



**wacoss**

Western Australian  
Council of Social Service Inc

*Ways to make  
a difference*

## ANNUAL REPORT 2011/12

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*Published by*



**wacoss**

Western Australian  
Council of Social Service Inc

*Ways to make  
a difference*

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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.



# CONTENTS

About the WA Council of Social Service	1
President's Report	2
Board Membership and Committees	3
Board Working Groups	3
CEO's Report	4
WACOSS Organisation Structure	5
Strategic Plan 2012-2015	6
WACOSS Staff	8
WACOSS Consultants	9
Highlights 2011-2012	10
Social Policy	12
Sector Services and Development	16
Regional Focus	19
WACOSS Training Forums and Consultations	20
Whole of Community Sector Events	21
Corporate Services	24
Financial Summary 2011-2012	27
2011-2012 Social Policy Submissions and Policy Advice	28
2011-2012 Social Policy Media Releases	29
WACOSS Stakeholder Engagement	30
WACOSS Members 2011-2012	31
Contributions and Support to WACOSS	34



## ABOUT THE WA COUNCIL OF SOCIAL SERVICE

The Western Australian Council of Social Service Inc (the Council), the leading peak organisation for the community, represents approximately three hundred organisations and affiliates, and 600 organisations 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 400,000 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.

#### WHO WE ARE

The WA Council of Social Service (WACOSS) is a peak membership based council of community service organisations and individuals.

#### ACKNOWLEDGEMENT

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.

#### VISION

Our Vision is an inclusive, just and equitable society.

#### MISSION

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



## PRESIDENT'S REPORT

I trust that the 2012 WACOSS Annual Report gives a sense of the great energy and commitment evident in the work of the staff and members of the Council during the last year. This year has continued to be one of change and reform in the community sector and the coming year is likely to continue this trend. It is difficult to recall a time in the recent past where we have seen such a number of different reforms taking place in both the state and national spheres.

At the State level the rollout of the WA Government commitment to community sector sustainability, evidenced in the 2011 Budget, has been progressing. Many State funded social services received a 15 percent increase in the value of service contracts. Since this occurred, organisations have been managing the internal processes in relation to this. The Component II process to determine the allocation of an additional 10 percent in funds to the community sector has involved many consultation meetings with fund providers. In addition, the new procurement processes have required community sector staff to learn new ways of thinking about funding, and developing new ways of relating to those who provide funds.



At a national Level there have also been significant reforms progressing, such as the Australian Charities and Not-for-Profits Commission (ACNC), and the consideration of a statutory definition of "charity". Whilst these changes are yet to be implemented, they will have a long lasting impact on the future configuration of the community sector. Another National reform is the Equal Remuneration Order handed down by Fair Work Australia in the social and community services (SACS) sector equal pay case. This case will have far reaching impacts on the community sector which will be felt in the coming years.

The Council has been involved with all of these major community sector reforms, advocating for the interests of members, for the overall benefit of the community service system, and to ensure good outcomes for people who access community services.

The work of the Council is one of partnership and collaboration and there have been many important relationships during the last year. The members of the Council continue to be the strength and guide for the organisation. As much as the Council seeks to support its members, it is also blessed with the generosity of time and ideas from its members, for which we are thankful.

During the last year the Council has had very good engagement with State Government partners, from Ministers, involvement in the Partnerships Forum, to key people in the various Departments. This engagement and collaboration has been mutually beneficial and will no doubt lead to ongoing improvements within the community service system.

There have been many other key highlights during the year such as the great 2012 WACOSS Conference, the involvement in the CHOGM People's Forum, and the preparation of a new Strategic Plan. These and many other outcomes are discussed in this report. However, there are numerous other positive outcomes which cannot all be highlighted, but are also worthy. These are the direct result of the dedication and passion of the staff of the Council. I want to thank all of the people who have applied themselves assiduously during the past year to achieve the objectives of the Council. Much of this work may go unseen or unrecognised, but it consists of the efforts of each individual staff member. Each staff member has actively supported Council members, helping to strengthen the sector in its work to assist people to access services in the community. In particular, I wish to thank Irina Cattalini who has provided support to me, the Board, and the staff of the Council to assist the Council to achieve so much in 2012.

Lastly, I wish to acknowledge my fellow Board Members who have given so much to help govern the organisation, often being involved in committees and other processes to ensure that the Council achieves its objectives. I thank you all for your dedication and look forward to working in solidarity in the year ahead.

A handwritten signature in black ink that reads "Francis Lynch". The signature is written in a cursive, flowing style.

**Francis Lynch – President**



## BOARD MEMBERSHIP AND COMMITTEES

Francis Lynch	President
Terri Reilly	Vice President
Ian Carter AO	Ordinary Member
Louise Giolitto	Ordinary Member
Kathleen Gregory	Ordinary Member
Norma Josephs	Ordinary Member
Steve Joske	Ordinary Member
Daniel Morrison	Ordinary Member
Tricia Murray	Ordinary Member
Cheryl Cassidy Vernon	Ordinary Member
Veronica Rodenburg	Ordinary Member

### FINANCE COMMITTEE

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

### GOVERNANCE COMMITTEE

Terri Reilly	Chair
Cheryl Cassidy Vernon	Member
Norma Josephs	Member

## BOARD WORKING GROUPS

### REMUNERATION WORKING GROUP

Tricia Murray  
Francis Lynch

### ACCOMMODATION WORKING GROUP

Norma Josephs  
Ian Carter

### PRE BUDGET SUBMISSION WORKING GROUP 2011

Ian Carter  
Louise Giolitto  
Veronica Rodenburg

### PRE BUDGET WORKING GROUP 2012

Cheryl Cassidy Vernon  
Francis Lynch  
Louise Giolitto  
Kathleen Gregory

### STRATEGIC REFERENCE GROUP

Chris Hall	CEO Mercy Care
Francis Lynch	WACOSS President and CEO RUAH
Ian Carter AO	CEO Anglicare
Angie Paskevicius	CEO Holyoake
Neil Hamilton	CEO Accordwest
John Gherardi	President Western Australian Association of Mental Health
Dr. Maria Harries	University of Western Australia
Sue Ash	CEO UnitingCare West
Ross Kyrwood	CEO YMCA
Terri Reilly	Vice President WACOSS and CEO Relationships Australia
Irina Cattalini	CEO WACOSS





## CEO'S REPORT

I think all the staff, members and supporters of WACOSS can be proud of the impressive achievements of the Council this year. Together, we have worked extremely hard to deliver some great results for the community services sector and to help improve the lives of hundreds of thousands of Western Australians.

This year our Annual Report highlights the significant contributions the Council has made to realise its vision of an inclusive, just and equitable society in WA. It is impossible to do justice to all the work of the Council but I'd like to focus on some of the outstanding work, including some 'first ever' achievements over the past twelve months.

- **Sector Consultation** – We started off the year getting out to regional centres to talk about the outcomes of the State Budget, including funding for community services, new child health nurses and school based centres for children and parents. We also used this process to provide input into the emerging issues and priorities of the sector for the development of our Pre-Budget Submission – Closing the Social Divide which has served as a great framework for all policy development and advocacy of the Social Policy team this year.
- **Partnership Forum** – We continued to collaborate with community and public sector members of the partnership forum to hold forums for the broader sector to engage with the agenda of the partnership forum, including the first regional forum in Peel. This included contributing to the Self-Directed Service Design reference group, and the Sharing Skills, Knowledge and Network groups, advancing the intent of the Partnership Forum to drive greater collaboration and consumer involvement in service design and delivery. A third group called the Sustainable Funding and Contract Implementation Working Group. This group oversees procurement, support and evaluation for the sector.
- **Commonwealth Peoples Forum** – The Commonwealth Heads of Governments Meeting was held in Perth in October and WACOSS was a key partner in hosting the Commonwealth Peoples Forum to ensure civil society was strongly engaged and represented in the CHOGM agenda. A highlight was the first ever Indigenous Peoples Workshop as part of the events, showcasing Noongar elders and other Indigenous leaders; their remarkable achievements and unfinished business.
- **Regional Engagement** – The WACOSS Board held its first ever meeting outside the metropolitan area, hosted by Yaandina in Roebourne and was able to visit a number of sites to discuss the unique pressures facing community services in the Pilbara. WACOSS continues to host regular videoconferences with our regional networks to support information sharing and coordinated planning. It remains a continuing challenge to resource the sector over such an immense state.
- **Sector Development** – This year we commenced a new Sector Funding Reform program to complement the range of support services, training and consultancy the Council provides to support the community services. This has been vital to ensuring a coordinated and strategic response to the great pressures facing the sector in implementing a number of significant and overlapping reforms to funding, contracting, industrial relations, governance and regulation of community services.

