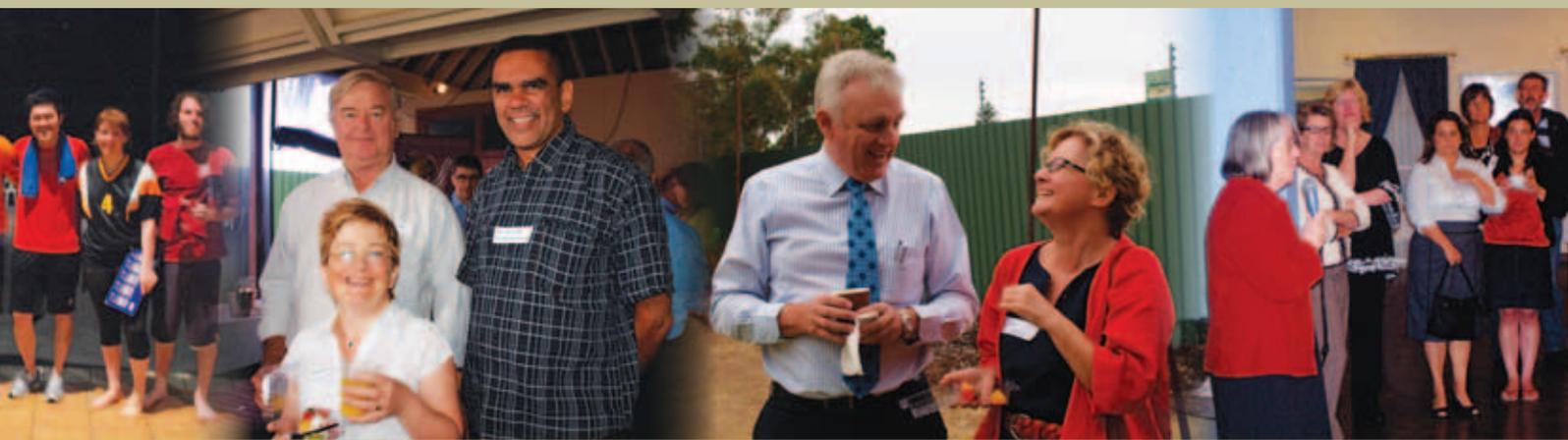




**wacoss**

Western Australian  
Council of Social Service Inc

*Ways to make  
a difference*



**ANNUAL REPORT 2011**

[www.wacoss.org.au](http://www.wacoss.org.au)

# CONTENTS



About the WA Council of Social Service	1
President's Report	2
Board Membership	4
Board Committees	4
CEO's Report	5
WACOSS Organisation Structure	6
WACOSS Staff	6
Highlights 2010-2011	8
2010-2011 Highlights and Whole of Sector Initiatives	10
Social Policy	14
Sector Services and Development	18
Corporate Services	22
Financial Summary 2010-2011	24
2010-2011 Social Policy Submissions and Policy Advice	25
2010-2011 Social Policy Media Releases	26
WACOSS Members 2010-2011	28
Contributions and Support to WACOSS	31



# ABOUT THE WA COUNCIL OF SOCIAL SERVICE



## OVERVIEW

The Western Australian Council of Social Service Inc (WACOSS), the leading peak organisation for the community, represents three hundred member organisations and affiliates, and 600 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's. 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, decisions makers, media, business and the wider community.

WACOSS 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 the government and non-government sector, 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 objects 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.

## 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.

## STRATEGIC PLAN 2008-11 KEY RESULTS AREAS

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.

**It gives me great pleasure to present this report and to reflect on what has been a remarkable year for the Western Australian community services sector and for the Council itself.**

In July 2010, arising from the State's Economic Audit Committee, the Premier established WA's first Partnership Forum. The Forum set the scene for establishing more collaborative relationships across the public and community sectors to address the sustainability of services and drive a raft of reforms that will ultimately improve outcomes for the people of Western Australia who rely on the community sector's services and support.

Following twelve months of collaborative effort and tough negotiations, the 2011 WA Budget included an unprecedented billion dollar social service package, with six hundred million dollars of funding for not-for-profits as the centrepiece, as well as an additional four hundred million dollars for expanded services.

It is testament to what can be achieved through the perseverance, commitment and united effort of so many people across the sector from peak and other bodies and from organisations large and small. Overall, this has been a great result after many years of hard work by everyone involved.

The Council again acknowledges and thanks the WA Government for its 2011 Budget initiatives. In particular, the Council records its appreciation to the Premier of Western Australia, the Honourable Colin Barnett MLA, for his personal engagement with the community services sector and for his leadership and commitment to responding to the priorities of the sector in order to deliver better outcomes for those in our community who experience disadvantage.

Clearly, the Budget package was not a silver bullet for addressing social disadvantage or the sustainability of all parts of the community sector. It does greatly strengthen the sector's overall capacity to better respond to the needs of the community, to continue to deliver essential and sustainable services and to enable the payment of more fair and just wages for community services sector staff in WA.

The Council remains committed to addressing the full funding shortfall for community services. The sector has a complex and challenging task ahead of it to implement the additional funding and the reforms which have been agreed. The Council will continue to provide the support necessary to assist our members and the broader sector with implementing these changes.

There also remains a great deal of work yet to be done at the national level as we continue to seek to engage the Federal Government in working with the Australian community services sector in ways that will realise meaningful and beneficial outcomes in terms of increased funding and necessary reforms.

Despite continuing significant economic development, the Western Australian community still has significant identifiable areas of disadvantage and poverty. The Council remains committed to minimising the number of WA citizens impacted by this type of hardship and to helping to improve their longer term well being and quality of life.

In April 2011, the Council farewelled Sue Ash who left her role as Chief Executive Officer in order to take up another senior leadership position within the WA community sector. The Council experienced significant growth and development in its operations under Sue's leadership. We are most appreciative of Sue's service to the Council's membership, her leadership of the sector and her outstanding work in positioning the Council with government, media and the community at large. Sue was a true ambassador for the sector both locally and internationally and a strong advocate for those in our community who experience disadvantage and vulnerability.

In April 2011, the Council was delighted to welcome Irina Cattalini as its new Chief Executive Officer. Irina has already brought to the role her exceptional advocacy and leadership skills and experience in a range of social policy and sector development areas. I pay tribute to Irina and her team for the outstanding work they have performed throughout the year often under challenging circumstances.

The Board has been actively engaged in governing the activities of the Council throughout the year. Its efforts have continued to be strongly supported with valuable advice and assistance from its Strategic Reference Group and from the Finance and Governance Committees, the members of which I wish to thank sincerely.



I also wish to acknowledge and thank my fellow Board members for their immense contributions to advancing the important work of the Council during what has been a particularly busy year. I especially thank John Ambrose and Zane D'Mello who completed their terms at the 2010 Annual General Meeting. At the meeting we were very pleased to welcome Veronica Rodenburg who was elected to the Board. During the year, the Board co-opted Kathleen Gregory, Steve Joske and Danny Morrison who have already made very significant contributions.

This will be my final report as the Council's President and Chair of the Board. I would like to thank all of our members, staff, partners and supporters for their contributions to the Council. It has been an immense privilege and honour to have served as President of the Council and Chair of the Board during the past four years. I have every confidence that you will continue to support and strengthen the vibrant and essential work of the Council and the WA community services sector into the future.



**Chris Hall – President**

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**It is testament to what can be achieved through the perseverance, commitment and united effort of so many people across the sector from peak and other bodies and from organisations large and small. Overall, this has been a great result after many years of hard work by everyone involved.**

*Chris Hall – WACOSS President*

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## BOARD MEMBERSHIP

Chris Hall	President and Board Chair	
Francis Lynch	Vice-President	
John Ambrose	Member (July 2010 – October 2010)	2 Absences
Ian Carter AO	Member	
Zane D'Mello	Member (July 2010 – October 2010)	
Louise Giolitto	Member	
Kathleen Gregory	Member (Co-Opted April 2011)	
Norma Josephs	Member	2 Absences
Steve Joske	Member (Co-Opted June 2011)	
Daniel Morrison	Member (Co-Opted June 2011)	
Tricia Murray	Member	1 Absence
Terri Reilly	Member	2 Absences
Peter Sirr	Member	
Angie Paskevicius	Member	
Veronica Rodenburg	Member	

## BOARD COMMITTEES

<b>FINANCE COMMITTEE</b>	Francis Lynch	Chair
	Louise Giolitto	Member
	Ian Roberts	Member
<b>GOVERNANCE COMMITTEE</b>	Peter Sirr	Chair
	Tricia Murray	Member
	Terri Reilly	Member
<b>STRATEGIC REFERENCE GROUP</b>	Chris Hall	Angie Paskevicius
	Francis Lynch	Neil Hamilton
	Ian Carter AO	John Gheradi
	Dr Maria Harries	

**F**or my first report as the Council's CEO it's a great privilege to share my reflections on the many successes of WACOSS and the community services sector over the past year.

Not only did we work together to achieve vital and historic funding increases to strengthen the sustainability of services, but we did so at the same time as continuing to deliver sector development programs, training, and policy advocacy across all the priority areas of the community sector. Programs such as Jobs2Communities, Climate Change Readiness for Community Services, and Consumer Essentials have all delivered outcomes for our sector and its clients that improve peoples' lives every day.

