

WACOSS Annual Report



wacoss

Western Australian
Council of Social Service Inc

*Ways to make
a difference*

2008/09

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WACOSS

Western Australian
Council of Social Service Inc

*Ways to make
a difference*

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WACOSS

The Western Australian Council of Social Service Inc

WACOSS, the leading peak organisation for the community, represents three hundred member organisations and affiliates, and 810 organisations involved in the provision of services to the community. WACOSS is part of a national network consisting of the Australian Council of Social Service (ACOSS) and state and territory COSS'.

Our national coverage strengthens our capacity to represent state interests.

We speak with and for the 400,000 West Australians who used community services in the past year, whose voice and interests need to be brought to the attention of government, business, decisions makers, media and the wider community.

Objects

- *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 members of the community.*
- *To represent the views and needs of client groups and populations to all levels of the government and non-government sector, the media and general public, in relation to social policies, community services planning and service delivery issues.*
- *To educate community services personnel and the public about issues affecting social and community service organisations and their clientele.*
- *To produce proactive, powerful, principled and well informed social policy.*
- *To adopt any additional objects from time to time which objects are of a public benevolent nature.*
- *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.*

Section 4 WACOSS Constitution

Vision

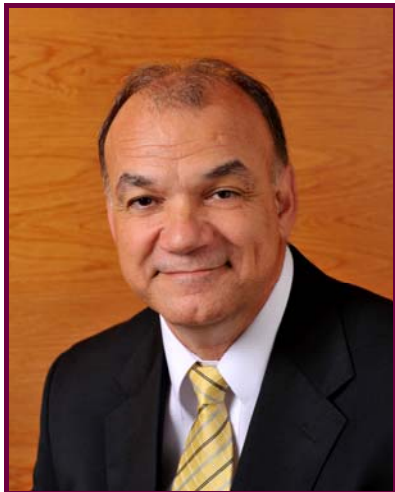
The WACOSS vision is an inclusive, just and equitable society now and in the future.

Mission

WACOSS, in collaboration with our membership, and as part of a national network, represents the interests of Western Australians who experience disadvantage.

Governance

President's Report



I am pleased to present the Annual Report of the WA Council of Social Service for 2008-2009.

The year has been a memorable year for WACOSS and for Western Australia. It has been a year characterised by change and opportunity.

In my thirty plus years of involvement with the Australian community sector, I cannot recall a time when there has been such a high level of activity and focus on social policy development and sector reform. The demands placed on the sector and WACOSS in responding to what has been an unprecedented number of government inquiries and reviews have been enormous.

Demand for the services delivered by the not-for-profit community services sector was already intense at the beginning of the year. More than 400,000 people were accessing these services during the economic boom. As the effects of the Global Financial Crisis became evident, demand in some parts of the sector increased by more than 20%, as did the complexity of that demand.

At the same time as this demand increased, WA elected a new Government. WACOSS' discussions with Premier Barnett and other Ministers have been positive and we are committed to working with the Government

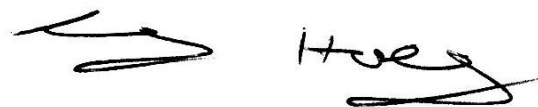
to advance the wellbeing of all Western Australians.

Fair and just remuneration of community service staff continues to be a critical issue in the provision of social services by our Members and other organisations in the community sector. WACOSS has been actively engaged in advocating for a long term solution of this issue. It is central to our ability to deliver effective and efficient services to the people of Western Australia.

On behalf of the Board, I express our thanks to Lyn Levy for acting as Chief Executive Officer prior to Sue Ash commencing in the role. Sue and the staff of WACOSS have worked diligently this year representing the needs of the sector and advocating for those who are vulnerable or at risk, and I thank Sue and her team for their hard work and dedication.

Finally, I wish to acknowledge the work of my colleagues on the WACOSS Board. Terri Reilly and Louise Giolitto joined the Board at the 2008 Annual General Meeting, and Ian Carter and Zane D'Mello returned to the Board. Francis Lynch, Chair of the Finance Committee and Stanley Jeyaraj, Committee member, worked with the Chief Executive Officer to review and revise the Council's financial reporting arrangements and Angie Paskevicius, as Vice President, ably deputised for me when required. The Board has been actively engaged with a number of strategic developments for the organisation and has made a valuable contribution to strengthening the work and advocacy of WACOSS.

WACOSS is well positioned to represent the needs of our members and to continue to positively impact the social debate in Western Australia as we move into the coming year



Chris Hall, President

Board Membership

Chris Hall	President
Angie Paskevicius	Vice President
Francis Lynch	Finance Committee Chair (October 2008 onwards)
Stanley Jeyaraj	Finance Committee
Zane D'Mello	Board Member (Re-elected October 2008)
Peter Sirr	Board Member
Tricia Lee	Board Member
Mark Goerke	Finance Committee Chair (Term concluded October 2008)
Judi St. Clair	Board Member (Term concluded October 2008)
Wayne Stevenson	Board Member (Term concluded October 2008)
Joe Calleja	Board Member (Term concluded October 2008)
Terri Reilly	Board Member (Term commenced October 2008)
Louise Giolitto	Board Member (Term commenced October 2008)
John Ambrose	Board Member (Term commenced October 2008)
Ian Carter	Board Member (Term commenced October 2008)

Board Member Attendance at Board Meetings 2008/09

Chris Hall	9
Angie Paskevicius	9
Francis Lynch	9
Stanley Jeyaraj	7
Zane D'Mello	7 ⁽¹⁾
Peter Sirr	3 ⁽²⁾
Tricia Lee	7
Mark Goerke	2 (Term concluded October 2008)
Judi St. Clair	1 (Term concluded October 2008)
Wayne Stevenson	2 (Term concluded October 2008)
Joe Calleja	1 (Term concluded October 2008)
Terri Reilly	7 (Term commenced October 2008)
Louise Giolitto	6 (Term commenced October 2008)
John Ambrose	4 ⁽³⁾ (Term commenced October 2008)
Ian Carter	5 (Term commenced October 2008)

There were 9 board meetings for the 2008/09 financial year. There was no meeting held in July 2008 as WACOSS transitioned to a new CEO.

(1) Technical issues at the meeting in September 2008 prevented Zane from joining the meeting via telephone.

(2) Peter Sirr was granted a leave of absence by the board due to illness

(3) John Ambrose was granted a leave of absence by the board due to illness

Chief Executive Officer's Report



It is with great pleasure that I provide this report on the activities of WACOSS this year. I commenced with WACOSS at the beginning of August, 2008.

I am confident in saying that my induction was the most comprehensive any CEO of WACOSS has ever experienced. It included a State Government election; a change of State Government; the second year of the implementation of the National Reform Agenda; the ongoing consequences of an economic upturn demonstrated by 400,000 Western Australians needing to access community services and then, in September 2008, the sudden move to a global financial crisis.

Rapid change gives all organisations an opportunity to review their purpose and performance. WACOSS undertook such a review during this year and concluded that our Strategic Plan and our day to day activities are strongly aligned with our objectives.

During the year we also reviewed our organisational structure. Our goal was to have an integrated structure to provide the best opportunity for policy and practice to influence one another. Three teams were developed; Social Policy and Research; Sector Services and Development; and Corporate Services.

I would like to recognise the leadership and contribution of the two Directors at WACOSS; Irina Cattalini and Lyn Levy. I wish to express my personal thanks to them both for their support and engagement in the management of WACOSS. Changing CEO always requires adjustment for staff who have previously worked in the organisation, and doing it as seamlessly as we have been able to do, in the pressured environment we found ourselves in during my first three months, is testament to their professionalism and commitment.

Nulsen Haven Financial Services continues to provide our financial management. We have worked with Graham Holman and Heather Blyth to reconfigure our accounting and financial reporting processes, and I thank them for their patience and contribution in achieving these changes.

Two initiatives were added to our range of activities designed to support and inform the sector and other stakeholders. The Inaugural New Year Breakfast was held at Kings Park on the last Friday in January. We will continue to hold this breakfast as a way of bringing people together to celebrate the start of the year and showcase the diversity and capacity of the sector. Mark January 22nd in your diaries for the 2010 breakfast.

Most people in leadership positions in the not for profit sector have reported that they are finding it increasingly difficult to integrate the amount of change into the planning cycle for their organisations. Emerging Issues for the Community Services Sector was developed in response to these needs. More than 120 individuals registered to attend the presentation in May 2009. Feedback was very positive. We also received some helpful suggestions on how to improve the presentation. Follow up presentations have been provided to individual member's boards; Peak organisations and other stakeholders including Local Government organisations.