We have achieved a remarkable amount, but as ever, there is always a lot more to be done. The Board and staff have developed a new strategic plan to guide our work over the next five years, which sets out an exciting outcomes framework for WACOSS as we advocate for social change to improve the wellbeing of Western Australians and to strengthen the community services sector that supports them.

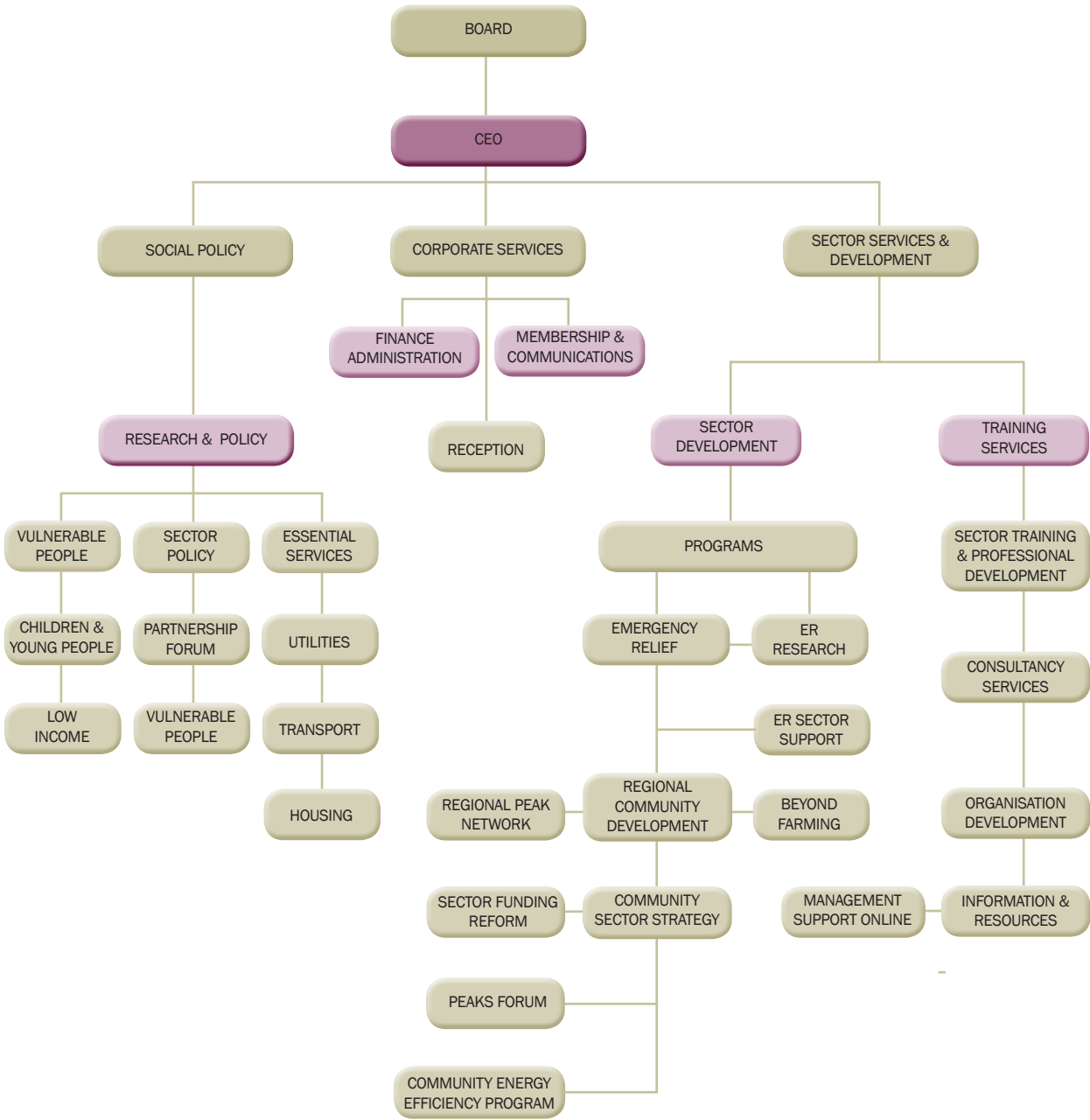
Finally I would like to thank all of the staff, Board, members and supporters of WACOSS. The success we have had over the past year is a testament to the great support the Council receives from its members and the dedication of its staff. We could not do achieve what we do without you, and I look forward to sharing your ongoing commitment in the year ahead.



**Irina Cattalini – CEO**



# WACOSS ORGANISATION STRUCTURE





## 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**

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

## 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.
- 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.

# WACOSS STRATEGIC PLAN 2012-2015



## **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.

## WACOSS STAFF

### CHIEF EXECUTIVE OFFICER

Irina Cattalini

### CORPORATE SERVICES

Director Corporate Services	Lyn Levy
Executive Assistant	Riann Aveling
Finance Officer	Jacky (Han Jac) Chai
Memberships and Communications Officer	Carly Guise
Administration and Reception	Kay Freebury
Commonwealth Peoples' Forum Coordinator	Ann White
Program Support Officer	Christine Patton

### SOCIAL POLICY

Director Social Policy	Chris Twomey	
Policy Manager	Helen Creed	
Policy Officers	Basil Lambert	Strategic Sector Policy
	Noushin Arefadib	Essential Services
	Brent Savage	Essential Services
	Sarah Mummé	Vulnerable People
Social Policy Support Officers	Katherine Haag	
	Lauren Bastian	

### SECTOR SERVICES AND DEVELOPMENT

Director Sector Services and Development	Lynn Deering	
Training Coordinator	Michelle Burgermeister	
Training Officers	Damien Roper Maree Jones	
Program Managers	Kylie Hansen Peter Grant	Sector Funding Reform Program Community Service Energy Efficiency Program
Program Officers	Bernard Fisher Gaynor Mitchell Leela James	Emergency Relief Beyond Farming Emergency Relief/Energy Efficiency
Program Support Officers	Gina Olivieri Sinead Doherty Maija Ala-Kauhaluoma Darren McKie Lauren Bastian	

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## WACOSS STAFF

### STAFF MOVEMENT DURING 2011-2012

The following staff left 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.

Dimitrios (Jim) Vanopoulos  
Jackie Breasley  
Michael Beard  
  
Kim Loveridge  
Kimberley Kammermann  
Amelia Tennyson

Aditi Varma  
Rory Ritchie  
Tamara Kendall

Carrie Standing  
Luke Van Zeller  
Steven McKinney

### CASUAL STAFF

Emma Gregory  
Imke Konow  
Darren Munday



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## WACOSS CONSULTANTS

The Council thanks the following consultants and trainers that have provided services as external consultants on behalf of WACOSS. 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 commitment to supporting the community sector with high quality tailored services.