It's also important to reflect that while the community services sector delivered more support than ever to the WA community, the annual Community Sector Survey revealed that the demand for services continues to grow and outpace our capacity. Thousands of Western Australians continue to struggle with the affordability of living in this rapidly growing state. Homelessness, mental health and the need for financial assistance continue to put great pressure on the community and sector.

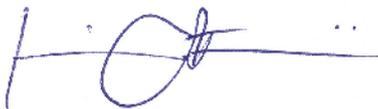
WACOSS has responded by working collaboratively with our members, other peak organisations and government and business partners to drive change in social policy and services. There are many achievements highlighted throughout this Annual Report that our members and supporters can celebrate, and we are in a strong position to continue the work ahead.

The Council has gone through significant changes over the past year, farewelling Sue Ash as the CEO, and welcoming Lynn Deering as Director – Sector Services & Development, Chris Twomey as Director – Social Policy, and Lyn Levy moving into a new role as Director – Corporate Services. The newly structured management team has brought fresh energy and effort into all of our work and the results have been impressive.

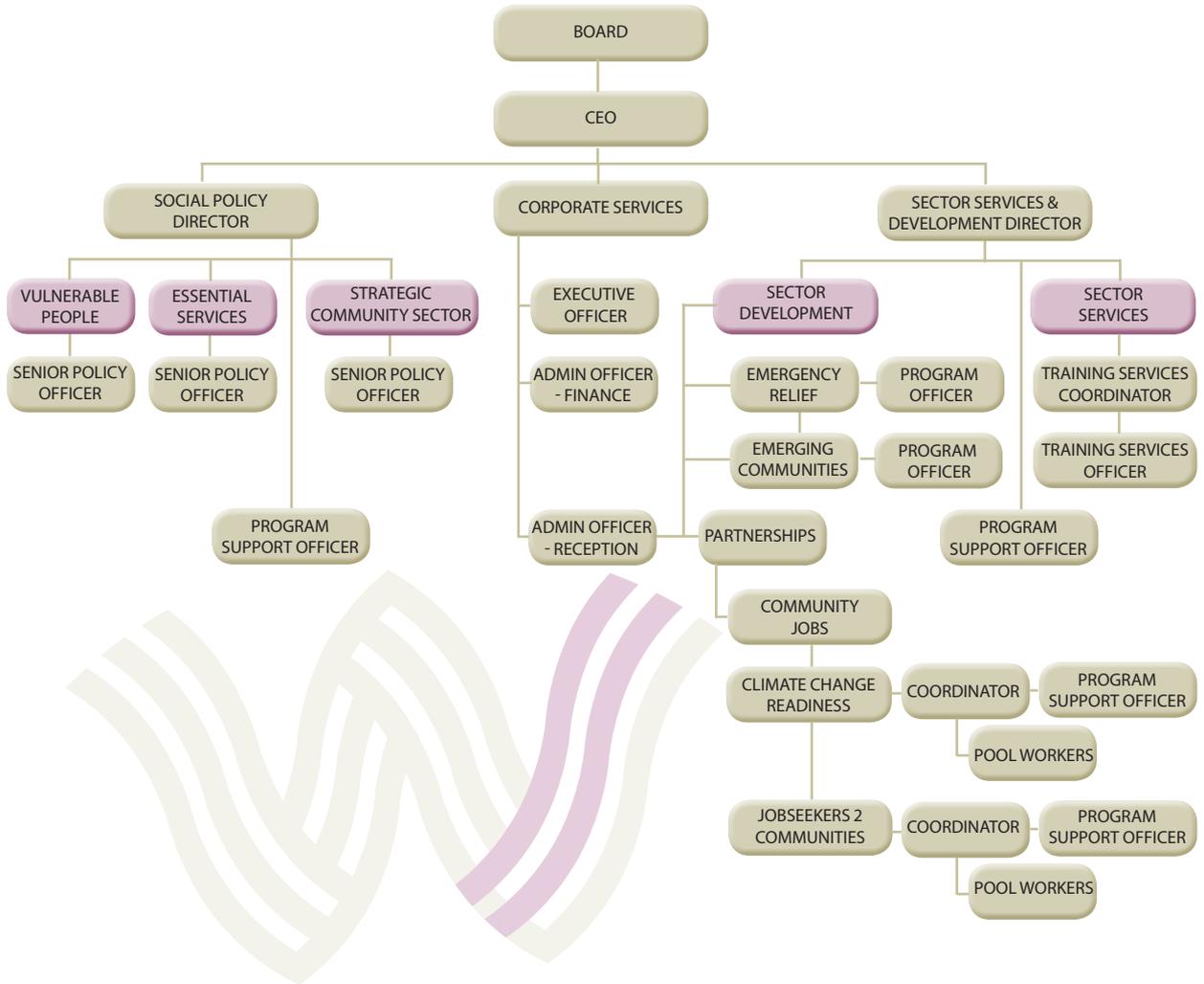
I know I speak for all the staff, Board and Members of WACOSS who would like to pay tribute to the tremendous leadership provided by my predecessor Sue Ash whose strategic insight, collaborative relationships and immense hard work have contributed so much to the Council and the sector over the past three years.

I'd also like to thank the WACOSS Board and Strategic Reference Group who provided an invaluable sounding board, strong leadership and strategic insights to navigate through what has been an immensely challenging year. They have done so with remarkable patience, intelligence, integrity and creativity – constantly informed by a commitment to the outcomes we want to secure for the most vulnerable and disadvantaged Western Australians. Chris Hall in particular, who concludes his term as President this year, has been an inspiring and strong leader for the Council and we thank him for his personal commitment to the sector, and all that he has supported the Council to achieve.

Finally I'd like to thank all the WACOSS staff, who worked tirelessly throughout the year and without which none of our achievements would have been possible. The Council is supported by a team of truly talented and committed individuals who do a fantastic job and constantly strive to continue to improve the organisation and support the sector to prosper and thrive - it's a privilege to be a part of it.



**Irina Cattalini – CEO**



## WACOSS STAFF

### CHIEF EXECUTIVE OFFICER

Sue Ash	1st July 2010 – 3rd April 2011
Irina Cattalini	4th April 2011 –

### CORPORATE SERVICES

Director Corporate Services	Lyn Levy	2nd February 2011 –
Executive Officer	Jacqueline Breasley	
Finance Officer	Jacky (Han Jac) Chai	
Memberships and Communications Officer	Carly Guise	
Administration & Reception	Kay Freebury	

## SOCIAL POLICY

<b>Director Social Policy</b>	Chris Twomey Irina Cattalini	23rd May 2011 - 30th June 2010 - 3rd April 2011
<b>Policy Officers</b>	Kimberley Kammermann Dimitrios (Jim) Vanopoulos Michael Beard Amelia Tennyson Aditi Varma Rory Ritchie Lorillee Beecroft	Manager Vulnerable People Strategic Community Sector Policy  Coordinator, Essential Services Essential Services Essential Services 30th June 2010 - October 2010
<b>Social Policy Support Officers</b>	Tamar Sofair Katherine Haag Kim Loveridge	30th June 2010 - 30th December 2010

## SECTOR SERVICES & DEVELOPMENT

<b>Director Sector Services</b>	Lyn Levy Lynn Deering	30th June 2010 – 2nd February 2011 2nd February 2011 –
<b>Training Coordinator</b>	Ally Faithfull Michelle Burgermeister	1st July 2010 – 5th February 2011 28th March 2011 -
<b>Training Officer</b>	John Littler Katrina Bercov	1st July 2010 – 30th January 2011 10th February 2011 – 30th June 2011
<b>Program Officers</b>	Bernard Fisher Gaynor Mitchell Kathlin Mayer Steven McKinney Ann White	Emergency Relief Beyond Farming Regional Communities Emerging Communities Commonwealth Peoples Forum
<b>Jobs Funds Program Coordinators</b>	Luke Van Zeller Eira Clapton	Climate Change Readiness Jobseekers 2 Communities
<b>Program Support Officers</b>	Michaela Perryman Christine Patton Kiri Merritt Gina Olivieri Tamara Kendall	1st July 2010 – 15th March 2011 11th March 2011 – 9th March 2011 –
<b>Jobs Funds Program Officers 2010-2011</b>	Max Aitkins Elizabeth Allen Jose Andrade Paul Baines Alan Benn Halyna Zoja Bereza Christophe Bouyac Eileen Bowden Alison Brady Phoebe Coyne John Cullen Sharyn Fleming Jeremy Grant Joanne Hodgson Sharron Jones	Gillian Martelli Tyson Menck Clive Milne Kevin Mullins-Nutley Simon O'Donnell Margaret O'Neil Oona Ormsby Christine Patton Tracy Pearce Michaela Perryman Isabelle Roberts Melanie Rowe Katherine Vallentine Luke Van Zeller

## JULY

Housing Affordability Summit

WACOSS releases its 'Cost of Living in WA' report

Inaugural Partnership Forum Meeting opened by the Hon. Colin Barnett MLA, Premier of Western Australia



## SEPTEMBER

WACOSS hosts first WA sector run Social Innovation workshop

## NOVEMBER

WACOSS /Peak Body Collaboration Project Climate Change Readiness wins the Department of Environment and Conservation Community Energy Efficiency Award