This year WACOSS completed its first full year working under four new strategic objectives as endorsed by the Board in 2008. The objectives are recorded in the plan as follows:

WACOSS leads the Community Services Sector (the Sector) by:

1. Developing policy that promotes the well being of all Western Australians
2. Strengthening the capacity of the Sector
3. Influencing Government, business and community to achieve progressive social change
4. WACOSS being self determining and viable.

To put these objectives into operation we increased the focus on the internal business of running WACOSS to include a new corporate services section, renamed and reviewed the functions of the Organisation Development team and implemented a new policy framework.

Three core policy areas overarching our Social Policy work are civil society, human rights and social inclusion. These policy areas are strengthened by also having a structure that can respond to current social and political issues impacting the community and the community sector. This year this has included housing, essential services, gender pay equity, the cost of living and other key issues effecting social services. This model has allowed us to be flexible enough to respond to current social and political agendas while maintaining a solid foundation of policy work to draw on.

Sector Services and Development core work has centred around our second strategic objective aimed at strengthening the capacity of the community sector. To achieve this, our work can be categorised as providing services, developing and maintaining community/business partnerships and supporting sector development. This has meant greater integration with the work being undertaken by the policy team as well as expanding our involvement in external committees and forums to increase our understanding of key

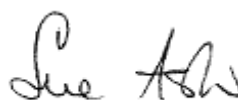
issues impacting the sector and to inform our training and sector development work. WACOSS is known for “punching well beyond its weight”. The quality, quantity and timeliness of our work is greatly valued by our membership, and most members of the community who visit our offices express surprise that such a small team is able to deliver such a range of quality policy, training and development opportunities.

Our work is dependent on skilled, committed and flexible staff. The staff group certainly meets all of these criteria. At year end, we have almost completed the negotiation of a new Union Collective Agreement with our staff. The agreement will ensure that our salaries and conditions are as competitive as we can achieve and that staff have the opportunity of building a career at WACOSS.

WACOSS’ effectiveness is always enhanced by a range of collaborative relationships. The PEAKS forum has been bolstered by working together on a strategic plan designed to strengthen the sector. At year end, we are waiting the outcome of two tenders for the Community Jobs Fund through the Department of Employment, Education and Workplace Relations.

Lotterywest support enabled WACOSS to bring together and support the contribution of the not for profit sector to the Social Housing Taskforce.

Finally, I’d like to acknowledge the work of our WACOSS Board, in particular Francis Lynch, chair of the Finance Committee, Angie Paskevicius, Vice President, and Chris Hall, President. Chris has provided invaluable support and encouragement as I have learned the nuances of a new position. I thank him for his patience and strategic input.



Sue Ash, CEO

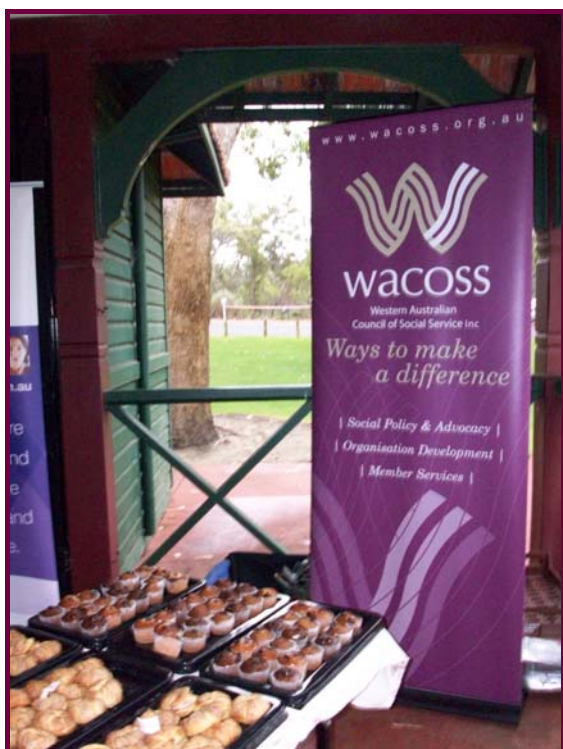
New Initiatives in 2008-09

Campaign Website

In August 2008 WACOSS worked with Brando Marketing to create an interactive campaign website for us to use to highlight issues of concern to the community sector in the lead up to the State Election. Individuals could sign on to the WACOSS Vision for a Fairer WA, and complete the poll about what issues were most important to them. We continued to use the campaign website after the election to highlight the budget priority recommendations in the lead up to the State Budget in May 2009.

New Year Breakfast

We were delighted to host a New Year Breakfast celebration for the sector to kick off 2009. WACOSS President Chris Hall provided an address which set the scene for the challenges ahead in 2009, and around one hundred people from across the sector had the opportunity to share time reflecting on 2008 and planning ahead.



Emerging Issues



WACOSS presented our Inaugural Community Sector Leaders Forum on Emerging Issues in May 2009, to provide an overview of critical issues of importance to our sector emerging in the political, economic, social and environmental landscapes. The event was a great success and will be repeated annually.

Regional Focus

WACOSS has been busy across the State this year, ensuring that we are well connected to our regional members and networks. We have held events and forums and delivered training across the state; piloted a new mentoring program in the Southwest and Wheatbelt; and worked in partnership with the Great Southern, Southwest and Peel Community Development Commissions and the Great Southern Regional Leadership Group to support over 15 small community organisations to host local sector development activities.

This has been critical to our capacity to highlight the difference for individuals and families living in regional WA and the unique challenges facing organisations delivering services outside of the metropolitan region. WACOSS is committed to continuing to strengthen its regional presence

Social Policy

Social Policy Team

Director Social Policy and Research:

Irina Cattalini

Senior Policy Officers:

Aden Barker, Matt Cowgill, Lorilee Beecroft,
Misty Hayden, Linda Goncalves, Barry Doyle

Policy Support Officers:

Carolyn Parkinson

Project Support Officer:

Rory Ritchie, Shane Derschow

Overview

The primary purpose of the Social Policy Team at WACOSS is to lead the contribution of the social service sector to the development of policy that promotes the well being of all Western Australians.

WACOSS Social Policy staff work towards that outcome in a way that strengthens the capacity of the sector to contribute to social policy development, and influences government, business and the community to achieve progressive social change.

We ensure that the policy work we undertake is focused on both the wellbeing of Western Australians, and the interests of the community services sector. Our policy staff pursue evidence based and well researched policy that strengthens the capacity of WACOSS to represent the sector and advocate effectively for the needs of the community.

We undertake our work through researching critical issues, publishing papers and reports, providing submissions to consultative processes and representing our interests on a number of boards and committees. We also contribute strongly to the media presence of the organisation to build on the profile of the sector and its influence on public opinion.

Summary of activities

WACOSS has established a new policy framework based on the Sector's role in civil society, rights and responsibilities and social inclusion.

The sector's role in civil society frames our work on **community sector** policy, lead by Matt Cowgill. This year Matt has published a paper on Pay Equity, written submissions to the Economic Audit Committee, undertaken analysis of the State Budget's impact on the sector, and provided information and seminars about the new Fair Work Act.

Rights and responsibilities frames our policy work on **essential services**. This work is shared across several team members and focuses on housing, energy, water and transport.

Barry Doyle is our Senior Policy Officer working on housing, and has been leading our contribution to the Social Housing Taskforce, and the Peaks Housing Roundtable, which was generously supported by Lotterywest. He coordinated the research WACOSS commissioned from Curtin Business School about the importance of services to positive social housing outcomes.

Linda Goncalves is our Senior Policy Officer working on energy. Linda has been leading our contribution to the regulatory review of protections for electricity and gas consumers, including the Electricity Code of Conduct, Customer Service Charters, and the protections in place for people experiencing financial hardship.

Misty Hayden is our Senior Policy Officer working on water, and our partnership agreement with the Water Corporation. Misty has recently published submissions into the water tariff price review and the Commonwealth Governments Consumer Law Reform process, focusing on the Consumer Voices consultation, in collaboration with the Department for Commerce. She also leads our policy work on the Hardship Utility Grant Scheme and ran the Hotline until it was passed over to our new staff member Julie Marshall. The essential services team has been supported by Rory Ritchie, who coordinates the newsletter, website content, training, and administration, as well as connection with the Emergency Relief Forum and project Reference Group.

Social Inclusion is a frame that we have used to overarch our social policy on **vulnerable people**, including disadvantaged individuals, families and children. Our policy work in this area focuses on low-income people, and vulnerable groups, particularly children, with some coverage of people with disabilities and Indigenous people.