Astrid Chapman  
Dee Roche AIM  
Holly Hammond  
Jane Scott  
Jo Buontempo  
Joel Levin  
Kathryn Choules  
Katrina Bercov  
Lee Collis

Leigh Sinclair  
Shelly Kissing Doyle  
Mariyon Slany  
Martin Gregory  
Peter Sullivan  
Rob Gully  
Rod Lillis  
Ron Jones  
Tasha Broomhall

Theo Nabben  
Tim North  
Todd Hutchinson  
Rebecca Cole  
Dean Collard  
Jeff Simper  
Paul Flatau  
David Lunn  
Annette Hoskisson



## HIGHLIGHTS 2011-2012



### JULY 2011

Community Sector Partnership  
Forum Briefing  
  
WACOSS 2011-2012  
Calendar of Events Launched

### SEPTEMBER 2011

Civil Society Statement  
presented to Commonwealth  
Foreign Ministers in New York

Forum with the Expert Panel  
on Constitutional Recognition  
of Aboriginal and Torres Strait  
Islander Australians

WACOSS Board holds first ever  
regional Board meeting in  
Roebourne



### NOVEMBER 2011

Pre Budget Submission *Closing  
the Social Divide: Building a  
Sustainable Future For The  
Benefit of All Western  
Australians* presented to the  
Under Treasurer Tim Marney at  
WACOSS AGM

# 2011

### AUGUST 2011

Homeless Week Street  
Soccer Cup  
  
WA Consultation included in  
Civil Society Statement in  
London



### OCTOBER 2011

WACOSS Springboard Event  
with Glen Capelli  
  
Commonwealth Peoples'  
Forum held in Perth as part of  
CHOGM event



### DECEMBER 2011

Community Sector Funding  
Reform Program established  
  
WACOSS *The Rising Cost of  
Living Report* released  
  
MODAL – WACOSS Community  
Sector Leadership Program  
(10 participants graduate)



### JANUARY 2012

WACOSS Annual New Year Community Sector Breakfast- attracting the largest yet number of members and community sector stakeholders



### MAY 2012

WACOSS 2012 Conference:  
The Big Picture

Community Service Excellence Awards Gala Dinner

CEO Sleepout for Homelessness

### MARCH 2012

Completed WACOSS Strategic Plan 2012-2013

# 2012

### FEBRUARY 2012

Community Sector Energy Hardship Service Delivery Consultation and Survey: *Where are the Gaps and Needs?* released

Fair Work Australia Agrees on Equal Pay for Community Sector Workers



### APRIL 2012

WACOSS Emerging Issues Forum

WA Government launches Social Enterprise Fund program to boost new or existing social enterprises.

Working in Partnership Seminar *"Improving Justice and Therapeutic Outcomes for Children and Adults who have Experienced Abuse"*

### JUNE 2012

His Excellency, the Governor of WA, hosts an event at Government House to recognise the finalists of the 2012 Community Sector Excellence Awards





## SOCIAL POLICY

There has been significant activity in the areas of social policy during the 2011/12 year, with the Council and the social policy team engaged in important developments and reforms affecting both the community sector and disadvantaged and vulnerable people at both the State and Federal levels. We have also seen a substantial renewal of the social policy team, with Helen Creed, Basil Lambert, Noushin Arefadib, Brent Savage, Sarah Mumme and Lauren Bastian joining the Council during this period.

The launch of our Pre-budget Submission *Closing the Social Divide: Building a Sustainable Future For The Benefit of All Western Australians* in November 2011 was very well received, and the State Government subsequently responded to a number of our recommendations. For example, additional funding for child health nurses and a trial of ten child and parent centres were announced by the Premier at the 2012 WACOSS conference, and our recommendations on housing, cost of living and mental health were acknowledged by the relevant Ministers in announcing new and continuing activities in these areas.

The Council has continued to play an important role in engaging with the State reforms to deliver sustainable funding and contracting to the not-for-profit community services sector and to create a more collaborative approach to policy design and service delivery through the *Delivering Community Services in Partnership* Policy. We have supported the participation of the community sector in the Partnership Forum, providing briefing papers and advice to community sector members, helping design initiatives and organise events. We have also provided briefings to the Premier's office on request.

The Council has played a leadership role in helping Western Australian community services understand and engage with a number of Federal reforms. We played a crucial role in ensuring that the problems created by Western Australia's separate industrial relations system were understood by the Commonwealth for their planned implementation of increased funding in response to the Fair Work Australia 'Equal Remuneration' decision.



## SOCIAL POLICY

### VULNERABLE PEOPLE

#### Children's Policy Advisory Council

The Children's Policy Advisory Council has continued to meet throughout the year. Following a Policy Forum in February, the Policy Advisory Council's activities have been particularly focused around work on early years, with members providing input into the Discussion Paper released by the Council in July about Options for an Office for Early Childhood, and child protection issues through our submission to the Review of the Child and Community Services Act.

#### Advocacy for People Living on Low Incomes

The Council has continued to advocate on behalf of the needs of low income people through our submission to the State Wage Case and our submissions to Senate Inquiries looking at the change to the sole parent payment (altering eligibility based on the age of the child) and the adequacy of the allowances system. While ACOSS also prepared comprehensive submissions on these matters, the Council considered it important to provide submissions to highlight in particular, the disadvantages faced by Western Australians (around cost of living issues such as housing, utilities etc.) who are not benefiting from the resources boom in this state. Similarly, the Council appeared before the Insecure Work Inquiry at hearings held in Perth during the month of February.

#### Early Years Initiatives

For some time, the community sector has been calling for better co-ordination and integration of policy, planning and service delivery in the early childhood area. The Council has supported the calls by the sector and by numerous Parliamentary inquiries, prominent early childhood advocates and early childhood bodies for the establishment of an Office for Early Childhood within the Western Australian Government to lead this work and the need for increased funding to the area of early years. The State Budget, delivered in May 2012, responded to these calls with announcements that approximately ten child and parent centres were to be located on school sites as well as significant additional funding for child health services. Both involve partnership with the community sector and the Council has been active in promoting the sector's interests. In addition, the Council has received funding from the Mental Health Commission in June 2012 to assist with work through the 2012-2013 period to develop a model of integrated service delivery, using the Cockburn locality as a pilot in the area of infant mental health.

#### Safety and Justice

While the Council has continued our work with other organisations around strategies to reinvest in more preventative justice approaches, a particular focus has involved young people. Youth at risk was the subject of a policy forum held in April and in conjunction with YACWA and Youth Legal Service, WACOSS is planning a youth justice think tank, being a series of three seminars to generate a broader community and government discussion about how we approach youth justice; the legislation that underpins our approach, the services we currently provide, how we can improve them and what we can learn from other jurisdictions.



## SOCIAL POLICY

### ESSENTIAL SERVICES

The Consumer Essentials Services (CES) program situated within the Council is the only independent, funded program in Western Australia to address consumer issues within the context of evolving essential service markets, with a particular focus on the needs of the most vulnerable in our community. The CES has worked particularly closely with Western Australian utility providers and the Economic Regulation Authority (ERA) in order to ensure that the utility's policies and procedures take into account the lived experience of low income and vulnerable communities. The CES also oversees the provision of information, education and training regarding essential service issues; supports consumer representation in decision making processes regarding utility issues, research issues affecting utility consumers, and facilitates partnerships between stakeholders in essential service provision. Essential services policy covered three key areas; utilities, housing and transport.

#### Energy

The Council has strongly advocated for the rights of low income and vulnerable essential service consumers, through membership of the Hardship Utility Grant Scheme (HUGS) Implementation Steering Committee. The Council has also contributed towards the review of HUGS policies and procedures. The CES delivered a number of social policy seminars pertaining to energy, including Carbon Pricing and the Cost of Living, utilities training, and concessions reviews. Furthermore, the CES undertook a number of reviews and submissions, including (but not limited to) a review of the Gas Marketing Code of Conduct, conducted an inquiry into the efficiency of Synergy's Cost of Electricity Tariffs, and reviewed the National Energy Savings Initiative.

#### Water

The Council has contributed to the development of the new proposed Water Customer Code of Conduct providing advice not only in relation to the nature of policies in place, but various mechanisms through which these policies could effectively be implemented. We have also continued to advocate for an effective mechanism through which the efficiency of hardship policies can be assessed.

#### Housing and Homelessness

The Council continues to be concerned about the distinctive overlap of essential services advocacy with issues relating to housing. We note that the condition and energy efficiency of housing stock impacts directly upon energy consumption, and that an increasing number of consumers struggle to pay their utility bills as a result of transferred housing stress.

#### Transport

The CES has this year put forth a discussion paper which outlines some major concerns within the community, faced particularly by people from culturally and linguistically diverse backgrounds, in relation to transport disadvantage. Findings from this consultation process have meant that the Council will be paying particular attention to the area of transport in 2012-13.