Eleven community sector employees graduate with Diplomas of Management in the MODAL –WACOSS Community Leadership Program

# 2010

## AUGUST

Early Years Reform Seminar

WACOSS calls on Federal Candidates to Make a Difference

## OCTOBER

WACOSS Pre-Budget Submission presented to Under-treasurer, Mr Tim Marney  
WACOSS AGM held

## DECEMBER

WACOSS announces a change leadership announced with Sue Ash resigning to take up a position as CEO of Uniting CareWest

Partnership Forum provides advice to Premier on addressing funding shortfall for community services





**JANUARY**

3rd Annual Community Sector New Years Breakfast held at Kings Park with a record attendance of over 200 people

**MARCH**

Tasers/Police Accountability Roundtable  
Commonwealth Peoples Forum Consultation on civil statement commences

**MAY**

Premier Colin Barnett announces Landmark Funding Decision- 600 million dollar investment in community services over the next 3 years  
WACOSS Emergency Relief Conference held at Riverview Church attended by 165 people

2011

**FEBRUARY**

Partnership Forum hosts first of a series of sector briefings on the Community Sector Procurement Reforms

Beyond Farming held its breath with the rest of the farming community to see if the early rains would be followed up in the lead-up to seeding in April, after the worst 12 months dry season on record in many areas in WA

**APRIL**

Tariff & Concession Review Framework Perth & Regional Consultations commence



**JUNE**

ACOSS leads delegation on equal pay funding to Canberra  
WACOSS and MODAL launches its six year of partnership to deliver its Community Leadership Program. A Diploma of Business tailored for the community sector.

### NEW YEAR SECTOR BREAKFAST

The annual WACOSS Community Sector New Year Breakfast saw a record attendance of over 200 people gather at Mt Eliza House in Kings Park on 21 January 2011. President Chris Hall and then CEO Sue Ash shared their reflections on the significant achievements in 2010 and the strategic directions for the sector in 2011.



### THE BIG ISSUE WACOSS STREET SOCCER MATCHES

Community Sector workers and volunteers and players from The Big Issue Street Soccer program held regular street soccer matches over the year. This initiative, coordinated by WACOSS's Rory Ritchie in partnership with the Big Issue, resulted in a strong contingent of WACOSS staff heading up the community sector team. These matches have been a unique way for staff, volunteers and clients of services to engage as individuals outside the social service environment.



### WA ENVIRONMENT AWARD FOR THE COMMUNITY ENERGY EFFICIENCY CATEGORY

The Climate Change Readiness for Community Services project was the recipient of the Department of Environment and Conservation's WA Environment Award in the Community Energy Efficiency Category. This award recognised the excellent work that has been put in by the project staff, auditors and the community services who have engaged in this project.



### COMMONWEALTH PEOPLE'S FORUM

In February, the UK's Commonwealth Foundation appointed WACOSS to be the local host NGO to support the Commonwealth People's Forum, one of the parallel events to the Commonwealth Heads of Government Meeting (CHOGM) held in Perth in October 2011. WACOSS received support from the WA Government and Lotterywest to undertake this role.

As part of this process, WACOSS coordinated the development of the WA and national contribution to the Civil Society Statement of the Commonwealth People's Forum. Thank you to Kathryn Choules and Peter Creighton for outstanding work in facilitating the community consultations

### EMERGING ISSUES –STATE BUDGET

WACOSS delivered on its strategic advice to the sector through the WACOSS Emerging Issues Forum and State Budget analysis. The WACOSS Emerging issues Forum provided a comprehensive overview of the most important social, political, economic and sector/ services issues facing the community sector. The State Budget Analysis showed the impact of the State Budget on vulnerable and disadvantaged people, its implications for the community sector and assessed how it measured up against the WACOSS Pre-Budget Submission.

### PARTNERSHIP FORUM

The Partnership Forum held its inaugural meeting at Carers WA on 16 July 2010. It was opened by the Hon. Colin Barnett MLA, Premier, who charged the Partnership Forum with the responsibility of strengthening the relationship between Government, public sector and community sector towards a genuine and collaborative partnership in the delivery of human services to the WA community.

*"I believe that the community sector is better able to reach out and connect with people than the public sector and, therefore, is best placed to meet the diverse needs of our community."*

Hon. Colin Barnett MLA, Premier of Western Australia.

The Forum, chaired by Professor Peter Shergold AC, agreed its task was to engender substantive, long-term change to improve the outcomes for all Western Australians. At the outset, it confirmed a number of critical issues:

- endorsing key principles and behaviours to strengthen the relationship between public and community sectors;
- streamlining the administrative burden on both sectors through the implementation of a Collaboration for Community Policy to guide the ongoing funding and contractual relationship between sectors;
- ensuring that arrangements are subjected to a continuous improvement process;
- providing advice and recommendations with respect to the funding shortfall in the delivery of human services by the community sector on behalf of the public sector; and
- establishing a Community Development Investment Fund and Social Innovation Grants Program.

The Partnership Forum continued to meet quarterly over the year and has delivered significant achievements, including the historical State Budget announcement of funding increases for community services and a new 'Delivering Community Services in Partnership Policy' to improve contracting, guarantee indexation and reduce the administrative burden on community service organisations. Its work remains focused on delivering improved outcomes for people who rely on community services for care and support.

### THE WA PEAKS FORUM

WACOSS provides administrative and secretarial support to the WA Peaks Forum, made up of WA's social service sector of public sector and consumer interest groups. The Forum, comprising of approximately 31 organisations, meets quarterly to share information and collaborate on key cross-sectoral policy and organisation development work. It provides opportunities for information exchange, networking and mutual support and facilitates the development of joint policy, projects and initiatives.

Peak bodies across all sectors provide valuable policy input, consumer and sector representation and research in their efforts towards the delivery of just and equitable outcomes for those most in need in Western Australia.

WACOSS acknowledges the support of all the peak bodies over the last year, in particular their willingness to work collaboratively, share information and research, undertake joint submissions and provide meeting venues. This approach has meant continued strong participation by peak bodies at the Forum and commitment to its key purposes as agreed by the members:

- to provide an opportunity for information exchange, networking, discussion and mutual support about key issues affecting the non-government human services sector;
- to provide a mechanism for consultation and conversation between non-government human services sector peak bodies;
- to facilitate strategic alliances and joint policy, projects and initiatives, particularly in relation to sector sustainability and viability;
- to facilitate strategic planning for the non-government human services sector as a whole;
- to identify cross sector policy priorities for the non-government human service sector in WA and inform WACOSS of these priorities; and
- to provide a link between the non-government human service sector, WACOSS and State Government representatives.

### JOBS FUNDS INITIATIVES

A joint initiative of the WA Peaks Forum was the development and success of two Jobs Funds tenders from the Australian Government for the *Climate Change Readiness for Community Services* and *Jobseekers 2 Communities* Programs. These two programs aim to increase employment opportunities in the South Metropolitan Region whilst providing benefits to the community service sector.

Led by WACOSS over an 18 month period, these innovative programs have already achieved enormous benefits for the community sector including:

- more than 800 community agencies receiving energy audits,
- 300 community-owned buildings undergoing retrofitting, and
- more than 40 experienced business and administrative staff placed at minimal cost in more than 40 agencies.

The projects drew to a close on the 30 June 2011 at a gathering in Fremantle attended by more than 50 stakeholders who made this project a success, including members of the Peaks Forum, staff, funding agencies, and those employed as part of the project. A summary of each project is provided in the Sector Development section of this report.

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**“Not only did we work together to achieve vital and historic funding increases to strengthen the sustainability of services, but we did so at the same time as continuing to deliver sector development programs, training, and policy advocacy across all the priority areas of the community sector. Programs such as Jobs2Communities, Climate Change Readiness for Community Services, and Consumer Essentials have all delivered outcomes for our sector and its clients that improve peoples’ lives every day”.**

*Irina Cattalini – CEO WACOSS*

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### SOCIAL POLICY OVERVIEW

2010-2011 has been both significant and busy for the Social Policy team as they have kept on top of the reforms stemming from the Economic Audit Committee (EAC) whilst maintaining its strategic policy focus in the areas of vulnerable people, sector policy and essential services. WACOSS remained vigilant in our whole-of-sector approach to ensure that funding increases remained at the fore in all discussions with government. The WA Peaks Forum has also remained a vital link for working collaboratively across the sector.

In the area of Strategic Sector Policy, WACOSS continued to work with the Government on the Economic Audit Report implementation strategy. Key activities included the formation of the Partnership Forum, that aims to enhance the relationship between the government and community sectors; and reforming contracting and procurement policies to ensure they are outcome-focused and reduce the administrative burden on community service providers. A number of joint projects were developed to the next stage through the WA Peaks Forum, including the Consumer Engagement Audit and the development of a comprehensive research paper analysing the importance of peak bodies in delivering a sustainable WA community service sector.

Our social policy work was underpinned by the WACOSS Pre-Budget Submission, the State and Federal Budget Analyses, the WACOSS submission to the State Minimum Wage Case and the development of social policy forums, especially on EAC community sector reforms, and the Partnership Forum sector debrief. We acknowledge the critical role Jim Vanapoulos played as he navigated his way through and supported the various committees and working groups established as part of the Economic Audit Committee, as well as driving the community sector's ongoing engagement in the Economic Audit Implementation process.