Lorilee Beecroft is our Policy Officer who coordinates policy across a range of these areas, particularly producing our Cost of Living Research and supporting a number of our committees work, including health and children.

Caroline Parkinson is the Social Policy Support Officer, who coordinates the provision of support across the entire policy team. She coordinates not just the administrative support, but also provides research support and events management. Most recently Caroline coordinated the Emerging Issues Community Sector Leaders Forum, and our submission to the Human Rights Act Consultation.

The WACOSS Social Policy team are committed to building the voice of the sector into all of our work. There are a number of networks we use to get input into our work, for example the Consumer Utilities Project Reference Group, the Emergency Relief Forum, the Policy Advisory Council, WA Peaks Forum, and Social Housing Peaks Roundtable.

Additionally we draw input from WACOSS members, and informal networks with the sector and with government.



The WACOSS emerging issues seminar

We also put on regular events for the sector and other stakeholders, the Community Sector Leaders Forum, Fair Work Briefing, and the Seminar on Children of Parents with a Mental Illness, as well as regularly attending to present at our stakeholders conferences and forums.

With the state election campaign called unexpectedly early, the Social Policy team commenced campaigning under the leadership of Alan Carter before Irina returned from holiday. In partnership with Brando marketing, the team engaged in a campaign – including an interactive website - to inform the community about the social implications of the issues that featured most prominently in the public discourse in the lead up to election day.

Future Direction

The WACOSS Social Policy Team are looking forward to undertaking some exciting new research initiatives in 2009-10, focusing on continuing to strengthen our evidence base and collection of data to contribute to our strategic policy development and advocacy.

In addition to future research, we will be continuing our commitment to projects that achieve good policy outcomes for low income and disadvantaged Western Australians, and supporting the sector to contribute to social policy development in WA.

Sector Services and Development

Sector Services and Development Team

Director Sector Services and Development:
Lyn Levy

Training and Development Officer:
Lee Collis

Project Officers:
Bernie Fisher, Celestin Ngogo, Kathryn Choules, Stephanie Celizic

Project Support Officer:
Amanda Burrows

Training Consultants:
Andrew Kikeros, Christina Kadmos, Dee Roche, Hilda O'Callaghan, Jane Scott, Joel Levin, Lee Collis, Lesley West, Lesley West, Zoe Warwick, Wanita Bartholomeusz, Wendy Lamotte

Overview

This year the Sector Services and Development Team, previously Organisation Development Services, reviewed its structure and activities against the WACOSS core objectives and strategic goals. The change of name was a result of this review and reflects the increased scope of work being undertaken by the team. The direction of the team has shifted from a predominately training driven development function, to incorporating a range of development initiatives aimed at building long term sector sustainability. These activities include: management and governance support; IT capacity; community business partnerships; industrial relations advice; and supporting the development and maintenance of regional community services networks.

This direction, we believe, is better aligned to our constitutional objective to assist organisations within the community services sector with the development of socially just, professional, efficient, effective, co-operative and compassionate services.

The staff working in Sector Services, complemented by our small team of consultants, achieved a diversity of projects and inter-sector work in both metropolitan and regional areas. Lee Collis was appointed to the newly created role of Training and Development Officer early in the year. This role was central to the delivery of quality training in management, leadership and governance for services across the state.

Lee Collis also coordinated several new initiatives across regional areas including the Regional Skills Delivery Project, the Western Australian Regional Initiative Scheme and the development and piloting of a very successful mentoring scheme in the South West and Wheatbelt. This work complimented our social policy forums and events undertaken across WA, as well as strengthening our networks in the regions.

Our sector development work is designed to address areas where there are identified gaps or opportunities to support existing community services or establish new responses to needs for community services. Bernie Fisher, the Project Officer for Emergency Relief Sector Support has continued to ensure that the emergency relief services are well supported and resourced. It has been a highly stressful year for many agencies who dealt with increased client loads as the impact of the global financial crisis was felt throughout the community.



WACOSS Fundraising Workshop, Margaret River

A successful Settlement Grant Program application under the category of Community Development provided us with a valuable opportunity to tailor our sector development services to meet the specific needs of New and Emerging Community (NEC) groups. This work, focussed on building skills and knowledge in governance and management, has been instrumental in assisting these groups with the abilities and resources required to work with their own communities.

The success of this project was due in part to the efforts of WACOSS project worker, Celestin Ngoga. Celestin, seen as a leader in the African community in Perth, attended numerous community based activities outside work hours and was in effect on-call at all times. Celestin's capacity to engage the community was complimented by the expertise of Kathryn Choules who provided individual governance support to the groups throughout the project.



Building Communities Project Network Meeting

WACOSS was extremely fortunate to have Julie Marshall join us late in the year to run the HUGS Pilot Hotline. The Hardship Utilities Grant hotline was established at WACOSS as a response to the need to ensure the service was established quickly and in a way that would allow the funding agency, the Department of Child Protection, to establish a long term response to the needs of regional people to equitably access the grants Government has made available to those in hardship.

Julie demonstrated exceptional skills in working with clients remotely (by phone) to gain their confidence and to professionally deal with their enquiries to achieve a successful outcome.

The final area of work for the Sector Services and Development team is the building and support of key partnerships for WACOSS.

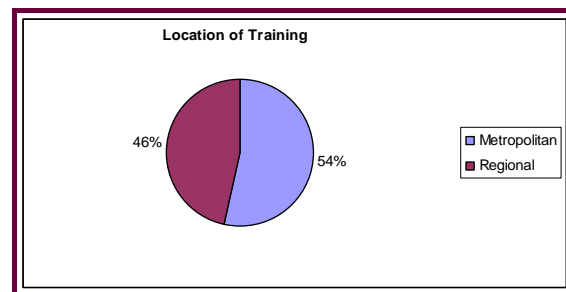
This work is done in conjunction with the Social Policy team, in particular Lorilee Beecroft, who took primary responsibility for our work facilitating the Peaks Forum.

WACOSS has also contributed to a number of sector initiatives including Lyn Levy's role as Secretary to the Community Sector Services organisation and Lee Collis Chairing the Management Committee of City West Lotteries House.

Summary of activities

Sector Services - Training Highlights this year

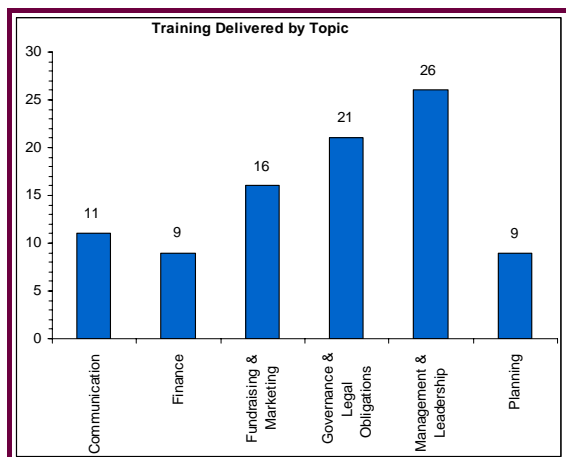
A full suite of training activities were undertaken throughout 2008-09 year. Workshops covered sector development, management, communication, governance and planning. In total 62 workshops were delivered to 1375 people working across the not for profit sector.



The following provides a breakdown of the workshops delivered by region and area of not for profit management. This year:

- 19 people graduated in the WACOSS-MODAL Community Leadership Program Receiving a Diploma in Front Line Management
- 44 regional workshops were delivered
- WACOSS wrote and piloted a successful mentoring program in the Southwest and Wheatbelt regions with over 20 people participating in the scheme as either a mentor or mentee
- WACOSS provided services to over 14 community groups of humanitarian and refugee origin that are establishing their own support services participating in the Building Networks project

In addition WACOSS has continued to provide ongoing support and information and referral on governance and management to our members. This included numerous free Board and Forum presentations delivered by our senior staff across the sector.



The Consumer Utilities Project (CUP) team facilitated a total of seven 'Essential Services and Consumer Protection' workshops during the course of 2008-2009.

The training is aimed at assisting participants identify the importance of essential services, increase their knowledge of consumer protection in Western Australia's essential service markets, and provide the skills and resources required to apply this knowledge in assisting clients. 92% of workshop participants evaluated the training as either 'very good' or 'excellent' over the course of the year.

Community Leadership Program

The partnership with MODAL, now in its sixth year, has continued to build the skills of people working in management and leaderships roles within the community sector.

WACOSS and the many students and organisations benefiting from this program can not thank enough the MODAL staff and trainers who provide their time and services for free to make this such a successful program.

Special thanks to Martin Gregory for his commitment and enthusiasm for the program and Maha Dopperfield for her exceptional coordination and organisation abilities.