## SOCIAL POLICY

### STRATEGIC SECTOR POLICY

The year was loaded with significant Federal and State reforms requiring extensive policy analysis, community consultation and submission responses. Federally, the Fair Work Australia Equal Pay Remuneration case was a landmark decision of delivering wage increases to community sector employees in recognition of the important contribution the sector makes towards community well-being. On the FWA decision, the Council has advocated strongly for recognition of an increase in the numbers of community organisations eligible for wage case increases in Western Australia.

The advent of the Australian Charities and Not-for-profits Commission (ACNC) legislation required assiduous analysis on the effect of the legislation on the not-for-profit sector. On this front, we contributed to national consultations and a submission from the Australian Council of Social Service to a Joint Federal Parliamentary Inquiry. We subsequently made a separate WACOSS submission, which reinforced ACOSS's concern about the regulatory impost of the ACNC legislation on a not-for-profit sector already overburdened with administration and reporting. We will continue to monitor the progress of the legislation and assess its impact on the not-for-profit sector.

An important focus for us in strategic sector policy has been the implementation of State reforms to deliver sustainable funding and contracting in the not-for-profit sector. We undertook a major assessment of the community services sector's capacity to absorb this new paradigm of outcomes based service design, pricing and evaluation. The findings of our capacity assessment enabled us to identify vulnerabilities in the capabilities of service providers to design, cost and deliver outcomes based services, and to build a profile of needs to inform future capacity building strategies.

Over the past year, we have continued our commitment to and involvement in the Partnership Forum, which oversees and gives direction to the implementation of the Delivering Community Services in Partnership policy. Our representation substantially involved a seat on the Partnership Forum, and participation in a number of Partnership Forum sub-committees, namely: Sustainable Funding and Contracting; Building Skills Knowledge and Networks; and Self-Directed Service Design.

The Partnership Forum has been a valuable medium for enabling the public and not-for-profit sectors to work in a productive and collaborative relationship in delivering sustainable funding and contracting. For example: the Sustainable Funding and Contracting committee is overseeing an evaluation framework for the planning, development and delivery of outcomes focused services; the Building Skills Knowledge and Networks Committee has run and plans to run further policy clinics on the two sectors sharing knowledge and skills, and improving policy collaboration.



## SECTOR SERVICES AND DEVELOPMENT

Sector Services and Development role during this period was to build longer term sector sustainability across community organisations. It achieves this through a process of working with the community service sector to improve its capability and capacity to deliver and advocate, by undertaking various projects and discrete activities. These activities range from online resources, training courses, workshops, forums, and grant based programs and funded projects that seek to engage our sector in conversations that lead to better practices.

In 2011/2012 we delivered two training calendars to support our services in their skill development and provided a range of events which attracted strong interest and support from our services.



In October 2011, our springboard event with presenter Glen Cappeli 'Working Smarter in an increasingly Changing World' provided a "pick me up" for decision makers and leaders in our sector. By early 2012, Sector Services and Development began to play a more significant role in assisting interested peak bodies and services to undertake change management and transition towards new State government funding and contracting policies. This was delivered as The Capacity Building Funding Reform Program Phase.

Regionally, the SSD team continued to provide regular, monthly exchanges of information and support to our sector networks such as Rockingham's Strategic Reference Group and South West Leadership Group. This has resulted in regional partnerships cooperating to deliver more targeted programs.

Our programs to support vulnerable people included delivery of the Beyond Farming mentoring program. The emergency relief secretariat continued to connect with key services and initiated a unique scoping project to recognise the diversity of emergency service provision in WA.

Over the last twelve months for SSD through these added projects there has been an increased capacity in our ability which has delivered results and improved our ability to engage the sector in discussions and work more collaboratively.

Sector Services and Development is applying a strategic framework to underpin our development work in order to improve skills and practices for individuals, processes and procedures in organisations and knowledge and communications for the whole sector. The framework uses services, programs and projects to share information and exchange ideas encourage collaboration and engagement.

Sector Services and Development team Michelle Burgermeister, Damien Roper and Gina Oliveri continued in their roles supporting the delivery of training, consultancy services and customised training. In early January 2012, the reform team was appointed and headed up by Kylie Hansen, Maree Jones, Carrie Standing and Maija Kala-Kauhaluoma.

Bernie Fisher and Sinead O Doherty delivered the Emergency Relief (ER) secretariat supports for emergency relief forums, with two discrete projects being completed in the ER Scoping. Leela James came on board to undertake work with this large volunteer sector. This project resulted in the production of a report that highlights the ER area as a distinct, valid and necessary support for those most vulnerable in our community.

WACOSS continued to expand its role in energy hardship areas. Peter Grant replaced Luke Van Zellar both of whom brought expertise in energy management. Peter undertook an extensive consultation process through a state wide needs and gap analysis of energy efficiency. A report was provided to the government and this is expected to influence improved sector capacity to enter this field and deliver services. Gaynor Mitchell and Darren McKie continued with the second pilot extension of the Beyond Farming initiatives which saw this program extended into new parts of the state and new drought affected areas.

It has been a busy year and not without challenges. The Sector Services and Development team has entered a new phase and has been very successful in contributing to our sector's viability and sustainability into the future.



## SECTOR SERVICES AND DEVELOPMENT

### Contracting and Funding Reform Program

The Council was successful in securing funding from the Department of Finance to assist the not for profit community service sector with the implementation of the funding and contracting reforms as part of the Delivering Community Services in Partnership (DCSP) policy. Working with the other community sector Peak bodies this support enabled the Council to develop and deliver tailored workshops, CEO and Board breakfast meetings, one on one support, videos, tools and other resources designed to assist in building capacity in all organisations with a particular focus on those small and medium, and those in regional and remote areas.

All in all, 17 events were held attracting approximately 259 organisations over a 4 month period right around the State, and more than 37 organisations took advantage of the two hour, one to one consultant support which the Council provided free of charge. The Council also developed a large number of resources, and dealt with a significant number of issues and concerns raised during the period. An important part of this project was working with other sector peak bodies and agencies to guide and influence practice; the exchange of information and linkages with the sector aimed to facilitate knowledge around the contracting and funding reforms as they are rolled out.

### Social Enterprise

The Council was part of a successful consortium group tender consisting of Social Innovation in WA (SiiWA), UWA Centre for Social Impact (CSI), Social Traders and led by Social Ventures Australia (SVA) to assist in the roll out of the Social Enterprise Fund in Western Australia. In the lead up to the call for submissions the consortium developed a State-wide campaign to promote social enterprise and its opportunities for the WA community sector. During April and May 2012, information sessions and 'advice surgeries' (ie one on one consultancies for fledgling projects or ideas) were rolled out in ten locations across the state. More than 223 registrations for information sessions were managed across these 10 locations, and more than 60 advice surgeries were undertaken. The program was well received within the community, with sessions in Perth, Broome, Bunbury and Albany reaching their full capacity.

### Community Services Energy Hardship

In December 2011 the Office of Energy (now Public Utilities Office) commissioned the Council to undertake a Needs and Gap Analysis to consider potential for expanded Community Sector Energy Hardship Services delivery. The object of the research was to assess the capacity and willingness of community service organisations to deliver energy hardship services in WA, with a particular emphasis on energy efficiency. State-wide data was collected by the Council through a sector wide survey, focus group sessions and interviews with individual stakeholders.

A major finding was that there is a general awareness of and enthusiasm to both support and participate in energy efficiency interventions by a majority of the community service providers. Other important findings were that

- (i) the range and type of localized issues identified in the consultations was striking and in demonstrated the diverse and particular needs of the various communities across the enormous landmass of WA.
- (ii) A need for skilled, quality energy services was identified together with the desire to direct and deliver appropriate services at a local level.

### Beyond Farming

Beyond Farming, as part of the WA Pilot of Drought Reform Measures over 2010-12, has been successfully implemented by the Council again this year. The overall goal of the program has been to *promote consideration of opportunities and options after farming as part of normal farm and succession planning, by all farmers.*

The extension of the Beyond Farming drought pilot measure for a second 12 months in 2011-2012 resulted in more farming communities in WA increasingly turning to Beyond Farming as a means of support for farming families who are considering actual or potential transition from their farms. The program has proven to be a highly effective way of supporting those farmers affected by drought or other changes in circumstances and those ex-farmers who have moved out of farming for many different reasons. It has connected the two groups who may not have otherwise come into contact. The hindsight and life experience of the ex-farmers offered those faced by challenging circumstances, a positive role model through which to consider alternative opportunities. WACOSS is seeking funding to extend the program in 2013-14.

