



Annual Report  
2016-17





The Victorian Council of Social Service is the peak body of Victoria's social and community sector.

Our members reflect the diversity of the sector and include large charities, peak organisations, small community services, advocacy groups and individuals interested in social policy.

In addition to supporting the sector, VCOSS represents the interests of vulnerable and disadvantaged Victorians in policy debates and advocates for the development of a sustainable, fair and equitable society.

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VCOSS acknowledges the traditional owners of country and pays its respects to Elders past and present.

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# Chair's Report

We started the year with VCOSS' 70th birthday. This provided a unique opportunity to look back on the achievements of VCOSS over that time, but also look ahead to what still needs to be done for Victoria to be a fair and just state for everybody.

The board adopted a four-year Strategic Plan 2015-18 with three goals: a fair and just Victorian community, a thriving community sector and a healthy organisation.

Together with our members VCOSS has developed and led the call for the policies that will help build a better Victoria. VCOSS is represented on a wide range of ministerial and government taskforces across all the major social policy issues needed to make Victoria fair and just. Across all these groups, such as the NDIS transition, housing and homelessness initiatives, family violence reforms and the Roadmap for Reform: strong families; safe children, VCOSS has aimed to join up the different areas of social policy and how they intersect and impact on each other. This is because people do not live their lives in isolation or seek help from just one service type when they experience difficulties or require support. Social policies need to be synergistic and mutually reinforcing.

Change has been constant for community sector organisations, with dramatic shifts in the way services are delivered. There has been the onset of major trends and reforms, such as the move to person-centred funding approaches which require services to be more responsive to service users, increasing demand for services, greater competition between providers, funding uncertainty, and governments wanting to see the outcomes from the funding they provide.

In order to support a thriving Victorian community sector, VCOSS has facilitated a range of training opportunities and forums, such as the CEO and Presidents' forums, the Human Services and Health Partnership Implementation Committee and the Department of Education/Community Services partnership. In June 2017 funding was announced for VCOSS to facilitate with the sector the development of a whole of Community Sector Industry Plan that articulates the vision and steps needed over the next 10 years.

Self-determination is critical to healthy and safe Aboriginal people and communities in Victoria. The board and staff have also been working towards our first ever Reconciliation Action Plan (RAP) and we look forward to finalising our RAP in the next year and progressing the actions that are so critical for ensuring we as an organisation are culturally safe, and that we can stand alongside and support our Aboriginal community in their journey to self-determination.

VCOSS continues to be managed in a fiscally efficient and robust manner and I would like to thank my fellow board members and the VCOSS staff led by our CEO Emma King. The team have worked hard to deliver on all aspects of our Strategic Plan.

With a state election in 2018, VCOSS will be working with the sector and all sides of politics to pursue real solutions to the problems that are holding Victorians back from leading good lives.

New challenges and opportunities lay ahead and I'm excited we'll be working on them together.



**Stella Avramopoulos**  
President



# From the CEO

The past year has seen an extraordinary amount of progress in social policies to help Victorians lead good lives. But because of factors such as increasing inequality and financial hardship, the continued scourge of family violence, an ageing population and growing demand for services, VCOSS cannot stand still in its pursuit of a fair and just Victoria.

External events brought many social justice issues into sharp focus for many Victorians over the past year.

A spike in the number of people sleeping rough proved a springboard to discuss homelessness in all its guises. The 'robo-debt' scandal uncovered the Federal Government's punitive attitude towards people experiencing hardship. And the national debate on energy policy progressing at a snail's pace, despite exorbitant increases in energy prices, became a chance to refocus attention on people who survive on very little.

This year I am proud to say we consulted with our members to submit more than 30 policy reviews from areas ranging from the NDIS, to the payment hardship framework for essential energy services, to Victoria's 30-year Infrastructure Strategy. We released major reports about creating engaging schools for all children and young people, particularly those facing educational disadvantage; taking place-based approaches to shifting poverty and disadvantage; and quantifying the economic and social value of our community sector through our *More than Charity* report.




Throughout all our work including our work with members, media and policy work, we seek to amplify the voice of Victorians facing disadvantage. It is only through listening to the lived experience of people that we can truly understand where the solutions lie.

Victoria has a vibrant and effective community services industry with a proud history of supporting thousands of people each day who face significant barriers to living a good life. We are a large and diverse industry, made up of around 4,500 organisations and we are an industry with a total yearly revenue of over \$11.5 billion. Together we employ around 150,000 people and this number is growing year on year.