MODAL Group 6 Graduates

The combined effort of everyone involved in this program has once again resulted in another group of graduates successfully completing the program.

Sector Development

Emergency Relief

Over the past 12 months the emergency relief sector has seen an increase in ER funding, as well as a significant increase in demand for emergency relief services.

In March FaCSHIA announced a package of additional ER funding for the remainder of the 2008-09 funding period, in recognition of the impact of the economic downturn on community organisations. Nationally there was an increase of \$11.1 million, resulting in most emergency relief providers receiving additional ER funding for the remainder of the 08/09 financial year.

Unfortunately, the rising cost of living, increases in utility charges, lack of housing, the high cost of rental accommodation and a rise in unemployment, combined with the effects of the Global Financial Crisis, has led to an unprecedented call on emergency relief services across the State.

Over the past 12 months WACOSS has supported the emergency relief sector through a range of activities including: delivery of 13 emergency relief training workshops funded by FaHCISA; the production of a 2009 Emergency Relief Agencies Directory through Lotterywest funding; chairing and providing secretarial support to the State Emergency Relief Committee; seeking sponsorship, planning and organising the biannual Emergency Relief Conference; coordination of the Power Assist Scheme.

Building Communities Project

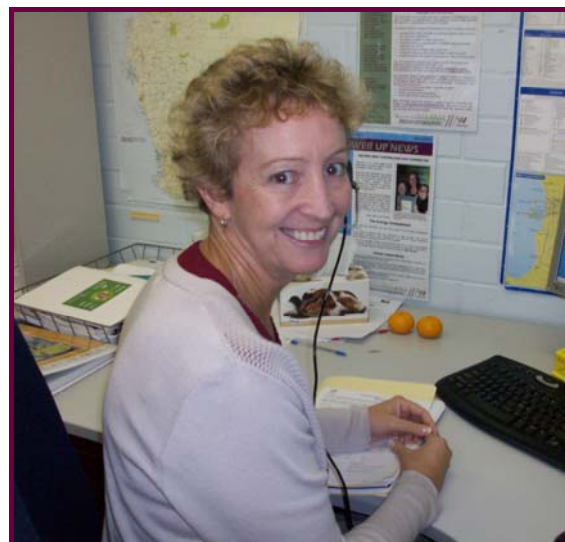
Representatives from over 14 different New and Emerging Community groups participated in workshops and network meetings during this project aimed at assisting with development of strong governance frameworks and growth strategies. Given the daily challenges faced by many individuals in the NEC groups targeted in this project, the ongoing participation was excellent.

During the life of the project seven NEC groups lodged funding submissions that WACOSS is aware of. Nine groups received individual support to work on funding applications and constitutions. It was also heartening to see the commitment of government and non-government agencies to attend meetings on many Saturdays to show support and provide information to the groups.

Hardship Utility Grants Scheme (HUGS)

The HUGS Hotline was established to assist customers experiencing financial hardship, who do not have physical access to a financial counsellor, obtain a HUGS grant in the interest of avoiding disconnection from essential services. This service commenced on the 4th August 2008 as a 12 month pilot project. The two primary outcome objectives for the hotline are:

1. People experiencing financial hardship are assisted to maintain connection to essential services (electricity and water).
2. People experiencing financial hardship can access financial counselling and financial entitlements available to them.



Julie Marshall at the HUGS hotline

With the pilot project ending in August 2009 WACOSS believes the hotline has proven to be an essential complimentary service to the work being undertaken by Financial Counsellors throughout the state.

The service has effectively removed the barriers facing some clients in accessing a financial counsellor (such as living in a remote area, or physical or mental disability).

Not only has it been successful in avoiding a large number of disconnections for utility customers experiencing financial hardship, there have been a significant number of referrals for people to access ongoing support.

Partnerships

Peaks Forum Strategic Plan Implementation

Approximately 31 organisations constitute the group known as the PEAKS Forum. These agencies represent key issues across the community sector, regional areas, consumer groups and particular sectors.

What has been evident this year has been the strong participation and willingness to collaborate on joint projects.

Over the past five years, WACOSS has worked with and supported this group to ensure that it meets its objectives of information sharing and collaboration on key projects. The initial development work was undertaken with Lotterywest funding support.

For the past two years, WACOSS has continued to support this work by providing resources and staff time. This has resulted in the Peaks Forum establishing a Strategic Plan with four strategic objectives. Each of these objects is being progressed by members of the Forum with WACOSS support. The following three projects are great examples of the activities being achieved through this Forum.

Training Coordination - A project aimed at coordinating training across the sector, starting with a mapping exercise to assess which peak does what training, and where. The goal being the identification of gaps and duplications, with a view to having a 'portal', or one stop shop, to access training information.

Housing – Consumer Tenant Advocacy Group – A research project has commenced to determine the feasibility and viability of establishing a consumer tenant group encompassing voices from all vulnerable housing consumers.

Jobs Funds Tenders – The Peaks Forum took a coordinated approach to apply for two innovative projects aimed at bringing long term benefits to the community sector. Two major tenders were submitted. They include the creation of a pool of workers to be redeployed in the finance/records management/IT/governance areas. The second project of a similar nature is aimed at recruiting, training and employing 4 groups of 10-15 energy and greenhouse auditors, whose services will be available to community organisations at no cost for the two-year project duration.

Regional Networks

WACOSS has always worked with regional community service organisations. Pressures on regional and rural community services have increased as a result of changes in the population distribution in rural communities and growth in mining and development projects in many regional areas.

As a result of these changes, WACOSS has established a strategy to develop a model for support of community service providers in regional areas that has a strong connection with the policy and advocacy work of WACOSS at both a state and national level.

This year we have formalised relationships with three regional networks, Pilbara Association of Non Government Organisations (PANGO); Midwest Community Network; and Peel Community Development Group (PCDG).

The objective is to have a formal relationship with a community service network in each of the nine regional areas of WA by the end of 2011.



WACOSS visits the Peel Community Development Group meeting; Sue Ash, Nicole Nugent, Lyn Levy and Paddy Creevy.

WACOSS developed joint submissions with the Midwest Network and PCDG for funding of the model through Royalties for Regions. While the Midwest application was not successful, we will continue to seek ways of supporting the delivery of community services in regional areas and ensuring that service providers are sustainable.

Future Direction

After a year of consolidation and hard work the Sector Services and Development Team are look forward to building on current strategies and implementing new ones that will continue to contribute to the sustainability and viability of the community service sector in Western Australia.

New initiatives planned for next year include expanding our training services to include accredited modules, introducing new professional development opportunities tailored to the needs of Board members and senior management. A strong focus this year will be on developing an online resource bank designed to support the management needs of the community services and not for profit sector.

Corporate Services

Corporate Services Team

CEO

Sue Ash

Corporate Services Manager:

Tanya Dobson

Executive Officer:

David Paris, Jacque Newbegin

Reception:

Georgia Booth

Overview

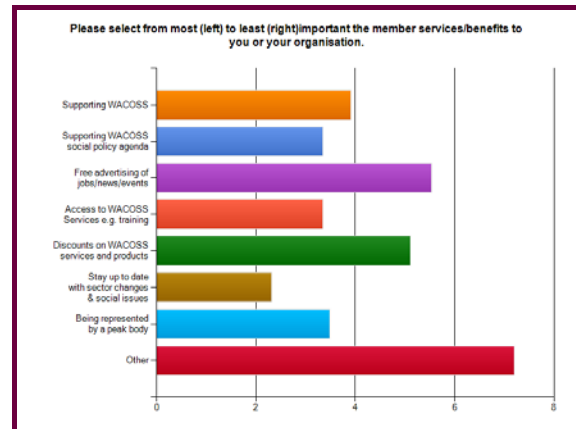
The Corporate Services section was established as part of the re-focus of resources on the development of WACOSS as a viable and self sustaining organisation. The purpose of the section is to increase our responsiveness to members including the implementation of the membership review report; improve the internal administration and financial management systems in order to accommodate the changing business model and support the work of the social policy and sector and services development teams especially through the provision of increasingly sophisticated information and record management technology.

Summary of Activities

WACOSS Membership Survey

At the conclusion of the year WACOSS conducted a survey amongst members in order to gain a more accurate insight into our membership constituency, their requirements, and how WACOSS has performed over the past 12 months. The survey had almost two hundred respondents and provided WACOSS with both confirmation of its successes, as well as areas for improvement and increased focus. The survey questions covered the following areas: member details; general questions about WACOSS membership; questions assessing performance across the three WACOSS teams; response to WACOSS events; and additional questions for members to deliver more specific and articulate evaluation.