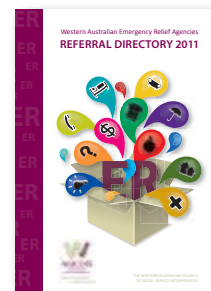




## SECTOR SERVICES AND DEVELOPMENT

### Emergency Relief

During the 2011/12 financial year the Emergency Relief Program and Support Officers continued to provide information, advice and support to the ER sector through email and telephone contact. There were 11 Emergency Relief Forums and five State Emergency Relief Committee meetings organised during this time and supported by guest speakers, discussion papers and follow up tasks. The Power Assist Scheme was managed through the St Vincent de Paul Society (SVDP) and ongoing funding was sought from Synergy and Horizon for the 2012/13 financial year. The Synergy Reconnection Scheme was launched and managed through SVDP using additional funding received through Synergy. The Emergency Relief Directory was updated and published in December and distributed across the ER sector and to related services.



The State-wide Emergency Relief Committee (SERC) identified the need for a project that would scope and map ER services in WA to gain an improved understanding of the models of ER service support being provided. This project funded by Lotterywest resulted in consultations with 66 emergency relief services providers across 7 regions. The consultations gathered both quantitative and important qualitative data regarding emergency relief service provision and service user needs. The report due to be released in September 2012 identified six dominant operating systems which are used by both the volunteer and community services sector to deliver emergency relief in WA. The ER Scoping Report when released will provide a resource for future research and valuable insight into a rapidly expanding subsector and need within the Western Australian community.

### Empower WA

The Council partnered with The Conservation Council of WA, Australian Youth Climate Coalition, Living Smart, Unions WA and the Social Justice Board of the Uniting Church in WA to form Empower WA during the year. Empower WA has promoted a clean energy future for WA providing information, training and events on renewables, efficiency, transport, and energy economics across the community. The Council presented an Energy Efficiency and Carbon Price training program for community sector workers. Five sessions were held across the metropolis with 97 people attending during May and June and further training was scheduled for the 2012-13 year.

Council members have also contributed to many of the fifty community events and clean energy promotions held by Empower WA during the year. Clean energy information and a daily blog about energy in WA is hosted on the Empower WA website @ empowerwa.org.au



### WACOSS Management Support-on-Line (WACOSS MSO)

The WACOSS MSO is now in its second year of operation. Feedback on the tools and resources accessible through the subscriber site has been positive. The Department of Regional Development Community Resource Branch has taken a strong leadership initiative in providing all 105 Community Resource Centres with free subscriptions to this service. For small and regional organisations this tool is proving to have significant value, as they can access a comprehensive set of resources and self-paced learning material covering governance and management operations. Heavily discounted subscriptions for members allows access to an integrated service and resource site which provides:

- A full set of policy and procedure templates covering governance and management operations
  - Over 160 downloadable templates, tools, information sheets
  - Over 50 skill building sessions, good practice guides and activities
  - Diagnostics and assessments for quality management and risk assessments which highlights areas of strength and potential challenges to provide a prevention and early intervention strategy
  - Confidential advice and assistance service

## REGIONAL FOCUS

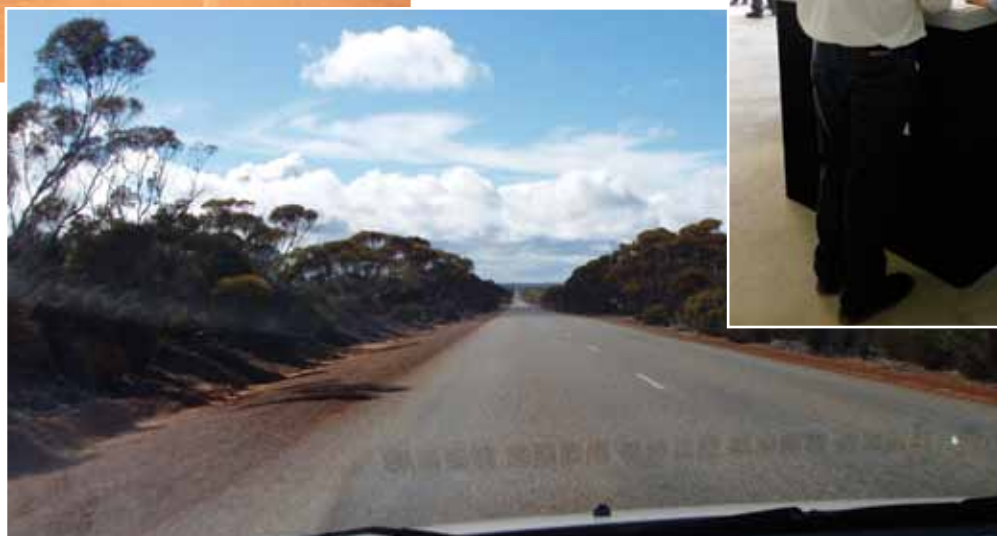
**R**egional participation and engagement is a critical part of the Council's work in developing sound social policy and undertaking sector development activities. The Council has continued to engage regionally through networks and links with rural community services. Ongoing dialogue with government on regional issues through the Department of Regional Development and Lands (RDL) ensures strong regional input into our pre-budget submission .

In particular we:

- Maintained regular video link ups with regional peak bodies including the Peel Community Development Group, Pilbara Association of Non-Government Organisations (PANGO), South West Volunteer Association and the Midwest Community Service Network.
- The Council has engaged in discussions with RDL on the impact of the Super Town Strategy, focussing on ensuring linkage and appropriate planning with the community service sector is undertaken.
- Obtained grants for subsidised fees, transport and accommodation through Lotterywest, enabling regional and rural delegates to attend events and training
- Delivered regional focussed policy and sector development programs such as the Beyond Farming, Energy Hardship and Energy Efficiency Gap Analysis.
- Partnered with Regional Development and Lands Community Resource branch to provide subscriptions to the WACOSS Management Support On Line Service to all 105 Community Resource Centres.
- Ensured regional representation on our Board.

The wide geographical spread of the community need for services will always present challenges to the Council's ability to work effectively as a state wide service provider.

The Council acknowledges this and has undertaken to further build our regional engagement and participation.



## WACOSS TRAINING, FORUMS AND CONSULTATIONS

### TRAINING HIGHLIGHTS

The Council continues to invest in our training services through improvement in content, format, promotion and quality of delivery. Training outlines are regularly reviewed for currency and suitability to the Sectors' changing requirements. A core objective of our training calendar is to maintain a cost structure which is within the budget of the sector, regardless of size. In addition to affordable rate, sponsored places are made available to the smaller and non funded organisations.

This year we made available through our calendar of training 60 workshops covering the key areas of organisation development; management and leadership, finance, planning and sustainability and governance. A total of 1145 people attended these workshops made available throughout the year.

In addition, we were contracted to deliver 77 workshops as customised sessions. Our standardised workshops were tailored to meet the individual organisations requirements. Fourteen of these workshops were regionally based. In total WACOSS training reached 2455 people throughout the year.

Training feedback has been consistently high throughout the year with around 90 percent of participants finding the training excellent or very good. WACOSS thanks our dedicated consultants who consistently provide high quality training and maintain a standard that is highly relevant, current, community service focussed and practical.

The Council continues to seek funding to deliver training in regional areas. Several funded programs including our Energy Hardship and Efficiencies programs. Contracting and Funding Reforms and Emergency Relief training had a strong focus on regional delivery and engagement.

Emergency Relief workshops were delivered to nine regional areas. A total of 156 people participated in these sessions covering topics such as introduction to emergency relief, financial literacy skills for clients, advocacy and referral skills, as well as working with Indigenous clients, culturally and linguistically diverse clients, and clients with multiple and complex needs.

*“Thorough, professional and able to answer all questions; will be very useful; very organised; Clear. Concise, engaging.”*

The Contracting and Funding Reforms Program was particularly focused on ensuring regions were receiving support and training they required with seven of the eleven workshops delivered in the regions.