The VCOSS-RMIT Future Social Service Institute has commenced a range of initiatives, with three PhD scholarships and Vocational Educational and Training scholarships to support a growing and thriving sector. We are looking forward in the coming year to working with the sector and the Victorian government on the 10-year Community Services Industry Plan to future-proof and grow the essential community services sector.

I thank our wonderful members, hard-working staff, generous funders and partners, and our board and President Stella Avramopoulos. It is all of your drive, passion and commitment that enables VCOSS to keep fighting for a fair and just Victoria. Above all, my thanks go to the many people who allowed VCOSS to tell their personal stories in our advocacy.

In the next year, with a Victorian state election set to dominate, VCOSS will work with our members to ensure our policy and advocacy work makes an impact. I look forward to collaborating with you as we prepare for the important year ahead.



**Emma King**  
Chief Executive Officer

# Policy output

VCOSS consults with members and people with lived experience of disadvantage to produce robust, readable and persuasive policy reports. Our work identifies the causes and effects of poverty, analyses current or proposed policy approaches, and recommends new measures to address social challenges.

In 2016-17 we convened dozens of policy consultation sessions and produced more than 40 policy submissions, statements and flagship reports.

SUBMISSION	POLICY STATEMENT	FLAGSHIP REPORT
Submission to the Essential Services Commission Water Pricing Approach Review		
Joint submission by VCOSS Consumer Utilities Advocacy Centre and Consumer Action Law Centre		
Review of the National Disability Advocacy Program		
Joint submission by VCOSS and Disability Advocacy Victoria		
Fairer Futures		
VCOSS submission to the State Disability Plan 2017-20		
Data Availability and Use		
VCOSS-led joint Councils of Social Service submission to the Productivity Commission		
Meaningful engagement and co-design		
VCOSS submission to the development of the Aboriginal Community Engagement and Partnership Framework		
Regulation of property conditions in the rental market		
VCOSS submission to the issues paper for the Residential Tenancies Act 1997 Review		
Fair and equitable access to legal aid		
VCOSS submission to the Victoria Legal Aid means test review		
VCOSS response to the Adoption Act 1984 review		
Feedback to Victorian Government-commissioned review by the Victorian Law Reform Commission		
VCOSS response to the Climate Change Adaptation Plan Directions Paper		
VCOSS statement on the Wrongs Amendment (Organisational Child Abuse) Bill 2016		
Communities taking power		
Using place-based approaches to deliver local solutions to poverty and disadvantage		
VCOSS statement on Medical Treatment Planning and Decisions Bill 2016		
2017 Annual Information Statement		
Joint Councils of Social Service Network submission to the Australian Charities and Not-for-profit Commission		
The right evidence for improving education		
VCOSS submission to the Productivity Commission's inquiry into the national education evidence base		
Infrastructure for diverse communities		
VCOSS submission to Victoria's draft 30-year Infrastructure Strategy		
VCOSS submission to the Inquiry into the retirement of coal-fired power stations		
Senate Standing Committee on the Environment and Communication		
Payment difficulties framework: risks for low-income and vulnerable people		
VCOSS submission to the Essential Services Commission on amendments to the Energy Retail Code – Draft Decision		
Improving children's safety, stability and wellbeing		
VCOSS submission to the Commission for Children and Young People's Permanency Amendments Inquiry		
Empowering all Victorians		
VCOSS State Budget Submission 2017-18		