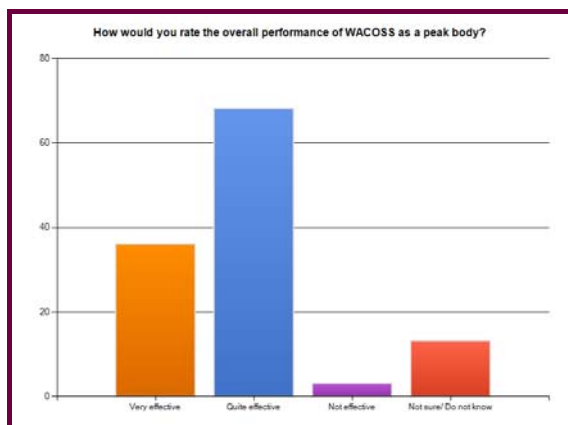
The survey revealed that of the individual members who responded to the survey, 47% were employed outside of the not-for-profit sector. This is an encouraging sign that WACOSS membership is expanding its reach beyond the sector and is attracting citizens who are not directly engaged with the organisation, but are interested in supporting the work we do.



Of the member services and benefits identified by survey respondents as being important to them, the following three categories were rated highest:

- Staying up to date with sector changes & social issues
- Supporting the WACOSS social policy agenda
- Access to WACOSS Services e.g. training

When asked to rate the overall performance of WACOSS as a peak body, 87% of respondents selected the two highest categories (very effective and quite effective). The effectiveness of WACOSS staff and WACOSS engagement with members was rated comparably.



Survey respondents were asked to rate their satisfaction with WACOSS Social Policy products and services, namely: access to Social Policy Papers; Social Policy Seminars; the Pre-Budget Submission (PBS); and Policy Advisory Councils (PACs). Of these, access to Social Policy Papers was the most popular service provided by the Social Policy Team. Overall, 70% of respondents rated their satisfaction within the two highest categories.

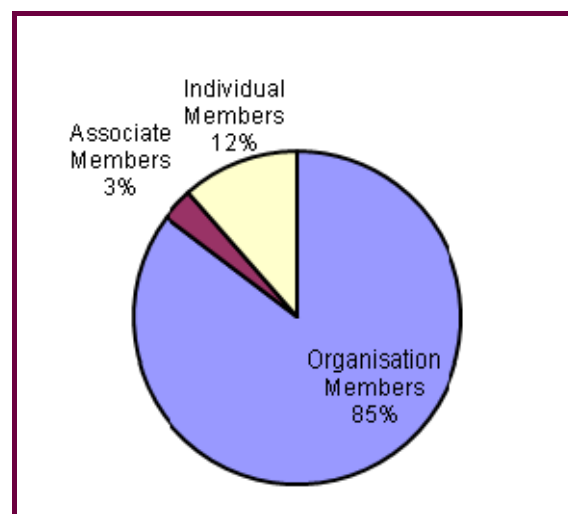
WACOSS Sector Services and Development Products and Services were surveyed similarly, with satisfaction in Training and Governance Services selected in the top two tiers at 84% and 70% respectively. Consultancy Services was an area in which room for improvement was identified. Survey respondents rated WACOSS Corporate Services very highly. The WACOSS eNews, WACOSS Update, Website, and Free Job Ads on the website, averaged 89% respondent satisfaction within the top two categories. However, room for improvement was identified in the provision of Industrial Relations Advice to members, with only 68% of respondents reporting satisfaction within the two highest tiers.

Major events held by WACOSS over the course of the year, such as the PBS and Emerging Issues Presentations, and the New Year Sector Breakfast, were extremely popular with survey respondents, all rating highly. The survey also delivered vital information on what our members view as the particular strengths and weaknesses of WACOSS at present. Additionally, it offered the opportunity to ask our members in rural, regional and remote areas what special programs and services they would like to see WACOSS deliver in the future.

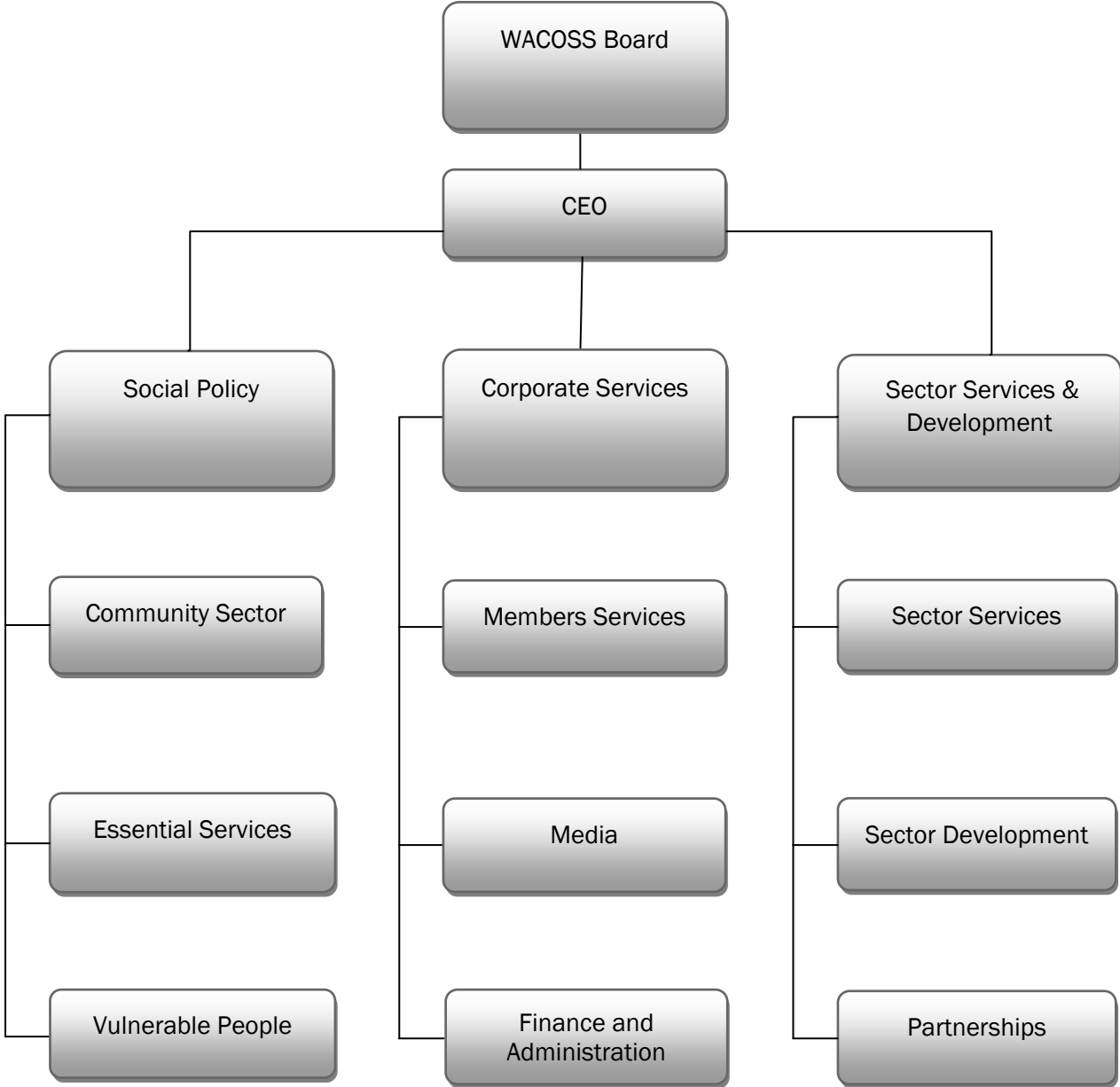
WACOSS Membership

At the close of the 2008/09 financial year, the WACOSS Membership consisted of:

- 238 Social Service Organisation Members,
- 32 Social Service Individual Members
- 9 Associate Organisation Members
- 7 Associate Individual Members
- 5 Honourary Life Members



Organisation Structure



WACOSS Reports and Publications

Policy Papers

- WACOSS *Cost of Living Paper: The Boom is Busted for 400,000 of us* – August 2008
- Cost of Living and Health Care - November 2008
- Close the Gender Pay Gap: Value Community Services – March 2009
- The Rising Cost of Essential Services – June 2009

Reports

- Social Sustainability Assessment Framework Report – September 2008
- Mandatory Reporting and Signs of Safety Seminar Report – December 2008
- WACOSS Social Policy Seminar: COPMI (Children of Parents with Mental Illness) Report – April 2009
- Community Sector Leaders Forum: Emerging Issues Report – May 2009