Towards the end of 2010-2011, former Director of Social Policy Irina Cattalini was appointed to the position of CEO and Chris Twomey joined WACOSS as the new Director of Social Policy. Chris' extensive background and experience in policy and advocacy work was welcomed as he took on a heavy workload managing the three key policy portfolios.

Aditi Varma was appointed as the Policy Research Officer in July 2011. Aditi worked closely with the Office of Energy team to investigate alternative electricity tariff structures in an effort to make essential use of electricity affordable for all WA households.

Michael Beard joined WACOSS as a Policy Officer in September 2010 and soon became an invaluable member of the team supporting all policy areas. Of particular note was his work on the 2011-12 PBS Issues Paper; developing the social policy pages for the new WACOSS website; and work on consumer engagement and self-directed services. This work was supported by Kathryn Haag and Tamar Sofair had the challenging task of scheduling meetings, taking minutes and undertaking all logistical arrangements for consultations, meetings and forums.

WACOSS essential services policy work continued to expand under the coordination of Amelia Tennyson (nee Brancato) who was supported by newly promoted Policy Officer Rory Ritchie, while Rory's replacement Kim Loveridge provided the team with program support. This small but highly effective team managed a large volume of work as it engaged in policy development across the essential services: electricity, gas, water, housing and transport. Their combined efforts contributed to WACOSS being strongly represented on the Gas Marketing Code Consultative Committee; the Housing Advisory Roundtable, the Boarders and Lodgers Working Group and the National Energy Consumers Roundtable.

Managing our policy work in the area of vulnerable children, young people and families was Kimberley Kammerman. Kimberley demonstrated her knowledge, writing and research skills as she continued to drive WACOSS's opposition to the expansion of compulsory income management and participated in discussions and research on its impacts on vulnerable people. Kimberley also represented WACOSS at various forums including the Children's Policy Committee, Community Justice Coalition and the Early Years Collaborative working group.

In addition to their heavy policy portfolios, the team did an outstanding job on consulting with the sector across the state to write the WACOSS Pre-Budget Submission, a central piece of work within Social Policy Team's work year. This year WACOSS met its target of consulting with a minimum of eight regional areas, in addition to consultation with metropolitan interest groups and peak bodies.

The Social Policy Team has continued to be a strong advocate for the sector and disadvantaged, low income and vulnerable West Australians. The volume, breadth and strength of the WACOSS policy work is testament to WACOSS staff's personal dedication to a socially just and equitable society for all West Australians.



## SUMMARY OF SOCIAL POLICY ACTIVITIES

### Strategic Sector Policy

There has been ground-breaking work in the area of Strategic Sector Policy over the past 12 months. Key developments have been the ongoing implementation of the Economic Audit Committee recommendations, the strategic direction of the Partnership Forum and the landmark funding decision announced in the 2011-12 State Budget.

The Economic Audit Implementation process has been based on a high degree of collaboration and engagement between the public and community sectors. This has created the opportunity to draw upon the expertise, ideas and innovative approaches of both sectors and to collectively identify priority areas for reform and capacity building.

Key priority areas identified include:

- Addressing issues in the relationship with the community sector, such as a greater degree of partnering and resolving issues with funding and contracting arrangements;
- Building the capacity and sustainability of the Community Services Sector;
- Changing the approach to service delivery to give people greater opportunities to exercise choice and control over how services are designed and delivered, including through self-directed service design and community hubs;
- Building capacity in key areas such as policy, project and contract management, and information and communication technology; and
- Focusing on the achievement of outcomes through better policy collaboration and performance reporting and evaluation.

WACOSS has been strongly represented on the governance structures around the implementation of the economic audit reform agenda. These include:

- Partnership Forum Secretariat
- Community Building Steering Group
- Policy and Collaboration Steering Group
- EAC Implementation Working Group

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**"It's really pleasing to hear that the Barnett Government has acknowledged the issues that we've been bringing to the table and listening to the concerns of the workers, the 36,000 workers that provide services in the community sector."**

*Irina Cattalini – CEO WACOSS*

*ABC Radio, interview in response to The West Australian Government announcement of \$600 million in funding for social services in the state budget. May 19, 2011*

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### ESSENTIAL SERVICES

Access to affordable essential services - electricity, gas, water, housing and transport are crucial for people to maintain a decent standard of living. WACOSS continued its work advocating for affordable and accessible essential services for low income and vulnerable people in an environment of rising costs.

#### Energy

In 2010-2011, WACOSS commenced a partnership with the Office of Energy in the Tariff and Concession Framework Review. WACOSS and the Office of Energy consulted with communities across WA to collect public opinion on rising energy prices and the potential for alternative tariff structures and concession schemes.

The main objective of the Review is to ensure that electricity used for essential services such as space and water heating, lighting, cooking and refrigeration, remains affordable for all West Australians. WACOSS also contributed significantly to other aspects of the Review including the Issues Paper, tariff modelling exercise and the household energy characteristics survey. WACOSS will continue to advocate for appropriate electricity pricing structures as well as a concessions and rebate framework to ensure low income and vulnerable households are not adversely affected.

#### Water

WACOSS advocated for strong consumer protection in the proposed water customer code. This protection is essential for small use residential customers in an evolving water market.

#### Utilities

Responding to the State Government's Strategic Energy Initiative, Gas Marketing Code of Conduct review and electricity small use customer codes, WACOSS advocated for fair outcomes to alleviate the disproportionate impacts on regional communities, such as the Horizon Power's funding arrangements and the revised access arrangements in the Mid West and South West gas distribution systems.

WACOSS called for increased levels of funding for Emergency Relief providers which have an immediate impact on the alleviation of utilities hardship for vulnerable customers. WACOSS works with the State Government to improve programs that provide vital assistance and keep customers connected to essential services, such as the Hardship Utility Grant Scheme and Hardship Efficiency Program. WACOSS is committed to strong working relationships and continued its work with the State's electricity and gas retailers to ensure a level of transparency that protects the rights of consumers, such as billing practices and financial hardship policies.

#### Housing and Homelessness

Housing affordability and the inflated prices of the private rental housing market continue to be pressing issue for many West Australians. WACOSS played an ongoing role on the Housing Advisory Roundtable together with a number of other housing peak bodies in the sector. WACOSS welcomed the much anticipated Affordable Housing Strategy released by the State Government this year and will continue to advocate for a commitment to fund affordable housing as a core, continuing government program. WACOSS is also represented on a Boarders and Lodgers Working Group out and shares community concern about the lack of legal protection offered to boarders and lodgers in Western Australia.

#### Transport

The cost of petrol and the lack of access to, or knowledge of how to access, public transport can exacerbate financial hardship, resulting in social isolation, limited opportunities to gain meaningful employment and reduced access to affordable shopping, schools, recreation and health services. WACOSS will continue to advocate for access to these services as the right of all West Australians, regardless of capacity to pay.

The work of the Essential Services team has positioned WACOSS to lead energy consumer advocacy in WA to create better outcomes for all.

### VULNERABLE PEOPLE

#### Integrated Service Delivery

WACOSS has maintained an active interest in integrated service delivery including collaboration, partnerships and co-location. WACOSS has participated on working groups investigating community hubs as part of the Economic Audit Committee recommendations and the Early Years Collaborative Project.; and has maintained involvement in the development of the Secondary Family Support Service Hubs.

#### Children's Policy Advisory Council

The Children's Policy Advisory Council continued to meet throughout the year to discuss a range of issues impacting on children and young people, including mandatory reporting, income management, secondary services, the National Framework for Protecting Australia's Children, and the Early Years Collaborative Project.

#### Safety and Justice

WACOSS has maintained a watching brief on safety and justice issues, including police use of tasers, actively participated in community initiatives such as the Community Justice Coalition, and strategies to reinvest in more preventative justice approaches, in order highlight issues for vulnerable people involved with the justice system.

#### Early Years

WACOSS brought together the sector by hosting a policy seminar in August on the Early Years to discuss what we want for West Australian children and to consider how we can work collaboratively achieve these outcomes.

We were active contributors to the Early Years Collaborative Project facilitated by the Department for Premier and Cabinet which brought together government and non-government agency policy makers and service providers to focus on partnerships and collaboration in the Early Years sector.

#### Income Management

At the Northern Territory Council of Social Service conference in April, WACOSS launched its *Analysis of ORIMA Research Evaluation of the Child Protection Scheme of Income Management and Voluntary Income Management Measures in Western Australia*. The research focused on the diverse impacts of both voluntary and compulsory income management and recommended strategies for addressing community sector concerns.

#### Seniors Alliance

WACOSS worked collaboratively with a number of organisations committed to improving care and support to older Western Australians. The Seniors Alliance convened by the Council on the Aged forms an important function of information exchange and strategic approaches to policy advocacy for seniors.

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**“ I believe that the community sector is better able to reach out and connect with people than the public sector and, therefore, is best placed to meet the diverse needs of our community”**

*Hon. Colin Barnett MLA, Premier of Western Australia addressing the inaugural Partnership Forum meeting July 2010.*

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### SECTOR SERVICES AND DEVELOPMENT OVERVIEW

This year the Sector Services and Development Team continued to successfully progress its aim of building long term sector sustainability across community organisations. We welcomed Lynn Deering in February 2011 to lead the team whilst Lyn Levy took on an interim role working on our internal business in the area of Corporate Services.