### CONSULTATIONS, FORUMS AND SEMINARS

Regional engagement and community sector consultation was high on our agenda particularly in the development of the Pre-Budget Submission, which focussed on a range of priority issues of concern in the community, particularly the early years, housing and the cost of living. In addition a number of targeted community consultations, forums and policy seminars were hosted by the Council covering our priority policy areas of vulnerable people, essential services and strategic sector policy. The following is a list of topics covered.

- Future Directions for Children's Policy and Services
- Youth at Risk and Juvenile Justice
- Pre-budget submission consultations- Perth, Peel, Kimberley, Pilbrara and the South West
- Expert Panel on Constitutional Recognition of Aboriginal and Torres Strait Islander Australians
- Carbon Pricing and Cost of Living Seminar
- Housing and Affordable Living Forum
- State Budget Briefing
- WA Peaks Forum – held quarterly
- Culturally Linguistically and Diverse Communities Service Providers - Social Policy Discussion Forum
- Consumer Rights and Protection Forum
- Concessions Reforms: Better Targeting Needs of Low Income Households
- Improving Justice and Therapeutic Outcomes for Children and Adults who have Experienced Abuse
- Utilities: Advocacy and Consumer Rights ( 4 forums)

*“Friday was just what we needed and what I had hoped for. Hopefully, it will take us beyond our organisational concerns to a much broader managerial view and practice.”*

## WHOLE OF COMMUNITY SECTOR EVENTS

2011 was a significant year for events in the Council's calendar as we took on a key role in the co-ordination of the Commonwealth Peoples Forum held in Perth in October 2011. Three hundred members and stakeholders were invited to join us for breakfast at the annual New Year Community Sector Breakfast. We coordinated the WACOSS 2012 Conference and Cross Sectoral Networking Day as well as partnering with the Department for Communities in running the Community Services Excellence Awards and Gala Dinner. WACOSS would particularly like to thank Lotterywest for its support for these major whole of sector events. Without their support these events would not be possible.

To deliver and host these events, we often called upon the staff of the Council to take on roles and responsibilities beyond their normal duties. Special thanks goes to our staff who have proven themselves to be a great team, representing and supporting WACOSS with these events by being prepared to start early to set up and stay late to pack up, as well as being at the ready to take on the roles of public relations officers, caterers, waiters, parking attendants, decorators, taxi drivers, couriers, facilitators and IT technicians.

### COMMONWEALTH PEOPLES' FORUM

About 450 people attended the CPF Opening event held on Tuesday 25 October 2011 at the Hyatt Regency. The Australian Prime Minister, the Premier of Western Australia, the Commonwealth Secretary-General and Chair of the Commonwealth Foundation spoke at the ceremony.

The Council played a significant role in the planning, preparation and success of the Commonwealth Peoples' Forum by facilitating participation of local and regional civil society organisations and the Western Australian community (including those from rural and regional areas) in the Commonwealth Heads of Government meeting, with support from Department of Premier and Cabinet and Lotterywest. The partnership between the Western Australian community and Government was a significant factor in the success of the event and set a significant example for our region and helped position WA on the regional and global stage.

The Council made a number of presentations to Civil Society organisations in the United Kingdom, Western Australia and Canberra and to the steering groups for the parallel events of the Commonwealth Business Forum, the Commonwealth Youth Forum and the British Council.

### WACOSS 2012 CONFERENCE "THE BIG PICTURE" AND CROSS SECTORAL NETWORKING DAY

The WACOSS 2012 Conference titled "The Big Picture" was held at the Perth Exhibition and Convention Centre on the 9th and 10th of May. The conference was opened by the Honourable Colin Barnett MLA, Premier of Western Australia. Prior to the official conference, WACOSS held its traditional networking day. This year we extended the networking day to bring together people working across community, government and corporate organisations, as part of our ongoing commitment to working in collaboration and partnership to benefit our community.

The Conference commenced with an opening address from trend forecaster for business and government, Bernard Salt, Partner in KPMG. Dr. John Falzon, CEO St. Vincent de Paul Society National Council of Australia spoke on structural causes of marginalisation and inequality in Australia and Ingrid Srinath Secretary General of CIVICUS: World Alliance for Citizen Participation also gave an address.

### SOCIAL MEDIA

For the first time WACOSS used social media to engage delegates and non-delegates in the event, which received a positive response by participants with over 1000 Tweets. The #WACOSSConf hashtag reached 29,852 unique users with 336,293 impressions (number of times tweets about the search term were delivered to Twitter streams), with 1,174 tweets by 101 contributors. For a sector new to social media, this was an encouraging result.





## WHOLE OF COMMUNITY SECTOR EVENTS

### COMMUNITY SERVICE EXCELLENCE AWARDS AND GALA DINNER

Four individuals and 25 organisations were selected as finalists as part of the 2012 WA Community Services Excellence Awards. These awards ran jointly with the Department for Communities and publicly acknowledged the important role the community sector and individuals play in making a positive difference to people, families and communities through innovative and creative services.

Finalists and community service organisations were invited to the Gala Dinner at the Perth Convention Centre Ballroom overlooking the beautiful Swan River. Graham Mabury was the Master of Ceremonies overseeing the award presentations and entertainment by Perth's finest local artists.

Congratulations to the all the winners and finalists listed below.

#### Community Services Excellence Award – Volunteer-Based Organisation

*Sponsored by United Community*

- Catch Music, Osborne Park - **WINNER**
- City of Melville Citizens Relief Fund Inc, Melville
- Dongara Charities Association Inc – Dongara Op Shop, Dongara
- Growing Towards Wellness Pty Ltd – Growing Towards Wellness Program, Bunbury

#### Community Services Excellence Award – Small Organisation

- Kalgoorlie-Boulder Urban Landcare Group Inc – Better Environment-Better Lifestyle Program, Kalgoorlie **WINNER**
- Seniors Recreation Council of WA Inc, Leederville
- The Halo Leadership Development Agency Inc, Spearwood
- The Big Issue Australia, Northbridge

#### Community Services Excellence Awards – Medium Organisation

- SIDS and Kids Western Australia – Reducing the Risk of SIDS in Aboriginal Communities Program, Kensington - **WINNER**
- Centacare Family Services – Geraldton, Geraldton
- DreamFit Foundation, Shenton Park
- South Coastal Women's Health Services Association Inc, Rockingham

#### Community Services Excellence Award – Large Organisation

- Anglicare WA, East Perth - **WINNER**
- Australian Red Cross – Telecross Service, East Perth



## WHOLE OF COMMUNITY SECTOR EVENTS

### Community Services Excellence Award – Regional Organisation

- YMCA of Perth Inc – Swim for Life: First Time Jobs Program, South Hedland - WINNER
- Kalgoorlie-Boulder Urban Landcare Group Inc - Better Environment – Better Lifestyle Program, Kalgoorlie
- Rural Community Support Service (WA Country Health Service – Great Southern) – Rural Community Support Service, Narrogin
- Centacare Family Services - Geraldton, Geraldton

### Community Services Excellence Award – Partnerships and Strategic Alliances

#### Sponsored by HESTA

- YMCA of Perth Inc – Swim for Life: First Time Jobs, South Hedland - WINNER
- Anglicare WA – The Standby Suicide Response Service in the Kimberley, East Perth
- OK Youth Services, Joondalup
- Youth Focus Inc – Hawaiian Ride for Youth Program, Burswood

### Community Services Excellence Award – Outstanding Achievement in Raising the Profile of Community Services to Western Australians

- MIDLAS (Midland Information, Debt and Legal Advocacy Service Inc) – MIDLAS Social Media Innovation Program, Midland - WINNER
- Kalgoorlie-Boulder Urban Landcare Group Inc – Better Environment – Better Lifestyle Program, Kalgoorlie
- Yamatji Marlpa Aboriginal Corporation – Uranium Information Program, East Perth

### Community Services Excellence Award – Outstanding Commitment by an Individual

- Dr Graham Fisher, Bunbury - WINNER
- Dr Ann O'Neill, South Perth
- Ms Jennifer Hannan, East Perth
- Ms Lee-Anne Smith, Spearwood

### Community Sector Choice Award

- The Halo Leadership Development Agency Inc, Spearwood - WINNER





## CORPORATE SERVICES

### STRATEGIC PLAN

Throughout January and February Gordon Cole and Alan McCagh were engaged to assist the WACOSS Board in the development of the 2012-2015 Strategic Plan. With input from staff and Board members the process identified strategic priorities and evidence based measures to ensure progress is made towards achieving key outcomes. Work commenced on an operational plan, team plans and individual workplans to align with the strategic priorities.