Sector Briefing Notes

- Senate Committee Report on Charities and Not-for-Profit Organisations – Jan 2009
- Online Gambling – April 2009

Submissions

- WACOSS Submission to Electricity Retail Market Review, Draft Recommendations Report – July 2008
- WACOSS Submission to the Economic Regulation Authority's Draft Gas Last Resort Supply Arrangements – July 2008
- Draft Electricity, Gas & Water Industry Licensing Compliance Policy – September 2008
- Response to the Commonwealth Government's Green Paper on a Carbon Pollution Reduction Scheme – July 2008
- Inquiry into Tariffs of the Water Corporation, Aqwest and Busselton Water – September 2008
- WACOSS Response to Water Corporations Draft Financial Hardship Policy – September 2008
- Proposed Energy Legislation Amendments Bill – September 2008
- WACOSS Submission to the DHW Review of Tenant Support Services – October 2008
- WACOSS Supplementary Submission to the Senate Inquiry into Social Security and Veteran's Entitlements Legislation Amendment (Schooling Requirements) Bill 2008 – October 2008
- WACOSS Submission into the Inquiry into Public Expenditure by the Estimates and Financial Operations Committee of the Legislative Assembly – Jan 2009
- WACOSS Submission to the Department of Housing and Works: A Legislative Framework for Community Housing – Jan 2009
- WACOSS Submission into the Australian Fair Pay Commission Minimum Wage Review – March 2009
- WACOSS Submission into the Economic Audit Committee – March 2009
- WACOSS Submission to the Electricity Code Consultative Committee – March 2009

- Supporting Families and Individuals at Risk WACOSS Submission to the Consultation Paper – April 2009
- WACOSS Submission to the WAIRC State Wage Case – April 2009
- WACOSS Response to the ERA Draft Report Inquiry into Tariffs of the Water Corporation, Aqwest and Busselton Water – May 2009
- WACOSS Submission to the National Human Rights Consultation – June 2009
- Submission to the Department for Water Draft Water Services Bill – June 2009
- WACOSS submission to the Social Housing Taskforce: Rising unemployment in Western Australia and its impact on demand for Social Housing - June 2009
- Submission to Social Housing Task Force Regarding the Findings of Research Conducted on Our Behalf by Curtin University – June 2009

Presentations/Events

- Creating Room in the Boom Launch – August 2008
- Mandatory Reporting and Signs of Safety Forum – December 2008
- New Year Sector Breakfast – January 2009
- WACOSS and DCP Secondary Services Framework Consultations – April 2009
- Civil Society Dialogue: Why Resolving Native Title in South West WA Matters – April 2009
- Social Policy Seminar: Children of Parents with a Mental Illness – April 2009
- State Budget Briefing – May 2009
- Emerging Issues : Community Sector Leaders Forum – May 2009

Networks and Forums

- Children’s Policy Advisory Council
- Civil Society Dialogue
- Consumer Utilities Project Reference Group
- Sustainable September
- WA Collaboration
- WA Peaks Forum
- WACOSS Emergency Relief Forum
- WACOSS Mid-West Community Services Network

Media Releases 08/09

- Shock Gas Price Hike - June 2009
- Essential Service Cost of Living Paper - June 2009
- State Wage Case - June 2009
- Unemployment - June 2009
- State Budget Essential Services - May 2009
- Unemployed People Miss Out Again in Federal Budget - May 2009
- Automatic Disconnection Puts Consumers at Risk – May 2009
- Spending Cuts Must Be Put Back Into Community Services - May 2009
- Fuel Card – April 2009
- Ellenbrook Railway Must Not Be Delayed – April 2009
- Low Income Earners Should Beware of Debt – April 2009
- WACOSS welcomes Lord Mayor's social housing statement – April 2009
- End of Job Network System Poorly Timed for Unemployed People – April 2009
- Waterwise Rebates End – April 2009
- Mortgage Repossession – April 2009
- More Confusion and Uncertainty for Employment Service Providers – April 2009
- Concession and Seniors COL Payment – March 2009
- Employment Tenders Going Overseas - March 2009
- WACOSS meets with Premier Barnett - March 2009
- No Truancy Trials for WA - February 2009
- Rising Unemployment Means Rising Pressure On Services - February 2009
- State and Commonwealth Must Pull Together on the Stimulus - February 2009
- Rate Cuts Won't Ease Cost of Living Pressures - February 2009
- Social Housing Pledge a Step in the Right Direction - February 2009
- Financial Crisis Needs an Emergency Community Service Response - January 2009
- Government Shows Welcome Vision on Social Housing - December 2008
- Rising Unemployment Means Rising Demand for Community Services - December 2008
- Housing a priority on the 60th anniversary of the UN Declaration of Human Rights - December 2008
- Rebate for Seniors Good First Step, but State Government Must Do More - December 2008
- Rate Cuts Alone Won't Fix WA's Housing Crisis - December 2008
- Community Calls on Government to Rethink the State Budget for 2009-2010 - November 2008
- Shared equity funds needed, but changes exclude the most needy - October 2008
- WACOSS Welcomes State Government's cost of living rebates for seniors - October 2008
- No Stimulus for Homeless or Unemployed - October 2008
- Anti-Poverty Week Highlights Hardship in WA - October 2008
- Homelessness Crisis Needs Urgent Attention - October 2008
- WA Home Owners In Need Of Relief - October 2008
- Economic Audit Must Deliver Sustainable Services - October 2008
- Tax Breaks for Property Investor are not a Priority - October 2008
- Concerns About Government Restructure - October 2008
- Suspending Welfare Payments Not In Children's Best Interests - October 2008

- Pension Debate Highlights Need For State Action - September 2008
- New Government Should Invest In Communities - September 2008
- 'Royalties for Regions' Proposal Needs More Emphasis on People - September 2008
- Surprise Poll Results Show Community Concern - September 2008
- Crisis in community services sector ignored in election campaign - September 2008
- Interest Rate Cut Won't Offset Cost of Living - September 2008
- Energy Initiatives Must Include Tenants - September 2008
- Cost of Living: We Must Help More Than Seniors - September 2008
- WACOSS Poll Showing Low Support for Majors - September 2008
- What About Energy Efficiency Help for Renters - September 2008
- People are the Priority, Not Tax Cuts - August 2008
- Cost of Living Paper 2008, The Boom is Busting Household Budgets August 2008
- WACOSS launches Election Campaign Website - August 2008
- WACOSS Welcomes Public Transport Initiatives - August 2008
- Free Public Transport Initiative a Good start, But... - August 2008
- Creating Room in the Boom: Housing Peaks Call for Action on Homelessness - August 2008
- The Boom is Busted for 400,000 of us! - August 2008
- Soaring Gas Prices Hurt the Poor - Government Must Act - August 2008
- Staff Changes During Transition at WACOSS - July 2008
- What About Energy Efficiency Help for Renters - September 2008

With Thanks

Financial Supporters

- Alinta
- Community Sector Services
- Department for Child Protection
- Department for Communities
- Department of Consumer and Employment Protection
- Department of Family, Housing, Community Services and Indigenous Affairs
- Department of Immigration and Citizenship
- Department of Local Government and Regional Development
- Department of Premier and Cabinet
- Department of Treasury and Finance
- EECW Pty. Ltd.
- Great Southern Development Commission
- Horizon Power
- IGA Mt Hawthorn
- Lotterywest
- Office of Energy (OOE)
- Office of Multicultural Interests
- Synergy
- Water Corporation

Support for the Community Jobs Fund Application

- Aged and Community Care Services WA
- Community Housing Coalition of WA
- Community Sector Services
- HAC Consulting
- Learning Centre Link
- Mens Advisory Network
- People With Disabilities WA Inc (PWDWA)
- WA Council of Domestic Violence
- Western Australia Network for Alcohol and other Drug Agencies (WANADA)
- Western Australian Mental Health Association



Collaborations or in-kind support or contribution to WACOSS

- Anglicare
- Australian Education Union
- Australian Red Cross
- Australian Services Union
- Brando Marketing
- Communicare
- Community Housing Coalition of WA
- ConnectGroups
- Conservation Council of WA
- Consumer Credit Legal Service (CCLS)
- Council of Churches
- Council on the Ageing (COTA)
- Dee Roche
- Equal Opportunity Commission WA
- Ethnic Communities Council
- Financial Counsellors Association of WA
- Financial Counsellors Resource Project
- Foundation Housing
- Geraldton Resource Centre
- Gowrie WA
- Jacaranda Community Centre
- LinkArtist Multimedia
- MIDWEST Regional network
- Modal Pty Ltd
- PANGO
- Premium IT
- Salvation Army
- St. Vincent de Paul
- Tenants Advice Service
- UnitingCare West
- Volunteer Resource Centre Alliance
- Volunteering WA
- Wendy Lamotte
- Workplace Relations & Management Consultants (WRMC)
- Zoe Warwick

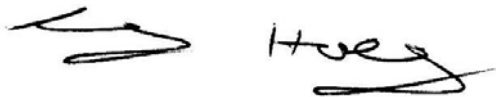
Finance Report

Statement by Members of the Board

In the opinion of the committee, the financial report as set out on pages 26 to 39:

1. Presents fairly the financial position of Western Australian Council of Social Service Inc, as at 30 June 2009 and its performance for the year ended on that date in accordance with Australian Accounting Standards, mandatory professional reporting requirements and other authoritative pronouncements of the Australian Accounting Standards Board.
2. At the date of this statement, there are reasonable grounds to believe that Western Australian Council of Social Service Inc. will be able to pay its debts as and when they fall due.