Lynn Deering's leadership and experience have contributed to the consolidation of sector services and the expansion of sector development. She has brought a fresh perspective which strengthens the Team's work, including bringing new people to the area. WACOSS's commitment to quality training is evident through the ongoing calendar of training in the area of management, leadership and governance.

Michelle Burgermeister and Gina Oliveri joined the team in 2011 as John Littler, Ally Faithfull, and Katrina Bercov left to take up new career paths. Michelle and Gina built on the training team's work and managed a smooth transition, despite the heavy workload, to deliver a highly credible program for the remainder of the year. Their skills and expertise in building and responding to client needs has enhanced delivery in this area.

Our work with the Emergency Relief Sector and with New and Emerging Community Groups has also been highly successful - underpinned by the strong community engagement and stakeholder management skills of Steve McKinney and Tamara Kendall and supported by Kiri Merritt. An outcome of this work has resulted in ongoing support and innovative training via forums, tailored training and resource development.

Throughout 2010-2011 we focused our efforts on greater contact with regional peak bodies. We achieved this through regular video links and the first Regional Peak/WACOSS partnership in the form of the Building Resilience in Communities Project, led by Peel Community Development Group. This project, coordinated by Kathlin Mayer, improved the capacity for regional social policy work and training programs to occur.

WACOSS successfully tendered to take on the Beyond Farming Project on behalf of the Department of Agriculture, Fisheries and Forestry, increasing our regional scope to include farming communities impacted by drought. This mentoring support program was led by Gaynor Mitchell who demonstrated exceptional skills in engaging with current and ex-farmers to gain their confidence and in professionally supporting new mentors to work with farmers around their post-farming options.

Under the ongoing direction of Bernie Fisher, the Emergency Relief Sector Support Program has continued to ensure that emergency relief services are well supported and resourced. The biannual Emergency Relief Conference was a huge success in May, with delegates showing a strong commitment to working together to achieve positive outcomes for the thousands of clients supported by Emergency Relief services each year.

The completion of the Climate Change Readiness and Jobseekers 2 Communities projects were a major achievement for the staff and peak bodies who collaborated on these projects, but tinged with sadness as we farewelled the staff and project workers who contributed so much enthusiasm and commitment. We especially acknowledge Luke van Zeller and Eira Clapton for their work as Program Coordinators and Michaela Perryman and Christine Patton who supported them on a daily basis.

The challenging and innovative work conducted every day by community service workers for vulnerable West Australians continues to encourage and inspire the Sector Services and Development Team to produce outstanding work.



### SECTOR DEVELOPMENT PROJECT SNAPSHOTS

#### Building Resilience in Community Services (BRICS) Project

A partnership between peak body Peel Community Development Group and WACOSS formed the BRICS Peel project which aimed to strengthen both regional capacity in community services in Peel and offer a way to facilitate input on regional issues into state and national social policy discussion. A broad set of aims included effective coordination, increasing capacity of not-for-profit community service providers in the Peel Region, creating an integrated system for contributing social policy discussions and decision making, and to provide a mechanism for social planning in the NFP sector in the Peel region.

Key outcomes of the project included:

- Construction and delivery of a coordinated training and sector development plan for the Peel Region;
- Delivery of five training forums tailored to the needs of the region;
- Two social policy forums and one pre-budget forum delivered in the region;
- Research and mapping of the Peel social and community sector;
- Development of a communication paper to support further work in a reciprocal information flow to build local input into WACOSS current policy processes and sector development needs; and
- Development of a strategy to engage potential community business partners.

#### Beyond Farming

The Australian Government, in partnership with the Western Australian Government, commenced a pilot of drought reform measures in parts of Western Australia. This pilot tested a package of new measures developed in response to the national review of drought policy. WACOSS, on behalf of the Department of Agriculture, Fisheries and Forestry, was contracted to deliver the package's Beyond Farming Program.

Targeting 67 shires, the Beyond Farming Program centred around matching former farmers with current farmers to provide peer support and mentoring about opportunities outside farming. Former farmers responded to the program with enthusiasm and in large numbers, seeing the inherent value in sharing their own experience of the transition from farming. Current farmers and their families responded well to the opportunity to connect with the knowledge, skills and post-farming experience of former farmers. WACOSS welcomed the Australian Government's decision to extend the program for another 12 months.

#### Emerging Communities

The Emerging Communities project worked to build the capacity of 40 new and emerging communities. Seven workshops were delivered on governance topics including fundraising, constitutions and incorporation, strategic and project planning, and strengths-based leadership. Over 140 leaders participated in these workshops, with many great outcomes, including:

- A social enterprise network has been progressed in partnership with One World Centre and Muslim Women's Support Centre;
- Members of Afghani and Pojullu communities met regularly to work on sewing and craft projects;
- sewing lessons were initiated;
- visits to a craft market to examine products and marketing strategies were conducted; and
- the Afghani women mounted an exhibition.

#### Emergency Relief Sector Support

The support provided by Lotterywest for this project enables This position has been a vital resource in providing information, resources, support and guidance to over 300 agencies and outlets in WA which deliver ER services to thousands of people each year.

A key highlight for the year was the **Emergency Relief Conference IntERactions; Reframing and Renaming ER**. The conference was held at the Riverview Church at Burswood that donated its venue. Graham Maybury took on the role of Master of Ceremonies and had the 165 delegates fully engaged over the two days as they explored the key theme and interacted with stakeholders from across government, business, utilities providers and other service providers. Keynote Speakers included, Dr Cassandra Goldie, CEO of ACOSS, Wilma Gallet, Senior Consultant and Author and Warren Bretag Outback Stores. Highlights included a hypothetical panel with Sue Ash, Wilma Gillet & Wayne Stephenson.

Andrew Horabin had the delegates in stitches as he took a light hearted look at the how we respond and handle stress in the workplace. A special thank-you goes to Andrew who donated back his facilitation fee to an ER agency. The two day event wound down with a range of relaxation options including free Health Checks, Ti Chi and an ER Conference Cup Soccer match between the Big Issue Street Soccer team, community sector workers and teams from the refugee and humanitarian communities.

### Jobseekers2Communities Program

The Jobseekers2Communities Program (J2C) was completed this year, originally funded through the Australian Government's Community Jobs Fund. Over the last year, the operation of J2C exceeded expectations, completing sector-based work to improve smaller community service agencies' sustainability. Many organisations participating in this program would not have been able to pay a consultant or address some of the "backend" work without this project. The projects selected were identified as critical and aimed toward improving the organisations operating effectiveness. A Program Reference Group formed an advisory group to guide the project. There were several positive outcomes at program completion, including:

- 39 staff employed
- 26 finding employment (full time and part time) resulting from the Program
- 62 projects completed
- Many contributions to the agencies: 10 websites, 8 databases and memberships, 1 event planning, 5 feasibility and marketing plans, 1 risk management report, 10 systems and document archive, and 10 other various projects.




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**We are very pleased with the outcomes of this collaboration with WACOSS and the that we will reduce our energy use and costs, and also reduce our contribution to greenhouse gas production.**

*Francis Lynch, CEO RUAH.*

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### Climate Change Readiness

The Climate Change Readiness for Community Services Organisation, an Australian Government-funded Community Jobs Fund project, came to an end this year. The project recruited, trained and mentored 45 job seekers to be Energy and Sustainability Auditors from the south west metropolitan corridor of Perth. The auditors conducted over 700 free energy and greenhouse gas audits on community service organisations in the Perth metro area, of which 575 were completed during 2010-2011. Of those agencies audited, 400 received \$1,000 minor retrofits of their buildings and four received \$25,000 retrofits. These retrofits included, ceiling insulation, hot water pipe lagging, window tinting, drafting, efficient lighting, efficient showerheads, photovoltaic solar panels and heat pumps.

In November the Climate Change Readiness for Community Service Organisations project received the Community Energy Efficiency Award in the Department of Environment and Conservation's annual WA Environment Awards.



## TRAINING HIGHLIGHTS 2010 -2011

A full suite of training activities were undertaken throughout 2010-2011 year. Workshops covered sector development, management, communication, governance and planning.

This year WACOSS managed and delivered 166 workshops for more than 2070 participants working across the community service sector.

119 were delivered in the metropolitan area, with 47 workshops being delivered in regional WA.

Participants were predominantly female (364 compared to 98 males), 184 were from Culturally and Linguistically Diverse backgrounds and 17 identified themselves as Aboriginal and Torre Strait Islander.

### Social Innovation Forum

WACOSS this year hosted a Social Innovation Forum; Unlocking and Empowering Social Innovation in WA. Facilitated by Jason Clarke with special panellists including Chris Hall WACOSS President, Rebecca Brown, Department of the Premier and Cabinet, David Bagheri, WA State Manager, Many Rivers Opportunities Peter Quarmby, CEO, Community Sector Banking Benny Callaghan, School for Social Entrepreneurs. The day provided an opportunity to explore innovation in the lead up to the announcement of the governments Social Innovation Grants program.