## A fair and just Victoria

SUBMISSION	POLICY STATEMENT	FLAGSHIP REPORT
Creating engaging schools for all children and young people: What works		
Joint report by VCOSS, the Centre for Excellence in Child and Family Welfare, the Youth Affairs Council of Victoria, Early Learning Association Australia and the Hume Whittlesea Local Learning and Employment Network		
Strengthening rental laws		
VCOSS submission to the Victorian Government's Residential Tenancies Act 1997 Options Discussion Paper		
Helping low-income Australians access insurance		
VCOSS submission to the Senate inquiry into Australia's general insurance industry		
Delivering high quality services for all mental health consumers		
VCOSS submission to the Joint Standing Committee on the NDIS		
VCOSS statement on the Education and Care Services National Law Amendment Bill 2017		
Navigating health and social service reform		
Report from VCOSS and Victorian Primary Care Partnerships		
Making energy markets work		
VCOSS submission to the review of electricity and gas retail markets in Victoria		
Restoring youth justice		
VCOSS submission to the Victorian Legislative Council committee inquiry into youth justice centres		
Preventing financial crisis and exclusion		
VCOSS response to the Federal Government is proposed redesign of the Financial Wellbeing and Capability Activity		
VCOSS submission on family violence changes to Water Customer Service Code		
Resilient recovery		
VCOSS submission to Emergency Management Victoria's Resilient Recovery Discussion Paper		
Funding the NDIS in full		
VCOSS submission to the Productivity Commission's review of NDIS costs		
VCOSS submission to the NDIS 2017 Price Controls Review		
Financial support for kinship carers		
VCOSS submission to Victorian Ombudsman investigation		
Building resilient communities		
Working with the community sector to enhance emergency management		
VCOSS submission on the Youth Justice Reform Bill and the Protective Service Officers Bill		
Reducing trauma and delay for witnesses and victims		
VCOSS submission on proposed reforms to criminal procedure.		
Fair and equitable access to legal aid		
VCOSS submission on the Victoria Legal Aid Means Test Review Options Paper		
Protecting tenancy rights in specialist housing		
VCOSS submission to the Victorian Government's review of rights in specialist disability accommodation		
Deliver high quality, safe services		
VCOSS submission on the NDIS Code of Conduct		
Helping people to stay connected		
VCOSS submission to the Essential Services Commission 9/11		





people  
community  
services  
children  
support  
poverty  
social  
disadvantaged  
education  
future  
housing  
vulnerable

A fair and just Victoria

## Influence

**VCOSS continues to provide a strong voice for the community sector inside Victoria's formal policymaking structures.**

In 2016-17 we performed a variety of roles in numerous official advisory, ministerial and policy development forums.

This involvement means VCOSS can help shape policies and implementation plans, and ensuring the views and experiences of both the community sector and people experiencing poverty are heard at the highest levels.

Some highlights include:

**Ministerial Advisory Group membership**

- Family Violence Steering Committee
- Industry Taskforce
- Social Services Taskforce
- NDIS Implementation Taskforce
- Roadmap to Reform Strong Families Safe
- Public Housing Renewal Advisory Group

**Other Advisory Group membership**

- NDIS Workforce Development and Transition Working Group
- NDIS Participant Readiness Working Group
- NDIS Sector Readiness Working Group
- NDIS Housing Working Group
- NDIS Cross Sector Innovation Working Group
- Roadmap for Reform Universal Services Working Group
- Department of Education and Training's Early Childhood Development Advisory Group

- Victorian Climate Change Advisory Panel
- Victorian Child and Youth Area Partnership Implementation Group
- Victoria Police Commissioner's Human Rights Advisory Group
- Seniors Commissioner's Social Isolation and Loneliness and Senior Victorians Advisory Group
- HSHPIC Service Agreement Working Group (the key consultation body for the Victorian Common Funding Agreement)
- Aboriginal Children and Families Agreement and Strategic Action Plan External Working Group
- Centre for Social Impact Victorian Advisory Council
- Early Childhood Development Advisory Group
- Equal Workplaces Advisory Council
- Project Advisory Group. Registration and accreditation for Victoria's disability workforce

**Convener**

- CEO and Presidents' Forum
- Peaks and State-wide Network
- VicUtilities Network

VCOSS is also a founding member of the Ageing, Disability, Mental Health Collaborative Panel, and hosts the Disability Advocacy Resource Unit, Victorian Primary Care Partnership Network and Victorian Community Services & Health Industry Training Board (see p.14)

**Opposite:** The 12 most commonly used words in VCOSS's public communications for 2016-17.



# Campaigns

VCOSS works with members to develop public support for the policy settings required for a fair and just society. Each year we participate in numerous public campaigns performing a variety of roles. Sometimes VCOSS takes a lead role, providing a face for an issue and balancing the needs and wishes of the sector as a whole. Some campaigns are best led by individual organisations, in which case VCOSS plays a supporting or complimentary role.

## Centrelink robo-debt

VCOSS played a leading role campaigning against the Commonwealth's flawed "robo-debt" program (#NotMyDebt). Alongside the work of others, this culminated in a Senate Inquiry into the program, where VCOSS presented evidence, dozens of media appearances, a VCOSS campaign video against the scheme being quoted in Federal Parliament—and a partial policy reversal by the Commonwealth.