### ACCOMMODATION

With the addition of new projects and staff the Council leased additional office space in January 2012. The new office, situated within walking distance of City West Lotteries House, provided much needed extra space and has improved working conditions across the teams.

### COMMUNICATIONS

Dissemination of information about key sector issues and "whole of community" sector events has been facilitated through the WACOSS enewsletter. In addition, the CEO and management team represent WACOSS at government, corporate, community and member events. Taking opportunities to promote the work of the community sector, undertaking advocacy and personally learning more about services being delivered by our members is an important part of our work.



## CORPORATE SERVICES

### MEMBERSHIP AND MEMBERSHIP SERVICES

Being a member of the Council provides an opportunity for individuals and organisations to support the objectives of WACOSS and to contribute to achieving our mission. The Council seeks to achieve this through an active membership and a governing body that builds and sustains a wide consensus about the services provided and policy positions undertaken.

With a total membership of two hundred and eighty eight members made up of social services, individual and corporate supporters, the Council feels it has made progress in its aim to achieve a membership that is representative of the community sector of WA, and which includes organisation members from large, small, regional and diverse groups.

Overall membership increased by 9.3 percent and we welcomed 46 new members. 77.2 percent of the growth was in Social Service Organisation members, 4.5 percent in Social Service Individual members, 15.9 percent in Associate Individual members and 2.2 percent in Associate Organisation members. We are pleased to say that 11.4 percent of new WACOSS members were from a regional area.

A small number of members chose not to renew due to downsizing, loss of contracts and disbanding. However, this year, due to a high number of applications, the Council still experienced a growth in membership overall.

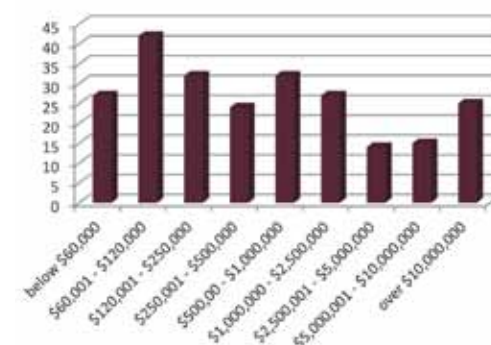
At the close of the 2011-12 financial year, the Council's membership consisted of:

- 238 Social Service Organisation members
- 20 Social Service Individual members
- 9 Associate Organisation members
- 17 Associate Individual members
- 4 Life Members.

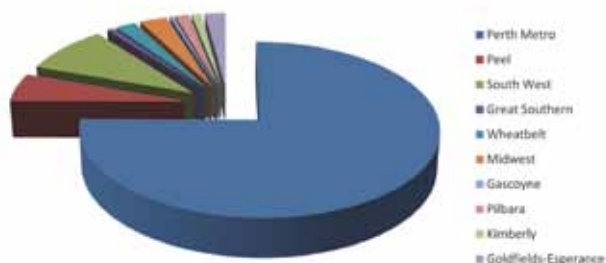
The Council would like to thank the 288 organisations and individual members for their continued support. We sincerely hope that we have helped to make a difference in some way to the work you do either at an organisation or service delivery level and or in the community within which you live or work.

Support services for our members have been provided directly through WACOSS having sourced many services and discounts. These include regular pro bono advice from our solicitors Gibson and Gibson. Our members also have access to limited free advice and discounted industrial relations support through Employer Assist. They also receive heavily discounted fees to attend our training programs and other events.

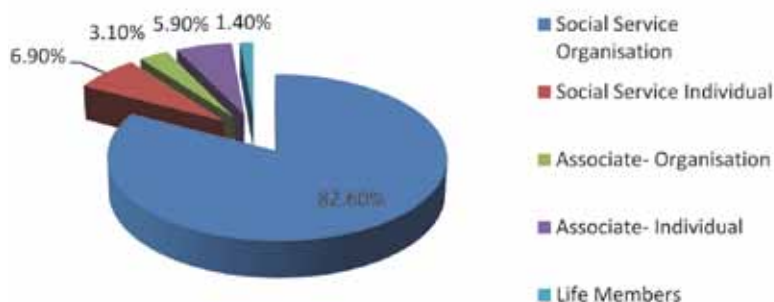
### ORGANISATION MEMBERS BY TURNOVER



### MEMBERSHIP IN THE REGIONS



### WACOSS MEMBERSHIP



## CORPORATE SERVICES

### THE STAFF

The Council is staffed by a unique group of individuals who demonstrate daily through their work performance, professionalism and attitude a passion and commitment to creating a socially just and equitable society. Many of our staff volunteer and support community services outside their working hours and initiated a lunch time regular forum where this work is shared and discussed. This year, a strong focus has also been on staff professional development with a quarterly, day away from the office to build our skills and to just reflect on our work, current issues and sharing our work practices. Taking out some time for fun was also important and our Christmas event held at Point Walter in Bicton combined food, professional development and getting in touch with our inner artist.

We thank all of you once again for your efforts in making WACOSS a unique place to work.





## FINANCIAL SUMMARY 2011-2012

The financial position of the Council remains stable, with net assets of \$782,348, an increase of \$188,456 on the previous financial year. At balance date, 93 percent of the net assets were held in cash or receivables.

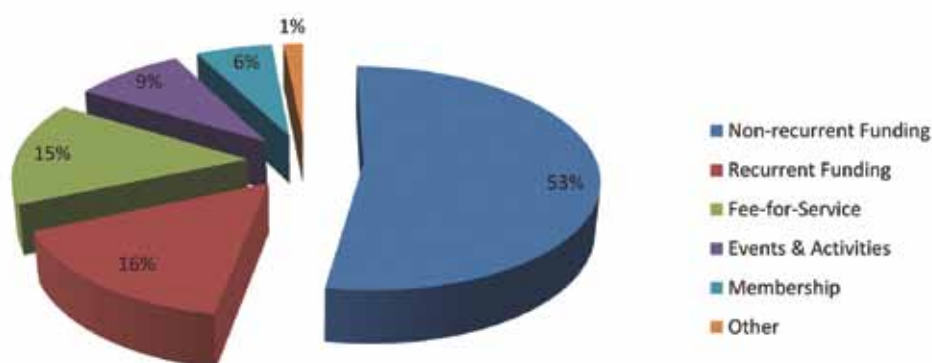
### INCOME

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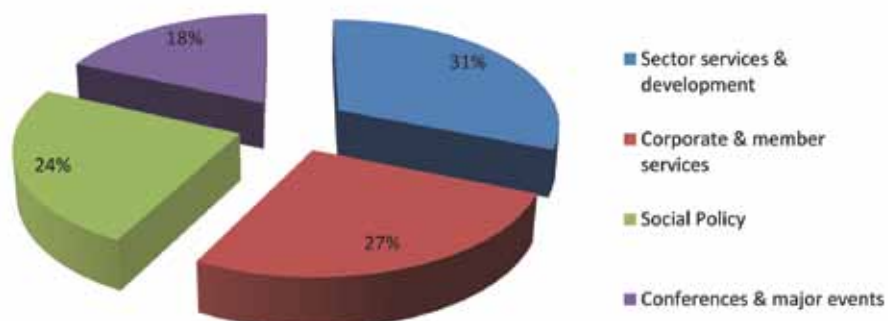
### EXPENDITURE

Total expenditure for the financial year was \$3,586,671, presented below in the four primary activity areas of the Council. 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 from year to year.