### Community Leadership Program

WACOSS continued its long and successful partnership with MODAL under the Community Leadership Program. The program now in its eighth year saw another group of participants gain Diplomas in Front Line Management. This partnership continues to deliver improvements in workplace retention and staff development through relevant training, mentoring and professional support. WACOSS is as always grateful to the team at MODAL who provide their time for free, enabling us to provide affordable and quality training to new leaders and managers in the community service sector.

*"I really like the way WACOSS is leading the sector - not just responding to the sector or the government. Keep up the good work."*

## PARTICIPANT'S COMMENTS ON WACOSS WORKSHOPS, FORUMS AND TRAINING EVENTS

### Unlocking and Empowering Social Innovation in WA -

*"The learning and inspiration and ideas generated during the day that I want to take back and inspire and encourage others within my workplace to consider during a time of organisational review."*

### Connecting and Communicating with Aboriginal Clients Training -

*"The whole day was fantastic - fascinating and illuminating information. Wanita was captivating and very knowledgeable."*

### How to be a Strategic Board Member Training -

*"As a new board member, it opened my eyes to the responsibilities and expectation of being on a board. It also provided me with quotations that I can take back to the Board and Chair about what we should be doing and why aren't we doing them."*

## LEVEL OF SATISFACTION WITH TRAINING



WACOSS, as part of its commitment to best-practice across the community sector, made a decision to focus on its own systems and processes this year and invested in the creation of a new position to lead the Corporate Services team. This role, established for the 12 months commencing in February 2011, was tasked with the oversight of bringing our previously out-sourced financial and payroll systems in-house, planning for relocation of WACOSS to either its own premises or a joint Peak bodies building, implementing new software to improve our membership and stakeholder management relations, and document management systems. The role has also been supporting areas such as human resources, internal policy reviews and the planning of the WACOSS 2012 Conference and Community Sector Excellence Awards.

### FINANCE MANAGEMENT

WACOSS commenced the transition of finance management from our former financial administrators Nulsen Haven to managing these in-house with the assistance of Jacky Chai (Finance Officer) and external advice from Rod Lillis of Crunch Consulting. We thank Nulsen Haven for their work during the first six months and assistance with the enabling a smooth transition back to WACOSS.

### WEBSITE, COMMUNICATIONS AND PUBLIC RELATIONS

Through a grant received from Lotterywest, WACOSS undertook the redesign and amalgamation of a number of websites to reflect our current structure and strategic plan as well as creating a more user friendly system for our staff.

The new look WACOSS website was launched in January 2011 at the New Year Sector Breakfast. WACOSS has been pleased with this important initiative that supports the flow of information.

Public relations and engagement with members and stakeholders is always a high priority at WACOSS. Kay Freebury has successfully taken on the role as our front reception officer keeping track of staff comings and goings as well as directing public enquiries. This role was well supported by Carly Guise, who also doubled as our Membership and Communications officer as we transitioned a number of roles within the team to the new structure throughout 2010-2011. The quality control and maintenance of WACOSS membership data and ongoing updating of data has been one of Carly's major achievements this year.

WACOSS took the opportunity to avail itself of the business skills on offer by Liana Diacicov, a previous Project Officer with the Jobs2Communities Program. Liana was employed for a period of time to assist in the oversight of the new document management system and customer relation management system. Liana successfully negotiated staff workloads and working to deadlines to achieve the project goals.

### MEMBERSHIP

At the close of the 2010-11 financial year, WACOSS's membership included:

- 204 Social Service Organisation members
- 32 Social Service Individual members
- 12 Associate Organisation members
- 11 Associate Individual members
- 5 Life Members.

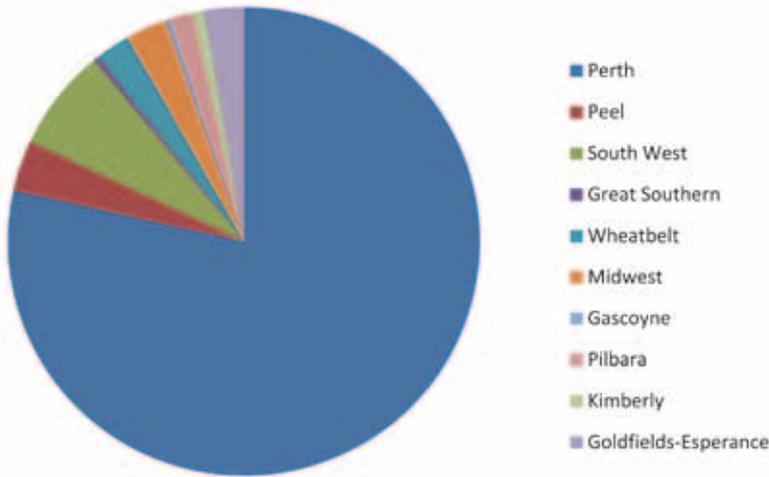
Over the last 12 months, WACOSS has seen an overall membership increase by 8% and welcomed 53 new members. 60% of the growth was in Social Service Organisation members, 17% in Social Service Individual members, 13% in Associate Individual members and 9% in Associate Organisation members. There was also a 2% rise in the number of regional members, with 27% of WACOSS members now located in a regional area.

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

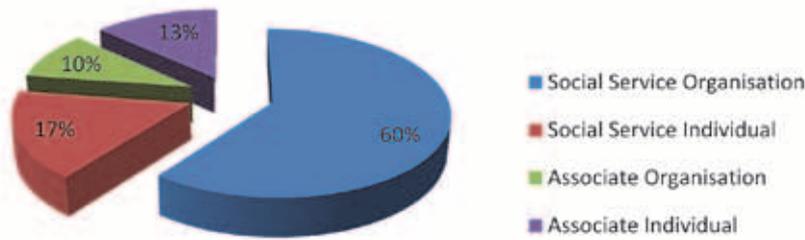
*Below: WACOSS staff taking a well-earned break at its end of year Pirate Day (PD) Event - June 2011*



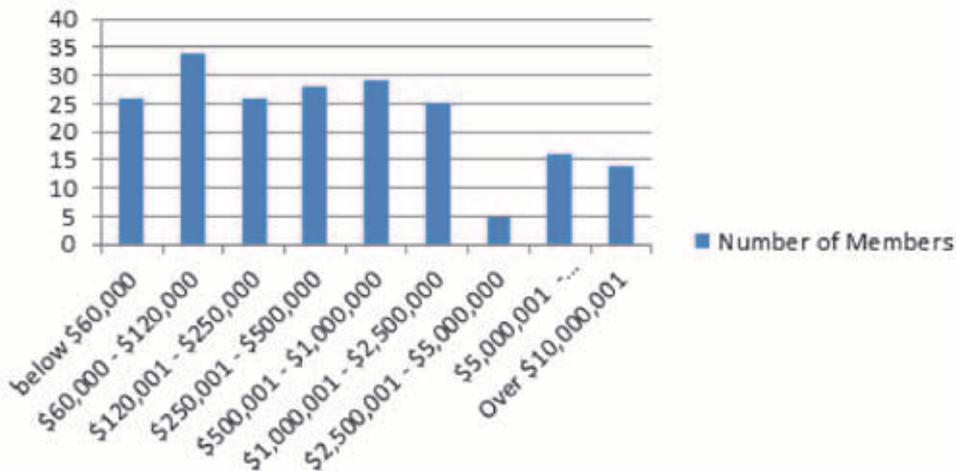
NUMBER OF MEMBERS



NEW MEMBERS BY CATEGORY



INCOME



## FINANCIAL SUMMARY

The overall financial position of WACOSS remains stable, with net assets of \$593,892, an increase of \$174,400 on the previous year.

### Income 2010-2011

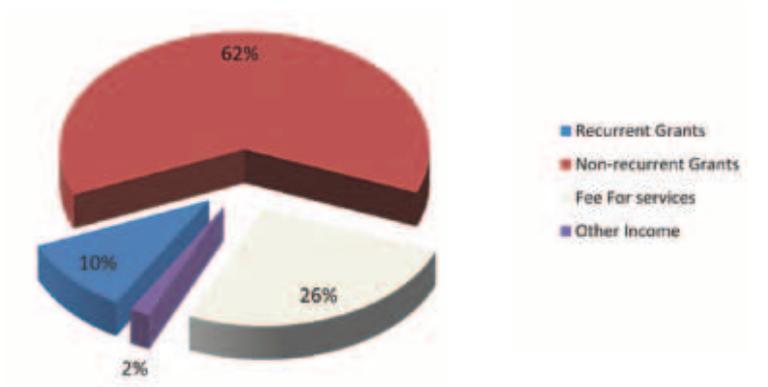
Grants made up 72 % of total revenue of \$4,797,191. The majority of funds were received from State and Commonwealth governments and Lotterywest. The two Jobsfund projects funded by DEEWR made up a significant proportion of non-recurrent grant revenue.

Other revenue is made up of fee for service activities such as training and consultancy.