## Keeping kids out of adult jails

As a member of the Smart Justice for Young People, VCOSS helped coordinate an advocacy campaign arguing children don't belong in adult prisons (#NoPlaceForKids). The campaign urged the immediate removal of children from Barwon Prison, and was part of a broader push against ineffective, punitive youth justice policies in Victoria. VCOSS also hosted a youth justice forum with YACVic, Smart Justice for Young People and the Federation of Community Legal Centres, submitted evidence to the Legislative Council's Inquiry into Youth Justice Centres and released formal policy responses to the Youth Justice Reform Bill and Protective Service Officers Bill.

## National housing funding

VCOSS played an active role in a broad community campaign to save the National Partnership Agreement on Homelessness (#SaveNPAH), which provides \$230m annually to frontline homelessness services. In December 2016, the Commonwealth extended the program's funding for two years.

## Melbourne's 'homeless ban'

VCOSS advocated strongly against the City of Melbourne's plan to criminalise rough sleeping. We supported the Council to Homeless Persons' official campaign, publicly urging councillors and policymakers to show compassion (#KeepYourHearts). In September 2017, the City of Melbourne dumped several elements of its planned 'homeless ban'.

## Renters' rights

VCOSS has long prosecuted the Decent Not Dodgy campaign, pushing for a better deal for Victorian renters. We continued to support this cause as part of the Make Renting Fair campaign, coordinated by the Tenants Union of Victoria (#MakeRentingFair). In September 2017, VCOSS was able to join Premier Daniel Andrews to announce new rights and protections for Victorian renters.

## Home Stretch

VCOSS was proud to support the Home Stretch campaign, calling on the Victorian Government to provide state funded support for people in out-of-home until their 21st birthday. Led by Anglicare Victoria, this campaign strongly featured the views and voices of young people and their carers.

## Access to sport

VCOSS launched the Access Sport campaign in late 2016 because costs should not be a barrier for any Victorian child wishing to engage in sport. The ongoing campaign is urging the adoption of an organised activities concession scheme for families on low-incomes, and has attracted attention from both the media and Victorian Government.

## Anti-Poverty Week

VCOSS CEO Emma King served as Victorian co-chair for Anti-Poverty Week 2016, helping coordinate, organise and promote local activities. Anti-Poverty Week raises awareness of poverty 'in all its forms' and was established in Australia as an extension of the UN's International Anti-Poverty Day (October 17).



# Our strong voice

Strong communications is central to the pursuit of a fair and just Victoria, as it allows VCOSS to both increase community understanding of the causes and effect of poverty and promote our vision for change.

VCOSS actively works with our members to amplify their voices and those of people with lived experience.

## Traditional media

VCOSS achieved strong representation in the mainstream media during 2016-17, including appearances on programs and platforms not always known for their coverage of social affairs, such as A Current Affair, Sunrise and Nine News' new afternoon 'live interview' edition.

We have also enhanced our media production capacity and now regularly film interviews with VCOSS staff and member organisations for regional TV networks, allowing a better connection with audiences outside of Melbourne. Most of VCOSS's media mentions still come from radio and syndicated print publications.

## Own media

VCOSS consolidated and enhanced its social media output in 2016-17, reducing the number of channels and increasing the quality of content. Content is now paired with images or video as a matter of course, produced in-house whenever possible. This enhances the impact of our work, but also allows VCOSS to better amplify the voices of people with lived experience of poverty and disadvantage.

For the first time in 2017, VCOSS members were able to live stream the traditional post-Victorian Budget press conference, learning in real time how other organisations were responding to the budget and reviewing their own media performance.