This statement is made in accordance with a resolution of the Board and is signed for and on behalf of the Board by:



Chris Hall
WACOSS President



Francis Lynch
Chair Finance Committee

Dated this 20th October 2009

Independent Audit Report

To the Members of The Western Australian Council of Social Service

Scope

The financial report and board's responsibility.

The financial report comprises the balance sheet, income statement, cash flow statement, accompanying notes to the financial statements and the statement of the board for Western Australian Council of Social Service Inc. for the year ended 30 June 2009.

The board are responsible for the preparation and the true and fair presentation of the financial report and have determined that the accounting policies used and described in Note 1 to the financial statements which form part of the financial report are consistent with the financial reporting requirements of the Associations Incorporations Act (WA) and are appropriate to meet the needs of the members. This includes responsibility for the maintenance of adequate accounting records and internal controls that are designed to prevent and detect fraud and error, and for the accounting policies and accounting estimates inherent in the financial report.

The financial report has been prepared for distribution to members for the purpose of fulfilling the boards' financial reporting requirements under the Associations Incorporations Act (WA). We disclaim any assumption of responsibility for any reliance on this report or on the financial report to which it relates to any person other than the members, or for any purpose other than that for which it was prepared.

Audit Approach

We conducted an independent audit in order to express an opinion to the members of the organisation. Our audit was conducted in accordance with Australian Auditing Standards, in order to provide reasonable assurance whether the financial report is free of material misstatement. The nature of an audit is influenced by factors such as the use of professional judgement, selective testing, the inherent limitations of internal control, and the availability of persuasive rather than conclusive evidence. Therefore, an audit cannot guarantee that all material misstatements have been detected.

We performed procedures to assess whether in all material respects the financial report presents fairly, in accordance with the Associations Incorporations Act (WA), including compliance with Accounting Standards and other mandatory financial reporting requirements in Australia, a view which is consistent with our understanding of the organisation's financial position, and of its performance as represented by the results of its operations and cash flows.

We formed our audit opinion on the basis of these procedures, which included:

- examining, on a test basis, information to provide evidence supporting the amounts and disclosures in the financial report, and
- assessing the appropriateness of the accounting policies and disclosures used and the reasonableness of the significant accounting estimates made by the board.

While we considered the effectiveness of the management's internal controls over financial reporting when determining the nature and extent of our procedures, our audit was not designed to provide assurance on internal controls.

Independence

In conducting our audit, we followed applicable independence requirements of Australian professional ethical pronouncements.

Audit Opinion

In our opinion, the financial report of Western Australian Council of Social Service Inc. presents a true and fair view in accordance with the accounting policies described in Note 1 to the financial statements, of the financial position of Western Australian Council of Social Service Inc. as at 30 June 2009 and the results of its operations and its cash flows for the year then ended.

Ray Woolley Pty Ltd

Ray Woolley

Registered Auditor No 16396
26 August 2009

19 Bayport Circuit
Mindarie
WA 6030





WACOSS

Western Australian
Council of Social Service Inc

Ways to make
a difference

Income Statement

For the Year Ended 30 June 2009

	NOTE	2009	2008
		\$	\$
Revenue from ordinary activities	2	1,766,295	1,593,539
Grants received for fixed assets		0	0
Employee expenses		(1,087,028)	(788,424)
Depreciation expenses	3	(20,179)	(45,075)
Lease expense	3	(51,119)	(43,058)
Loss on sale of asset		(5,373)	0
Project and consultancy expenses		(326,389)	(453,973)
Travel expenses		(52,992)	(59,223)
Administrative expenses		(176,312)	(175,235)
Surplus/(Deficit) from ordinary activities		<u>46,903</u>	<u>28,551</u>
Net change in equity for year	15	<u>46,903</u>	<u>28,551</u>

The Statement of Financial Performance should be read in conjunction with the accompanying notes.

Balance Sheet

As at 30 June 2009

	NOTE	2009	2008
		\$	\$
CURRENT ASSETS			
Cash assets	4	581,383	508,626
Receivables	5	128,247	79,703
Prepayments		21,150	8,677
TOTAL CURRENT ASSETS		730,780	597,006
NON CURRENT ASSETS			
Plant and Equipment	6	42,796	51,160
TOTAL NON CURRENT ASSETS		42,796	51,160
TOTAL ASSETS		773,576	648,166
CURRENT LIABILITIES			
Payables	7	118,310	108,571
Income in advance	8	222,078	170,173
Provisions	9	101,029	84,166
TOTAL CURRENT LIABILITIES		441,417	362,910
TOTAL LIABILITIES		441,417	362,910
NET ASSETS		332,159	285,256
EQUITY			
Accumulated surplus	15	82,159	85,256
Relocation Reserve	16	250,000	200,000
		332,159	285,256

The Statement of Financial Position should be read in conjunction with the accompanying notes.

Cash Flow Statement

For the year ended 30 June 2009

	NOTE	2009 \$	2008 \$
CASH FLOWS FROM OPERATING ACTIVITIES			
Receipts from Government		559,862	450,844
Receipts from members		102,631	96,644
Interest received		23,038	9,780
Receipts from services projects and other income		1,023,856	954,277
Payment to suppliers and employees		(1,619,442)	(1,451,330)
Net cash provided/(utilised) by Operating activities	10	<u>89,945</u>	<u>60,215</u>
CASH FLOW FROM INVESTING ACTIVITIES			
Grants received for fixed assets		0	0
Cash received on sale asset		29,092	0
Fixed assets purchased		(46,280)	0
Net cash utilised by investing activities		<u>(17,188)</u>	<u>0</u>
Net increase/(decrease) in cash held		72,757	60,215
Cash at beginning of financial year		508,626	448,411
Cash at end of financial year	4	<u><u>581,383</u></u>	<u><u>508,626</u></u>

Notes to and Forming Part of Financial Statements

For the year ended 30 June 2009

NOTE 1. STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES

This financial report is a general purpose financial report that has been prepared in accordance with Australian Accounting Standards, Urgent Issues Group Consensus Views and other authoritative pronouncements of the Australian Accounting Standards Board and the requirements of the Associations Incorporation Act (WA) 1987.

The financial report of Western Australian Council of Social Service Inc (WACOSS) as an individual entity complies with all Australian equivalents to International Reporting Standards (AIFRS) in their entirety. WACOSS is an association incorporated in Western Australia under the Associations Incorporation Act (WA) 1987.

The following is a summary of the material accounting policies adopted by the Association in the preparation of the financial statements. The accounting policies have been consistently applied, unless otherwise stated.

BASIS OF PREPARATION

Western Australian Council of Social Services Inc has prepared financial statements in accordance with the Australian equivalents to International Financial Reporting Standards (AIFRS) from 1 July 2005.

The accounting policies set out below have been consistently applied to all years presented

REPORTING BASIS AND CONVENTIONS

The financial statements have been prepared on an accruals basis and are based on historical costs and do not take into account changing money values or except where stated, current valuations of non-current assets. Cost is based on the fair values of the consideration given in exchange for assets.

(a) Depreciation

Depreciation of fixed assets is calculated on a diminishing balance basis using rates designed to write the assets off over their estimated useful lives to the entity. Estimates of remaining useful lives are made on a regular basis for all assets.

The following rates of depreciation are applied;

- Computer Equipment 40%
- Furniture, Plant & Equipment 7.5%
- Motor Vehicles 22.5%

Plant and equipment is carried at cost or fair value less any accumulated depreciation. The carrying amount of plant and equipment is reviewed annually to ensure it is not in excess of the recoverable amount from these assets. The recoverable amount is assessed on the basis of the expected undiscounted net cash flows which will be received from the assets' employment and subsequent disposal.