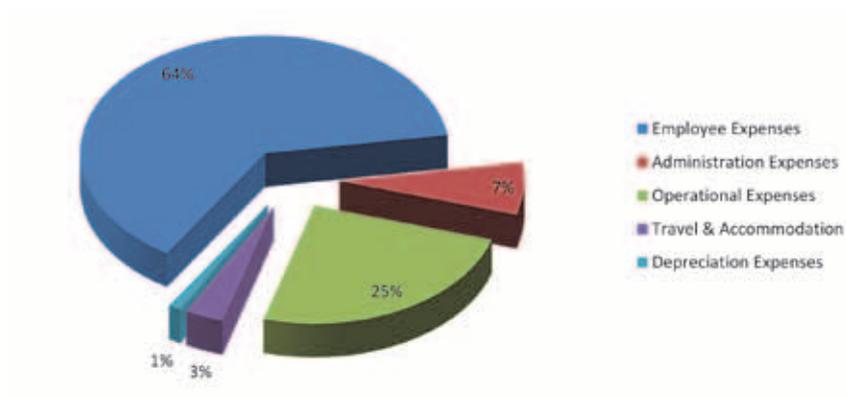
### Expenditure

Total expenditure came in at \$4,622,791 with the majority being payment of salary and related employee expenses at 64% of total expenditure. Other major costs have been in the area of ongoing operations covering accommodation and equipment upgrades.

INCOME 2010-2011



EXPENDITURE 2010-2011



- WACOSS Response to the Office of Energy Issues Paper Amendments to the Electricity Industry Metering Code 2005
- WACOSS Summary Paper Amendments to the Code of Conduct for the Supply of Electricity to Small Use Customers 2008 Pre-Payment Meters
- The Rising Cost of Living in WA
- Discussion paper for Early Years Seminar
- Children and Families – WACOSS 2011-12 Issues Paper
- Indigenous People – WACOSS 2011-12 Issues Paper
- Pre-Budget Submission 2011-12 – Investing in Outcomes. Making it Count for the People of WA
- Issues Paper - Companion to the WACOSS Pre-Budget Submission Investing in Outcomes: Making it Count for the People of WA
- WACOSS Submission to Commissioner for Children and Young People's Inquiry in to Mental Health and Wellbeing
- Youth and Education – WACOSS 2011-12 Issues Paper
- Health - WACOSS 2011-12 Issues Paper
- WACOSS submission to DRAFT Water Services Bill 2010
- WACOSS provided response to DRAFT Alinta Sales Financial Hardship Policy and Horizon Power Financial Hardship Policy
- Housing affordability and homelessness in WA – WACOSS 2011-12 Issues Paper
- WACOSS Submission to Economic Regulation Authority Draft Decision – Mid-West and South-West Gas Distribution Systems Revised Access Arrangement
- Fridge Replacement Scheme Step in Right Direction
- WACOSS second submission on water resource management and planning charges
- WACOSS submission to the Community Development and Justice Committee inquiry into social housing in WA
- Safety and Justice – WACOSS 2011-12 Issues Paper
- WACOSS Submission to ERA on the Estimation of Debt Risk Premium
- WACOSS submission to the inquiry into the funding arrangements of Horizon Power – draft report
- Management and Voluntary Income Management Measures in Western Australia
- WACOSS Analysis of ORIMA Research Evaluation of the Child Protection Scheme of Income
- WACOSS Submission into ERA's compliance enforcement policy
- WACOSS Submission to Office of Energy. Energy2031 Strategic Energy Initiative Directions Paper
- Strategic Energy Initiative Directions Paper
- WACOSS Submission to the Western Australian Industrial Relations Commission
- WACOSS Submission to Productivity Commission Australia's Urban Water Sector Productivity Commission Draft Report

WACOSS Media Releases have responded to the budget, changes in wages and income support policy and increases in the cost of living, particularly utilities. The Economic Audit Committee recommended significant reform initiatives in this period that have brought about considerable discussion in the Community Sector and WACOSS has ensured that information is available and well understood.

- |   |                   |
|---|-------------------|
| 1. We're ready for saving money on our power bills!   | 22 July 2010      |
| 2. Coalition's plan to extend welfare quarantining will hurt vulnerable people  | 28 July 2010      |
| 3. Expansion of Pre-Payment Meters to the Kimberley   | 28 July 2010      |
| 4. Mothers at risk need support not punitive responses  | 3 August 2010     |
| 5. WACOSS 2010 Rising Cost of Living Paper  | 20 August 2010    |
| 6. State Surplus needs to be reinvested into the WA Community   | 29 September 2010 |
| 7. Community Peaks Reject Blanket Income Management   | 8 October 2010    |
| 8. WACOSS Pre-Budget Submission Launch  | 21 October 2010   |
| 9. Switch the Future' campaign to encourage energy efficiency   | 8 December 2010   |
| 10. 2011 Changes For WACOSS Leadership Announced  | 11 December 2010  |
| 11. Synergy Must Restore Consumer Confidence  | 18 February 2011  |
| 12. WACOSS Media Release: Federal Budget Takes With One Hand to Give With the Other                                     | 10 May 2011       |
| 13. WACOSS welcomes the State Affordable Housing Strategy   | 11 May 2011       |
| 14. Fair Work Australia Supports Pay Equity Case  | 16 May 2011       |
| 15. WACOSS Applauds Landmark Funding Decision Thursday  | 19 May 2011       |
| 16. State Affordable Housing Strategy Broadly Welcomed  | 26 May 2011       |
| 17. WACOSS Submission to the Office of Energy's Strategic Energy Initiative Directions Paper<br>- Energy2031            | 26 May 2011       |
| 18. Landmark Funding Decision - State Budget Funding Announcement   | 27 May 2011       |
| 19. Joint Statement of Community Sector Partnership Forum Members   | 1 June 2011       |
| 20. Tariff & Concession Framework Review- Issues Paper released   | 10 June 2011      |
| 21. 2011-12 Budget Funding WACOSS Information Package<br>- Funding and Contracting Announcements for Community Services | June 2011         |

### WEST AUSTRALIAN NEWSPAPER – ADVERTORIALS

- |  |             |
|--|-------------|
| Call to Federal Candidates. You Can Make a Difference WACOSS | August 2010 |
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### WACOSS COMMUNITY SECTOR REFORM UPDATE

1. WACOSS and Department of Treasury and Finance WA Joint EAC Forum
2. Information Session
3. WACOSS Community Sector Reform Update Volume 1.
4. Community Sector Reform Update Volume 2.
5. GUIDANCE FOR COMMUNITY SERVICE EMPLOYERS Funding Increases and Wages Considerations
6. Funding an Procurement Reform Frequently Asked Questions

## COMMITTEES, WORKING PARTIES, STEERING GROUPS, BOARDS AND FORUMS

Anti-Poverty Week State Committee  
Building Resilience in Community Services – Peel Region Project Steering Committee  
Borders and Lodgers Working Group  
Centre for 3rd Sector Research Steering Group  
Chamber of Commerce and Industry Social Policy Committee  
Child Death Review Advisory Panel  
Childrens Policy Advisory Committee  
Chief Executive Officers Roundtable  
Citywest Lotteries House Board  
Community Sector Roundtable  
Commonwealth Heads of Government – Commonwealth Peoples Forum Steering Committee  
Community Employers WA Board  
Community Sector Services  
Community Services, Health and Education Training Advisory Council  
Consumer Research Advisory Board meeting  
Council of Social Service Health Network  
Council of Social Service Income Support Network  
Community Justice Coalition  
Department of Corrective Services Joint Consultative Committee Meeting  
Early Years Collaborative Project  
Economic Regulation Authority Consultative Committee (ERACCC)  
Electricity Consumer Consultative Committee  
Gas Marketing Code Consultative Committee  
Homelessness Reference Group  
Hardship Utilities Grants Working Group  
Hardship Efficiency Program Steering Committee  
Notre Dame - NFP Advisory Committee Meeting  
Partnership Forum Working Group  
Partnership Forum Secretariat  
Reconciliation Australia  
Section 80 Monitoring and Implementation Committee  
Seniors Alliance  
Social Work Advisory Board  
Strong Families Monitoring Group  
Standard Chart of Accounts Working Group.  
Secondary Family Support Hubs – Communications Task Group  
WA Peaks Forum  
Housing Affordability Roundtable  
Taser/Police Accountability group  
Tariff and Concessions Framework Working Group  
Synergy Customer Advocacy Committee  
Water Services Customer Code Working Group

### SOCIAL SERVICE ORGANISATION MEMBERS

Aboriginal Alcohol and Drug Service Inc  
 Access Housing Australia Limited  
 AccordWest  
 Adoption Jigsaw WA Inc  
 Adoption Research & Counselling Service (Inc)  
 Aged and Community Services WA  
 Albany Youth Support Association / Young House Inc  
 Alzheimer's Australia WA Ltd  
 Angelhands Inc  
 Anglicare WA  
 Arafmi Mental Health Carers & Friends Association (WA) Inc  
 Armadale Community Family Centre  
 Armadale Home Help Service for the Aged and Disabled Inc.  
 Association for Services to Torture and Trauma Survivors  
 Association of Civilian Widows Inc  
 Australian Association of Social Workers WA Branch  
 Australian Red Cross Society  
 Balga Job Link  
 Baptistcare  
 Bay of Isles Community Outreach Inc  
 Bayswater Drill Hall & Family Centre Inc  
 Beehive Industries of WA Inc  
 Boyup Brook Community Resource Centre  
 Bridgetown Telecentre Inc  
 Busselton Family Centre Inc.  
 Calvary Youth Services Mandurah Inc  
 Canteen WA  
 Carnarvon Family Support Service Inc.  
 CASE for Refugees  
 Catholic Outreach  
 Catholic Pastoral Centre  
 Centacare Family Services Geraldton  
 Central Aged Care Inc  
 Centrecare Inc  
 Child Australia  
 Chrysalis Support Services Inc  
 Citizens Advice Bureau  
 City of Cockburn - Human Services  
 CLAN WA Inc  
 Coalition for Asylum Seekers, Refugees and Detainees  
 Collie Family Centre Inc  
 Communicare Inc  
 Community First International Ltd  
 Community Housing Coalition of WA  
 Community Legal Centres Association (WA) Inc.