A fair and just Victoria

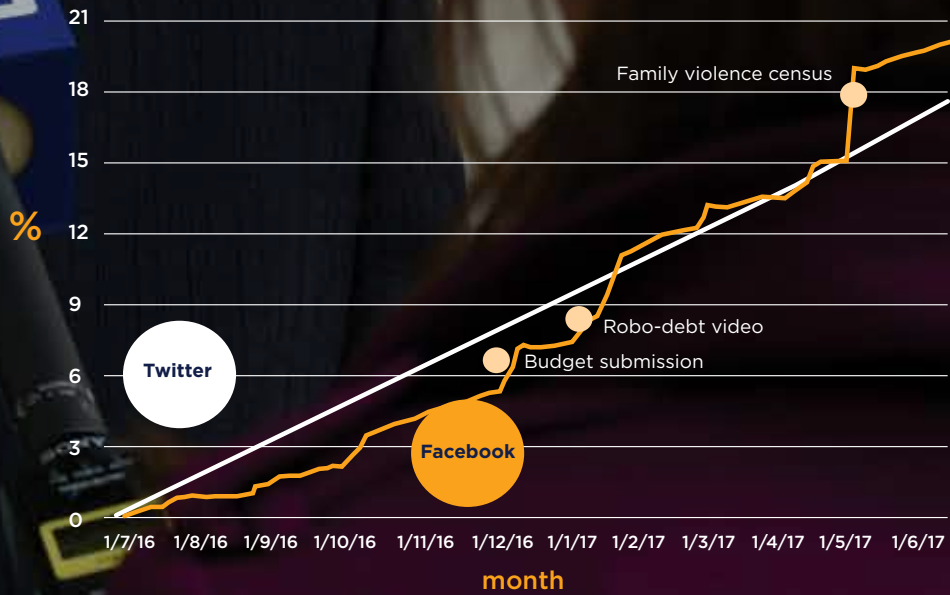
## Website

During 2016-17 VCOSS engaged an external design agency to create and build a new VCOSS website. This work is ongoing. When completed, the new site will present content in a more accessible and engaging way, including a new 'members only' section featuring exclusive VCOSS member benefits. It will also provide a better platform to recognise the work of members and amplify the voices of people with lived experience.

## Insight

The VCOSS member magazine Insight got a fresh, new look in 2016. New features included 'Sector Champion', profiling VCOSS members doing inspirational and innovative work, and 'Sector Scenes', showing people at a range of sector events and forums. We were pleased to feature DV Vic CEO Fiona McCormack as our inaugural Sector Champion, and FamilyCare CEO David Tennant later in the year. Editions focused on 'Building Resilient Communities' and 'Social Innovation', with articles from inspiring social policy leaders highlighting how these issues are being tackled.

## Social followers growth





# A thriving sector

**VCOSS strives to build the strength, skills and resilience of the Victorian community sector.**

**We work directly with member organisations to provide exclusive training and capacity building opportunities each year, but also engage with the broader sector as it adapts to the challenges and opportunities presented by unprecedented change and growth.**

## Community Service Industry Planning

VCOSS teamed with the Department of Health and Human Services to host the 'Social service sector of tomorrow' symposium in March 2017 as part of our work as co-chair of the Health and Human Services Partnership Implementation Committee.

Following the symposium, the Victorian Government announced it would fund VCOSS to work with the sector to develop a 10-year Community Services Industry Plan.

The plan aims to set a vision for the community services industry of the future, taking account of seismic shifts taking place and moving towards a co-ordinated, person-centred service system. The development process involves targeted regional consultations, online public consultation, a second Industry Planning Symposium, an Australian and international evidence and policy review, and state data analysis.

## CEO and President's Forum

In partnership with Bank Australia, VCOSS held a member-only CEO and President's Forum in October 2016. With record attendance of 85 members, and led by keynote speaker Professor Sara Charlesworth from RMIT, community sector leaders discussed the challenges the sector faces in growing the workforce of the future.

## Family Violence Workforce Census

VCOSS partnered with Domestic Violence Victoria and the Victorian Government to develop and deliver the state's first Family Violence Workforce Census. More than 10,000 people from across the community, health, education and government sectors were surveyed about their roles, background, training needs and future plans. The information collected will inform the 10 Year Industry Plan for Family Violence Prevention—a key recommendation from the 2016 Royal Commission into Family Violence.

## Victorian Community Communications Alliance

In 2016 VCOSS launched a new exclusive member benefit: the Victorian Community Comms Alliance. This is a professional network for people performing communications functions in VCOSS member organisations. The VCCA's goals are the 'Three C's' of Camaraderie (friendships and professional connections), increased Capacity (through training and collaboration) and better Campaigning (ensuring the community sector is a united voice for change). The Alliance held five events in 2016-17 and has more than 90 active members.

## Emergency Management Forum

In June 2017, VCOSS and the Municipal Association of Victoria jointly hosted the annual Victorian Emergency Management Forum. With more than 100 people attending, the forum explored the importance of collaboration in emergency management, showcasing best practice examples of strong, active partnerships.