(b) Cash

For the purposes of the statement and cash flows, cash includes cash on hand, at bank and on deposit, less bank overdraft.

(c) Employee Entitlements

Provision is made for the Association's liability for employee entitlements arising from services rendered by employees to balance date. Employee entitlements expected to be settled within one year together with entitlements arising from wages and salaries and annual leave have been measured at their nominal amount. Other employee entitlements payable later than one year have been measured at the present value of the estimated future cash outflows to be made for these entitlements.

Contributions are made to employee superannuation funds and are charged as expenses when incurred.

d) Revenue

Revenue from fees rendered for services and subscriptions is recognized when the service is provided.

Interest revenue is recognized on a proportional basis taking into account the interest rates applicable to the financial assets.

Revenue from grants received from Government funding organisations is recognized when received, and is deferred as a liability to the extent that unspent grants are required to be re-paid to the funding organisation.

Capital grants are recognized as non operating revenue.

All revenue is stated net of the amount of goods and services tax (GST).

e) Leases

Lease payments under operating leases are charged as expenses in the periods in which they are incurred.

(f) Income Tax

The organisation believes that the organisation is exempt from income tax under Section 50-5 of the Income Tax Assessment Act 1997.

g) Resource Library

The Association has compiled a resource library which provides information on a wide range of social welfare issues. No capitalized value has been attributed to this library as such costs have been expended when incurred.

	2009	2008
	\$	\$
<u>NOTE 2. REVENUE</u>		
<i>Operating activities</i>		
Government operating grant	559,862	450,844
Membership subscriptions	102,632	96,644
Seminars and consultancy	161,103	115,008
Project Management	905,066	898,422
Sales of directories and publications	0	0
Interest	28,082	14,825
Other Income	9,550	17,796
	1,766,295	1,593,539

NOTE 3. OPERATING SURPLUS/DEFICIT

The surplus/deficit from ordinary activities is arrived at after charging and crediting the following specific items.

a) Crediting as income:

Interest received	28,082	14,825
Profit on disposal of assets	0	0

b) charging as expense:

Depreciation expense	20,179	45,075
Provision for employee entitlements	16,863	28,592
Operating lease rentals	55,119	43,058
Audit services	2,850	2,500

2009 2008

\$ \$

NOTE 4. CURRENT ASSET – CASH ASSETS

Cash on Hand	500	500
Cash at Bank	508,452	439,472
Cash on Deposit	72,431	68,654
	<hr/>	<hr/>
	581,383	508,626
	<hr/>	<hr/>

a) Cash totaling \$221,766 (2008: \$204,151) is restricted in nature as it represents unspent grant funds existing at year end. These grant funds are received and are committed to the completion of specific programs. Amounts are repayable to the funding organisation to the extent the funds are unspent.

NOTE 5. CURRENT ASSET – RECEIVABLES

Trade Debtors	114,046	56,026
Less provision for doubtful debts	(6,600)	(5,600)
GST Input Tax	19,047	27,549
Other	1,754	1,728
	<hr/>	<hr/>
	128,247	79,703
	<hr/>	<hr/>

NOTE 6. NON CURRENT ASSET

Plant, Equipment and Motor Vehicles at cost	54,909	290,394
Less accumulated depreciation	(12,113)	(239,234)
	<hr/>	<hr/>
	42,796	51,160
	<hr/>	<hr/>

Movements in carrying amounts

Balance at the beginning of the year	51,160	96,235
Additions	46,280	0
Disposals	(34,465)	0
Depreciation	(20,179)	(45,075)
	<hr/>	<hr/>
Balance at the end of the year	42,796	51,160
	<hr/>	<hr/>

Assets totaling \$233,756 at cost that were fully depreciated have been written off in this financial year in order to eliminate all assets that had an individual value of less than \$5,000. This is in line with the current policy of only capitalising assets that cost more than \$5,000 per item.

	2009	2008
	\$	\$

NOTE 7. CURRENT LIABILITY – PAYABLES

Trade Creditors	33,144	36,668
Accruals	14,427	18,860
GST Tax Receipts	38,772	30,609
Other Creditors	31,965	22,434
	<u>118,310</u>	<u>108,571</u>

NOTE 8. CURRENT LIABILITY – INCOME IN ADVANCE

Membership received in advance	312	203
Grants received in advance	221,766	169,970
	<u>222,078</u>	<u>170,173</u>

NOTE 9. CURRENT LIABILITY – PROVISIONS

Provision for annual leave	66,490	52,451
Provision for long service leave	29,539	26,715
Other provisions	5,000	5,000
	<u>101,029</u>	<u>84,166</u>

	2009	2008
	\$	\$

NOTE 10. CASH FLOW INFORMATION

a) Reconciliation of net cash provided by operating activities to surplus from ordinary activities.

Operating (Deficit)/Surplus	46,903	28,551
Non cash flows in surplus from ordinary activities.		
Depreciation	20,179	45,075
Loss/(profit) on disposal of fixed assets	5,372	0
Increase/(decrease) in creditors	9,739	46,065
Increase/(decrease) in provisions	16,863	28,592
Increase/(decrease) in income in advance	51,906	(76,950)
(Increase)/decrease in receivables	(61,017)	(11,118)
Net cash provided/(utilised) in operating activities	<u>89,945</u>	<u>60,215</u>

b) The Association has no stand by credit or financing facilities in place.

NOTE 11. LEASING COMMITMENTS

Operating Lease		
Due within 12 months	55,942	49,968
Due within 12-24 months	55,942	-
	111,884	49,968

NOTE 12. RELATED PARTIES INFORMATION

a) Board

The following persons served as members of the Board during the year ended 30 June 2009.

Chris Hall, UnitingCare West, President
 Angie Paskevicius, Holyoake, Vice President
 Zane D'Mello, Geraldton Resource Centre
 Peter Sirr, Outcare
 Francis Lynch, Ruah Community Services
 Stanley Jeyaraj, YouthCARE
 Tricia Lee, Wanslea Family Services
 John Ambrose, WA NILS Inc
 Louise Giolitto, Joondalup Youth Support Services
 Terry Reily, Relationships Australia (WA)
 Ian Carter, Anglicare WA

b) No Board member received remuneration for their services and no Board member or entity associated with a Board member entered into a contract with the Council since the end of the previous financial year.

NOTE 13. SEGMENT INFORMATION

The Association operates in one geographical and industry segment, namely the provision of services to the community service sector in Western Australia.

NOTE 14. FINANCIAL INSTRUMENTS.

a) Interest Rate Risk

The Association's exposure to interest rate risk, which is the risk that a financial instrument's value will fluctuate as a result of changes in market interest rates and the effective weighted average interest rates on those financial assets and financial liabilities, is as follows:

	Weighted Average Effective Interest Rate		Floating Interest Rate	
	2009 %	2008 %	2009 \$	2008 \$
FINANCIAL ASSETS				
Cash on Hand			500	500
Cash at Bank	2.56	4.68	508,452	439,472
Deposit at call	4.0	5.50	7,243	68,654
			<u>581,383</u>	<u>508,626</u>

b) Credit Risk

The maximum exposure to credit risk, excluding the value of any collateral or other security, at balance date to recognized financial assets is the carrying amount, net of any provisions for doubtful debts, as disclosed in the statement of financial position and notes to the financial statements.

The Association does not have any material credit risk exposure to any single debtor or group of debtors under financial instruments entered into by the Association.

c) Net Fair Values

Methods and assumptions used in determining net fair value.

The net fair values of assets and liabilities approximates their carrying value. No financial assets and financial liabilities are readily traded on organized markets in standardized form. Financial assets where the carrying amount exceeds net values have not been written down as the Association intends to hold these assets to maturity.

The aggregate net fair values and carrying amounts of financial assets and financial liabilities are disclosed in the statement of financial position and in the notes to and forming part of the financial statements.

NOTE 15. ACCUMULATED FUNDS

	2009	2008
	\$	\$
Accumulated funds at beginning of year	85,256	114,558
(Deficit)/Surplus for year	46,903	28,551
Transfer to reserve	(50,000)	(57,853)
Accumulated funds at the end of year	82,159	85,256

NOTE 16. RELOCATION RESERVE

	2009	2008
	\$	\$
Opening balance	200,000	142,147
Transfer to reserve	50,000	57,853
Closing balance	250,000	200,000

NOTE 17. ASSOCIATION DETAILS

The principal place of business of the association is:

2 Delhi Street
West Perth WA 6005

The number of employees at balance date was 15



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