

WACOSS Membership survey 2022

The annual WACOSS Members Survey opened in early August 2022 and remained open for three weeks. We have received 120 responses. The survey contained 23 questions and 79% of respondents answered all survey questions.

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

Sixty-four percent (64%) of respondents were from Perth metro area, the rest a representation from all WA regions. The highest regional representation was from Pilbara (where WACOSS has a presence) and South West. Most (80%) identified as working in the NFP sector, followed by state and local government sectors. All areas of community services sector were represented. Over half of respondents identified as working in senior positions (CEO, Executive, manager or Board member), followed by advocates and front-line support workers. Over half were current WACOSS members (64%), 20% were unsure and just 16% were identified as non-members.

Member respondents were inspired to join WACOSS for its work as an advocacy leader, collective impact, connections with the social services sector and the quality of work it does. Many stated they want to be part of the 'movement' and collective voice. A majority of non-members stated cost was the main reason and they either had been members previously or would be if the costs were lower.

Ninety-four per cent (94%) engage with WACOSS through sector news and special bulletins and more than half via event participation. 42% follow or engage with WACOSS on social media. 69% stated that WACOSS events are informative, engaging and inspiring. 69% stated they have applied what they learned from attending an event. The respondents would like to see WACOSS organising more collaborative forums, webinars and policy briefings, followed by more campaign work and conferences. 85% either strongly agree or agree they trust WACOSS advocacy on behalf of the sector and further 81% stated that WACOSS' work has enhanced their organisation's understanding of important sector issues. When asked if WACOSS research provides high-quality and evidence-based policy advice to stakeholders, 82% strongly agreed or agreed. There was a strong support for WACOSS' role as a collaborator and provider of policy insight with 78% strongly agreeing or agreeing. 83% believe WACOSS maintains a high profile and responses to media.

The survey asked questions related to WACOSS' support to the sector during COVID crisis. A large majority (74%) stated that the support WACOSS provided was valuable and 83% found the resources and newsletters WACOSS shared useful.

We also tested our stakeholders' knowledge of WACOSS' social enterprise DropIN solutions. Half (51%) were unaware of it which poses an opportunity to further market this service. Those who used them were happy with the service and its pricing.

Overall the survey findings are overwhelmingly positive. WACOSS will need to work on strengthening its engagement in regional WA, producing resources that are inclusive of people of all abilities and increasing engagement on social media.

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Q1 – Where do you live and/or work? (120)

Perth Metro **64%** (77)
Pilbara **10%** (12)
South West **11.7%** (14)
Peel **1.7%** (2)
Mid-West **0.8%** (1)
Gascoyne **0%** (0)
Great Southern **3.3%** (4)
Kimberley **0.8%** (1)
Goldfields **2.5%** (3)
Wheatbelt **2.5%** (3)
Other **2.5%** (3)

Q2 – In which sector do you work in? (120)

Not-for profit organisation **80%** (96)
State Government **5%** (6)
Local Government **4%** (5)
Other **7.5%** (9)
Private sector **1.7%** (2)
Educational institution **0.8%** (1)
Federal Government **0.8%** (1)
Research Institute **0%** (0)

Q3 - What areas of the community service sector does your work cover? Please select all that apply. (120)

- Advocacy **48.3%** (58)
- Housing, homelessness and/or accommodation support **34.17%** (41)
- Support for Aboriginal and Torres Strait Islander people **39.17%** (47)
- Mental health **45%** (54)
- Family and domestic violence support **40.8%** (49)
- Support for people living with a disability **27.5%** (33)
- Support for culturally and linguistically diverse people **33.3%** (40)
- Education **28.3%** (34)
- Policy **18.33%** (22)
- Support for regional Western Australians **23.3%** (28)
- Child protection **21.67%** (26)
- Alcohol and other drugs **21.67%** (26)
- Organisational support **25.8%** (31)
- Support for LGBTIQ+ people **22.5%** (27)
- Justice and/or legal support **16.88%** (27)
- Professional development **15%** (18)
- General health **16.67%** (20)
- Employment support **19.17%** (23)
- Professional services **12.5%** (15)
- Aboriginal Community Controlled Organisation (ACCO) **8.3%** (10)
- Sexual health **10.8%** (13)
- Sport and recreation **5%** (6)
- Climate justice **5%** (6)
- Justice and/or legal support **24.17%** (29)

