT

WEBSITE DEVELOPMENT

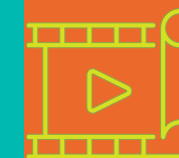
AND AFFORDABLE HOSTING



GRAPHIC DESIGN



VIDEO EDITING



BRANDING



TAILORED FOR COMMUNITY SERVICES ORGANISATIONS

Contact us at

 dropinsolutions.org.au

 **08 6381 5300**

 dropin@wacoss.org.au

to find out more

DropIN
solutions

WACOSS strives for an inclusive, just and equitable society.

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

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