The shift to shared responsibility in emergency management puts emphasis on integrating emergency services, volunteers, community organisations and all levels of government to build resilience to emergencies and disasters. Using existing networks, establishing new partnerships and collaborating are key to this new approach.

The forum showcased recent initiatives that highlight the benefits of working together to build strong and resilient communities.

## Thriving sector

### Ins and outs of co-design

The importance of co-design was highlighted at a VCOSS Finance Network event: 'The Ins and Outs of co-design'. This sold-out event highlighted co-design as beginning with people: their experiences, perspectives, values, challenges and understandings. It covered the transformative power of co-design, what it takes to do it well and putting it into practice.

The need for co-design has been recognised by the Royal Commission into Family Violence and other key Victorian Government reforms, including the Roadmap to Reform, the transition to the NDIS, social housing and homelessness and 10-Year Mental Health plan.

### Budget briefings

On the eve of 2017 Victorian Budget's release, VCOSS convened a free training session for VCOSS members to demystify the budget process and help people understand and navigate the budget papers. Budget analyst and VCOSS board member Professor David Hayward gave participants a detailed explanation of the budget papers and processes before answering questions. Members were also briefed on VCOSS's planned budget day communications activities, assisting with their planning and budget responses.



# Collaborations

## Future Social Service Institute

The Future Social Service Institute has enjoyed an immense and successful first year of full operation under the stewardship of inaugural Director, Professor David Hayward, and with the unwavering support of the RMIT Vice-Chancellor, Martin Bean CBE. Established in June 2016 through the VCOSS-RMIT partnership with support from the Victorian Government, FSSI has quickly established a wide-ranging program to support the social service sector and workforce to be service delivery leaders.

The Institute has developed vocational training including mentoring and specialist content, with student and sector scholarships for these streams, supported in-depth research through three inaugural PhD scholars, conducted a highly successful Executive Masterclass program and hosted a range of public lectures, forums and seminars.

## Ageing, Disability and Mental Health Collaborative Panel

VCOSS is a founding member of the Ageing, Disability and Mental Health Collaborative Panel, together with seven other peak bodies. At a time of major growth and reform, the Collaborative Panel works to build these sectors' capacity to implement consumer-directed service delivery. It has undertaken a range of projects in the last year, including the Good Practice in Consumer Directed Service Delivery Project.

## The COSS Network

VCOSS is a proud member of the Councils of Social Service (COSS) network, comprising the peak bodies representing Australia's not-for-profit social service sector. The state councils (QCOSS, NCOSS, VCOSS, TasCOSS, SACOSS, WACOSS), territory councils (ACTCOSS, NTCOSS) and national council (ACOSS) work cooperatively to pursue our joint vision of a fairer and more just society.

## Disability Advocacy Resource Unit

DARU held three Advocacy Sector Conversation Forums in 2016-17, livestreaming some forums so regional advocates could participate more easily, and organised the Strengthening Disability Advocacy Conference, held in September.

DARU also worked with the Office for Disability on consultations for the State Disability Plan, analysed the work of disability advocacy organisations from 2012 to 2016 for the Disability Advocacy by the Numbers report, launched a new website and added a regional representative to its Governance Group.

## Victorian Primary Care Partnerships

VicPCPs has had a successful year partnering with VCOSS on many of its initiatives, projects and submissions. This wonderful partnership has helped build cross sector relationships, raise the PCP platform profile and supported the contribution of the primary health perspective and needs in important consultations, including for the Community Services Industry Plan and Victorian State Budget submission.

## A healthy VCOSS

## Celebrating 70 years

VCOSS was proud to celebrate its 70th birthday in late 2016. We marked the occasion with a fantastic performance from the Choir of Hard Knocks at our 2016 Annual General Meeting and a reception at Government House, hosted by our Patron the Honourable Linda Dessau AC, Governor of Victoria.

## Action on reconciliation

VCOSS believes a genuine recognition of Aboriginal and Torres Strait Islander history and culture is integral to a just and prosperous Victoria, and crucial to a respectful and culturally safe workplace. With guidance from Reconciliation Australia and input from Aboriginal Victorians, VCOSS has begun developing a Reconciliation Action Plan (RAP) set to launch in 2018

## Team development

VCOSS staff undertook Myers-Briggs workplace training during the year, which allowed people to better understand how to interact in the office and resulted in the development of new staff values articulating how we work together best. The identified values emphasise attitude, appreciation, communication, understanding, effort, inclusion and respect. The structure of regular staff meetings were also changed in 2016-17.