#### INCOME 2011-2012



#### EXPENDITURE 2011-2012



- 2010-11 for Office of Energy Consumer Essentials Project – Annual Funding Report
- Residential Tenancies Amendment Bill 2011
- Economic Regulation Authority's Inquiry into the Efficiency of Synergy's Costs and Electricity Tariffs
- Household Energy and Financial Sustainability Scheme – Discussion Paper 2011
- Residential Tenancies Amendment Bill 2011
- WACOSS submission to the Public Transport of Perth 2031 Discussion Paper
- Community Energy Efficiency Program Consultation paper on Program design options Consultation Feedback template
- Low Income Energy Efficiency Program - Consultation paper on design options stakeholder feedback template
- WACOSS submission in response to the Uniform Legislation and Statutes Review Committee consideration and report by 1 November 2011 regarding Residential Tenancies Amendment Bill 2011
- Department of Housing's Tenant Support Program
- WACOSS Rising Cost of Living Report 2011
- Submission to the Electricity Code Consultative Committee Review of the Code of Conduct for the Supply of Electricity to Small Use Customers
- WACOSS Submission to Department of Housing's Tenant Support Program Discussion Paper 2011
- ACROSS Submission to Independent Inquiry into Insecure Work in Australia (joint initiative with WACOSS)
- WACOSS submission for the National Energy Savings Initiative – Issues Paper
- WACOSS Submission for the Inquiry into the efficient costs and tariffs of the Water Corporation, Aqwest, and the Busselton Water Board
- WACOSS Submission to Economic Regulation Authority Inquiry into the Efficiency of Synergy's Costs and Electricity Tariffs – Draft Report
- WACOSS Submission to the 2012 State Wage Case
- WACOSS Submission to the Electricity Code Consultative Committee Review of the Code of Conduct for the Supply of Electricity to Small Use Customers
- WACOSS submission on the Economic Regulation Authority's draft decision on Western Power's proposed revised Access Arrangement



1. WACOSS Welcomes Carbon Tax Household Assistance 11 July 2011
2. Housing Welcomed for Regional Community Workers 4 August 2011
3. Community Services Struggle to Keep up With Growing Demand in WA 4 August 2011
4. WACOSS PBS Regional Consultation Underway 4 August 2011
5. Community Services Struggle to Keep up With Growing Demand in WA 16 August 2011
6. Housing Welcomed for Regional Community Workers 19 August 2011
7. New Seniors Help Centre Welcomed by the Community 26 September 2011
8. WACOSS Welcomes Civil Society Delegates to the Commonwealth People's Forum 25 October 2011
9. Commonwealth People's Forum Puts Civil Society on the CHOGM Agenda 28 October 2011
10. WACOSS Welcomes Pay Rise Agreement 11 November 2011
11. WACOSS Releases 2011 Rising Cost of Living Report 20 December 2011
12. Community Sector welcomes Equal Pay case decision 1 February 2012
13. One Stop Shop for Concessions 6 February 2012
14. WACOSS Welcomes New Early Years Centres 21 March 2012
15. WACOSS Supports Call for the Tariff Equalisation Fund to be Abolished 3 April 2012
16. Smart Not Tough Approach Needed for Jobseekers 20 April 2012
17. A Better Targeted Federal Budget – Unless You're a Single Parent 9 May 2012
18. WACOSS Welcomes Premier's Promises on Homelessness and Early Years 9 May 2012
19. A Modest but Forward Looking State Budget 17 May 2012





## 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 and Education Industry Training Advisory Body  
WA Peaks Forum  
Partnership Forum Working Group  
Partnership Forum Secretariat  
Community Sector Services  
Department for Child Protection Review of Children and Community Services Act (2004) 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 Utilities Grants Scheme Implementation Steering Committee  
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  
Commissioner for Children and Young People Reference Group

“

*During the last year the Council has had very good engagement with State Government partners, from Ministers, involvement in the Partnerships Forum, to key people in the various Departments. This engagement and collaboration has been mutually beneficial and will no doubt lead to ongoing improvements within the community service system.*

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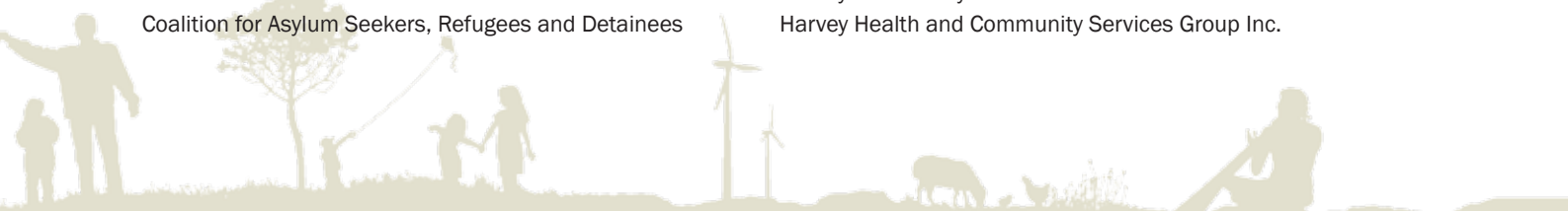
## WACOSS MEMBERS 2011-2012

### SOCIAL SERVICE ORGANISATION MEMBERS

Access Housing Australia Ltd.  
Aboriginal Alcohol and Drug Service Inc.  
Aboriginal Family Law Services  
55 Central Inc.  
Accessibility  
AccordWest  
Adoption Jigsaw WA Inc.  
Adoption Research and Counselling Service Inc.  
Adventist Residential Care - Nollamara  
Advocacy South West Inc.  
Aged and Community Services WA  
Albany Youth Support Association  
Allambee Counselling  
Alzheimer's Australia WA Ltd.  
Angelhands Inc.  
Anglicare WA  
ARAFMI Mental Health Carers and Friends Association (WA) Inc.  
Armadale Community Family Centre  
Armadale Home Help Service for the Aged and Disabled Inc.  
Australian Association of Social Workers WA Branch  
Australian Red Cross  
Balga Detached Youth Work Project Inc.  
Baptistcare  
Bay of Isles Community Outreach Inc.  
Bayswater Family Centre Inc.  
Beehive Industries of WA Inc.  
BJL Connecting Communities  
Boyup Brook Community Resource Centre  
Bridgetown Community Resource Centre Inc.  
Broome C.I.R.C.L.E. Inc.  
Brunswick Junction Community Resource Centre  
Busselton Family Centre Inc.  
Calvary Youth Services Mandurah Inc.  
Canteen WA  
Carnarvon Family Support Service Inc.  
Catholic Outreach  
Catholic Pastoral Centre  
Centacare Family Services Geraldton  
Central Agedcare Inc.  
Centre for Advocacy Support and Education for Refugees  
Centrecare Inc.  
Child Australia  
Children's Leukaemia and Cancer Research Foundation Inc.  
Chrysalis Support Services Inc.  
Citizens Advice Bureau of WA Inc.  
Citizens Advocacy South Metropolitan  
CLAN WA Inc.  
Coalition for Asylum Seekers, Refugees and Detainees

### SOCIAL SERVICE ORGANISATION MEMBERS cont.

Collie Family Centre Inc.  
Communicare Inc.  
Community Employers WA  
Community First International Ltd.  
Community Housing Coalition of WA  
Community Legal Centres Association (WA) Inc.  
Community Midwifery WA  
Community Sector Services Inc.  
Community Vision Inc.  
CommunityWest Inc.  
ConnectGroups - Support Groups Association WA  
Consumers of Mental Health WA (Inc.)  
Co-operation Housing  
Council on the Ageing (WA) Inc.  
Crossways Community Services  
Cunderdin Community Resource Centre Inc.  
Cystic Fibrosis Western Australia Inc.  
Developmental Disability Council of WA Inc.  
Donnybrook Community Resource Centre Inc.  
Drug Arm WA Inc.  
Eastern Region Domestic Violence Services Network Inc.  
Echo Community Services  
Employment Law Centre of WA Inc.  
Esperance Crisis Accommodation Service  
Fairbridge Western Australia Inc.  
Family Day Care WA Inc.  
Family Support WA Inc.  
Financial Counsellors Association WA Inc.  
Financial Counsellors Resource Project  
FinUC  
Foothills Information and Referral Service Inc.  
Foundation Housing Ltd.  
Fremantle Multicultural Centre Inc.  
Fremantle Women's Health Centre Inc.  
Freshstart Recovery Programme  
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## WACOSS MEMBERS 2011-2012

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Peel Community Development Group  
People With Disabilities WA  
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