Q4 - What best describes your role(s) in the community services sector? You can select more than one (120)

- Advocate **24.17%** (29)
- Board Member **15.83%** (19)
- Educator **14.17%** (17)
- Front line support worker **18.33%** (22)
- Lived experience advocate **13.33%** (16)
- Organisational lead (CEO, Executive Director) **35.00%** (42)
- Administrative Officer (including ex assistant) **7.5%** (9)
- Organisational support (eg events manager, marketing officer, HR) **10.83%** (13)
- Policy officer or analyst **6.66%** (8)
- Program, department or service manager **16.67%** (20)
- Researcher **9.16%** (11)
- Student (undergraduate or postgraduate at university or TAFE) **3.33%** (4)
- Trainer or workshop facilitator **11.67%** (14)
- Other **9.16%** (11)

Q5 - Are you, or is your organisation a member of WACOSS? (120)

- Yes **64%**
- No **16%**
- Unsure **20%**

Q6 - What best describes your membership with WACOSS? (67)

- **66%** Social Service Organisation
- **13%** Social Service Individual
- **14%** Associated Organisation
- **4.5%** Associate Individual Member
- **1.5%** Life Member

Q9 - How do you engage with WACOSS? (100)

- Sector news and special bulletins **94%**
- Events **58%**
- I follow or engage with WACOSS on social media **42%**
- I contribute at forums I collaborate with WACOSS on policy development and research **44%**
- I am current or past board member **6%**
- Other **6%**

Q10 - WACOSS events are informative, engaging and inspiring (100)

- Yes – **69%**
- No - **0%**
- Unsure – **31%**

Q11 - I have applied what I learned from attending WACOSS event (100)

- Yes – **69%**
- No – **8%**
- Unsure – **23%**

Q12 - What type of engagement would you like to see WACOSS do more of? (95)

- Collaborative forums **59**
- Webinars **58**
- Policy briefings **43**
- Campaigns **36**
- Conferences **30**
- Publications **25**
- Report launches **19**
- Social media **13**

Q13 - WACOSS is trusted to represent and advocate on behalf of the sector (97)

- **85.5%** - strongly agree or agree
- **10%** - neutral
- **4%** - disagree or strongly disagree

Q 14 - WACOSS' work has enhanced you or your organisation's understanding of important issues in the sector (97)

- **81.4%** - strongly agree or agree
- **15.4%** - neutral
- **3%** - disagree or strongly disagree

Q15 - WACOSS research provides high-quality and evidence-based policy advice to stakeholders (97)

- **82.5%** - strongly agree or agree
- **14.4%** - neutral
- **3%** - disagree or strongly disagree

Q16 - WACOSS enables effective collaboration opportunities and provides valuable policy insight when engaged in public debate (97)

- **78.5%** - strongly agree or agree
- **18.5%** - neutral
- **3%** - disagree or strongly disagree

Q 17 - WACOSS maintains a high profile and creates opportunities to respond to media (97)

- **83.5%** - strongly agree or agree
- **10%** - neutral
- **6%** - disagree or strongly disagree

Q18 - WACOSS influences on public policy is reliant on its strong and diverse membership base (97)

- **81.5%** - strongly agree or agree
- **13.5%** - neutral
- **5%** - disagree or strongly disagree

Q19 - WACOSS identifies and responds to emerging issues in the sector (97)

- 84.5% - Yes
- 2% - No
- 13.5% - Unsure

Q20 - Did you find that our support for the community sector during COVID-19 valuable? (96)

- 74% - Yes
- 6% - No
- 12.5% - Unsure
- 7.5% - Not applicable

Q21 - Did you find that the newsletter and website resources that we provided during COVID-19 useful? (We shared newsletters with specific COVID-19 related content, and had a dedicated place on our website for resources relevant to the sector.) (95)

- 85% - Yes
- 3% - No
- 6% - Unsure
- 5% - Not applicable

Q22 - Were you aware that WACOSS supports the sector by providing these professional services through DropIN Solutions? (95)

- 48.5% - Yes
- 51.5% - No

Q23 - All WACOSS members receive 10% discount making these services more affordable. If you have engaged DropIN Solutions services in the past, how would you rate your satisfaction with the projects delivered by the DropIN Solutions team? (95)

- 78% - never used
- 16% - satisfied or very satisfied
- 4.5% - neutral
- 0% - dissatisfied or very dissatisfied