## Enterprise Agreement

Negotiations commenced for a new VCOSS Enterprise Bargaining Agreement (EBA) as the current EBA expired on the 30 June 2017.

## Risk Management Framework

VCOSS has developed and implemented a Risk Management Framework and Risk Register to ensure the organisation can effectively anticipate and respond to emerging threats and risks.

**VCOSS staff, clockwise from top left:** Chelsea Ayling (Communications and Events), Llewellyn Reynnders (Policy Manager), Emma King (CEO), Mary Sayers (Deputy CEO), Emma O'Neill (Policy Advisor), Anna Burke (Police Advisor), Neda Ross (Executive Assistant to the CEO), Mel Hibbins (Victorian Primary Care Partnerships), Andrea Foreman (Executive Administrator), Ryan Sheales (Communications Manager), Janelle VanderWerf (Office Administrator), Carly Nowell (Policy Advisor).

Not pictured: Linda Sim (Finance Manager), Rohan Reynnders (Web and IT), Melissa Hale and Natasha Brake (DARU), Ché Stockley, Bridget Tehan, Brooke McKail, Dev Mukherjee (Policy Advisors).

Ageing, Disability  
and Mental Health  
Collaborative Panel



Psychiatric Disability Services  
of Victoria (VICSERV)





# The VCOSS Board

- President**  
**Stella Avramopoulos**  
 Kildonan UnitingCare  
 Year elected: 2011

**Deputy President**  
**Kim Sykes**  
 Bendigo Community Health Service  
 Year elected: 2012

**Treasurer**  
**Simon Trivett**  
 Grant Thornton Australia  
 Year co-opted: 2013

**Emma King**  
 VCOSS CEO and Company Secretary
- Professor David Hayward**  
 RMIT University  
 Year co-opted: 2015

**Jason Davies-Kildea**  
 The Salvation Army (Victoria)  
 Year elected: 2014

**Tony Keenan**  
 Launch Housing  
 Year elected: 2013

**David Brant**  
 Disability and community advocate  
 Year elected: 2016

**Caroline Mulcahy**  
 Carers Victoria  
 Year elected: 2016
- Bridget Gardner**  
 Neighbourhood Houses Victoria  
 Year elected: 2015

**Tony Lang**  
 Barrister  
 Year co-opted: 1998

**Lyn Morgain**  
 cohealth  
 Year elected: 2016

**Departing member**  
 Kim Koop  
 VICSERV



From left: David Brant, Simon Trivett, Emma King, Jason Davies-Kildea, Stella Avramopoulos, Tony Keenan, Caroline Mulcahy, Bridget Gardner, Kim Sykes, Tony Lang, David Hayward. **Not pictured:** Lyn Morgain.

A healthy VCOSS

# Partners

VCOSS believes in the power of collaboration and community. We recognise our funders, partners and institutional supporters for 2016-17. Thank you for sharing our vision for a better Victoria.





# Treasurer’s Report

For the year ended 30 June 2017 VCOSS has reported a surplus of \$138,561 (2016 surplus: \$26,475). The delivery of quality services can only be achieved from a financially healthy organisation, as is the case with all our member organisations.

The surpluses achieved in recent years have been reinvested into VCOSS, with a particular focus on member engagement and support, and communications, which will be increasingly important with an impending State election.

As previously communicated, VCOSS’s sustainability is dependent on diversified and recurring revenue sources, combined with prudent expense management. Subsequent to the end of the financial year, the VCOSS investment property was sold at public auction, and the results of this sale will be reflected in the 2018 financial year. Prudent management of the sale proceeds will provide another revenue source for VCOSS to meets its objectives.