### SOCIAL SERVICE ORGANISATION MEMBERS CONT.

Community Midwifery WA  
 Community Sector Services Inc.  
 Community Vision Inc  
 CommunityWest Inc  
 ConnectGroups - Support Groups Association WA  
 Consumers of Mental Health WA (Inc)  
 Council on the Ageing (WA) Inc  
 Crossways Community Services  
 Cunderdin Community Resource Centre  
 Cystic Fibrosis Western Australia Inc  
 Developmental Disability Council of WA Inc  
 Donnybrook Community Resource Centre Inc  
 Drug Arm WA Inc  
 Eastern Goldfields Sexual Assault Resource Centre Inc  
 Eastern Region Domestic Violence Services Network  
 Echo Community Services  
 Employment Law Centre of WA Inc.  
 Esperance Crisis Accommodation Service  
 Fairbridge Western Australia Inc  
 Family Support WA Inc  
 Financial Counsellors Association WA Inc  
 Financial Counsellors Resource Project  
 Foothills Information & Referral Service  
 Foundation Housing Ltd  
 Frank Konecny Community Centre  
 Fremantle Multicultural Centre Inc  
 Fremantle Women's Health Centre Inc  
 From the Heart WA Inc  
 Future Living Trust Inc  
 Gay and Lesbian Community Services of WA  
 Geraldton Regional Community Education Centre  
 Geraldton Resource Centre Inc  
 Glyde-In Community Learning Centre Inc.  
 Golden Mile Community House Inc  
 Goldfields Women Health Care Centre  
 Gosnells Community Legal Centre Inc  
 GROW WA  
 Haemophilia Foundation WA Inc.  
 Harvey Health and Community Services Group Inc.  
 Harvey Telecentre  
 Headwest (Brain Injury Association of WA Inc)  
 Health Agencies of the Yilgarn Inc.  
 Health Consumers' Council WA Inc  
 Helping Out People Everywhere (HOPE) Inc.  
 HepatitisWA Inc.  
 Holyoake Australian Institute  
 IBN Corporation  
 Identity WA

### SOCIAL SERVICE ORGANISATION MEMBERS CONT.

Independent Practising Interpreters Association  
 Italo-Australian Welfare and Cultural Centre Inc  
 Jewish Care WA Inc  
 Katanning Regional Emergency Accommodation Centre Inc  
 Knights of the Southern Cross  
 Kwinana Early Years Services Inc  
 Learning and Attentional Disorders Society of WA Inc.  
 Life Without Barriers  
 Lifeline WA  
 Linc Canning  
 Linkwest  
 Lot 208 Youth Inc  
 Manjimup Family Centre Inc  
 Margaret River Community Resource Centre Inc.  
 Melville Cares Inc  
 Men's Advisory Network  
 Men's Outreach Service Inc  
 MercyCare  
 Metropolitan Migrant Resource Centre Inc  
 Mid West Sports Federation  
 Midland Information Debt and Legal Advocacy Service Inc  
 Midland Womens Health Care Place Inc  
 Milligan Community Learning and Resource Centre  
 Mission Australia  
 MOSAIC Community Care Inc  
 Nannup Community Resource Centre  
 NASCHA Inc  
 Ngala Community Services  
 Nintirri Centre Inc.  
 Northcliffe Family Centre  
 Northern Districts Community Support Group  
 Nyoongar Sports Association Inc  
 One World Centre  
 Orana House Inc  
 Outcare Inc.  
 Padbury Education and Childcare Centre  
 Palmerston Association Inc  
 Parents and Friends Federation of Western Australia Inc  
 Parents Without Partners WA (Inc)  
 Pat Thomas Memorial Community House  
 Patricia Giles Centre Inc  
 Peel Community Development Group  
 Peel Volunteer Resource Centre  
 Peel Youth Services Inc.  
 Pemberton Community Resource Centre Inc  
 People with Disabilities WA Inc

### SOCIAL SERVICE ORGANISATION MEMBERS CONT.

Perth Asian Community Centre  
 Perth Inner City Youth Service  
 Playgroup WA (Inc)  
 Relationships Australia Western Australia Inc  
 Richmond Fellowship of WA Inc  
 Rostrata Family Centre (Inc)  
 Ruah Community Services  
 SaintsCare LTD - The Homestead Kingsley  
 Salvation Army WA Social Program  
 Sandalwood Family Centre  
 SCALES Community Legal Centre  
 Second Harvest (Aust) Inc  
 Shelter WA  
 South Coastal Womens Health Service  
 South Lake Ottey Family & Neighbourhood Centre  
 South West Aboriginal Medical Service  
 South West Counselling Inc  
 South West Emergency Care for Children Inc.  
 Southcare Inc.  
 Southern Districts Support Association  
 St John of God Foundation  
 St Patrick's Community Support Centre  
 St Timothy Foundation  
 St. Vincent de Paul Society WA Inc  
 Starick Services Inc  
 Sussex Street Community Law Service Inc  
 Swan Emergency Accommodation  
 Tenants Advice Service  
 The Christian Disciples of Christ Association Inc  
 The Family Inclusion Network of Western Australia Inc  
 The Family Planning Association of WA Inc  
 The Samaritans Inc  
 The Spiers Centre Inc.  
 Therapy Through Technology Inc  
 Tom Price Youth Support Association Inc.  
 UN Women (Perth Chapter)  
 Uniting Church Community Service and Outreach Network  
 UnitingCare Crossroads  
 UnitingCare West  
 Upper Great Southern Family Support Association Inc  
 Valued Independent People Inc  
 Volunteer South West Inc.  
 Volunteer Task Force Inc  
 WA AIDS Council  
 WA Association for Mental Health  
 WA Association of Toy Libraries  
 WA Network of Alcohol and Other Drug Agencies

### SOCIAL SERVICE ORGANISATION MEMBERS CONT.

WA No Interest Loans Network Inc  
 WA Police Legacy (Inc)  
 Wanslea Family Services  
 Waratah Support Centre  
 Waroona Community Resource Centre Inc.  
 Welfare Rights & Advocacy Service  
 Wellstead Resource and Telecentre Inc  
 WestAus Crisis & Welfare Services  
 WESTN Inc  
 Wheatbelt Agcare Community Support Services Inc  
 Wickepin District Resource and Telecentre  
 Women's Council for Domestic Family & Violence  
 Services (WA)  
 WOMEN'S Healthworks - Health, Education and  
 Resource Centre  
 Yaandina Family Centre Inc  
 YMCA of Perth Inc.  
 Yorganop Association Incorporated  
 Youth Futures WA Inc  
 Zonta House Refuge Association Inc

### SOCIAL SERVICE INDIVIDUAL

Branson, Pat  
 Calleja, Joe  
 Cannon, Lyneve  
 Clare, Michael  
 Creed, Helen  
 Deanus, Ann  
 Diamond, Susan  
 D'Mello, Zane  
 Dyson, Winnie  
 Francis, Nick  
 Hall, Sonia  
 Harding, Noel  
 Harries, Maria  
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 Sidhu, Dee  
 Sirr, Peter  
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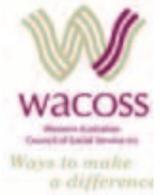
### ASSOCIATE ORGANISATION

Australia Post  
 City of Bayswater  
 City of Belmont - Youth and Family Services  
 City of Mandurah  
 City of Nedlands- Community Development  
 (Volunteering)  
 Department for Child Protection  
 KGA Consulting Group  
 KPMG  
 People Who Care  
 The Australian -Asian Association of WA Inc  
 Victory Life Community Services  
 Vital Conversations

### ASSOCIATE INDIVIDUAL

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Alinta	Community Housing Coalition of WA
Department of Agriculture, Fisheries and Forestry	ConnectGroups
Department for Child Protection	Crunch Consulting
Department for Communities	Linkwest
Department of Education, Employment and Workplace Relations	Muslim Women's Support Centre
Department of Family, Housing, Community Services and Indigenous Affairs	Metropolitan Migrant Resource Centre
Department of Housing, WA	One World Centre
Department of Immigration and Citizenship	People with Disabilities Western Australia
Department of Premier and Cabinet	Shelter WA
Department of Treasury and Finance	UnitingCare West
Disability Services Commission	Western Australian Association for Mental Health (WAAMH)
Community Sector Banking	WA Network of Alcohol and Other Drug Agencies (WANADA)
Employer Assist	
Ernest and Young	
Economic Regulation Authority	
HESTA	
Horizon Power	
Gibson and Gibson	
Great Southern Development Commission	
Landcorp	
Lotterywest	
MODAL	
Office of Energy	
Relationships Australia (WA)	
Salvation Army	
St Vincent de Paul	
School for Social Entrepreneurs Australia	
Social Business Australia	
Social Traders	
Synergy	
Water Corporation	