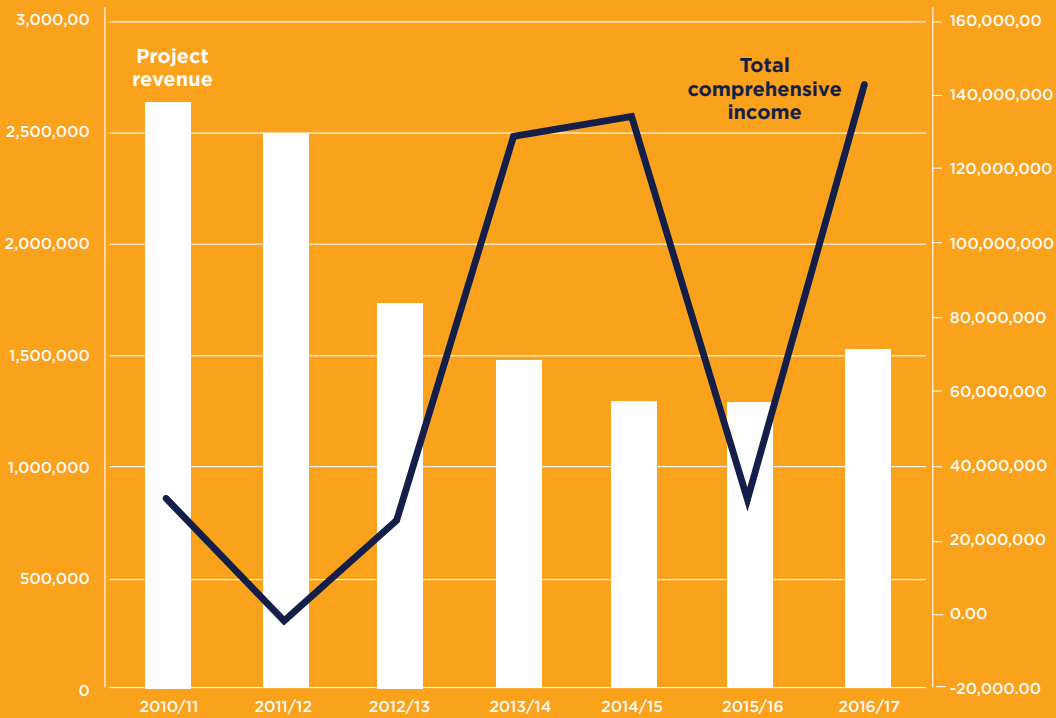
Throughout the year, the Finance, Audit and Risk Committee, established by the VCOSS Board, ensured the integrity of the organisation’s financial reporting and internal controls. The VCOSS Risk Framework has continued to be embedded in the culture of the organisation.

Through strong budgetary measures and controls, and the prudent allocation of resources, VCOSS has achieved a surplus for the fifth consecutive year. This is reflected in VCOSS’s solid net asset position of \$967,187 as at 30 June 2017.

VCOSS maintains a healthy working capital ratio of 1.62 (2016: 1.55).

The graph below shows the trend of project income and the financial sustainability of the organisation through continued surpluses.

I would like to thank my colleagues on the Finance, Audit and Risk Committee, and the VCOSS board, for working together to achieve another solid financial result for the year ending 30 June 2017. VCOSS is financially sustainable and has the necessary resources to operate as the peak body of the social and community sector in Victoria, now and into the future.



## A healthy VCOSS

# Financial Report

### Statement of Profit or Loss and Other Comprehensive Income For the Year Ended 30 June

	2017 \$	2016 \$
Revenue – operating activities	2,812,520	2,529,779
Employee benefits expense	(1,116,162)	(1,012,920)
Occupancy expenses	(214,334)	(200,020)
Publication expenses	(19,156)	(23,918)
Investment expenses	(2,555)	(2,578)
Other operating and administration expenses	(230,965)	(252,813)
Project expenses	(1,099,793)	(1,019,916)
<b>Surplus from operating activities</b>	<b>129,555</b>	<b>17,614</b>
Interest income – bequest	9,006	8,861
<b>Surplus for the year</b>	<b>138,561</b>	<b>26,475</b>
Other comprehensive income for the year	-	-
<b>Total comprehensive income for the year</b>	<b>138,561</b>	<b>26,475</b>



# Financial Report

Statement of Financial Position  
For the Year Ended 30 June 2017

	2017 \$	2016 \$
<strong>Current Assets</strong>		
Cash and cash equivalents	2,481,176	1,884,444
Trade and other receivables	135,790	171,787
Other assets	8,034	24,104
Non current assets held for sale	210,381	-
<strong>Total current assets</strong>	<strong>2,835,381</strong>	2,080,335
<strong>Non current assets</strong>		
Property, plant and equipment	29,858	44,585
Investment property	-	216,056
Total non current assets	29,858	260,641
<strong>Total Assets</strong>	<strong>2,865,239</strong>	2,340,976
<strong>Current liabilities</strong>		
Trade and other payables	227,307	204,142
Short term provisions	7,426	22,275
Employee benefits	280,926	352,046
Other liabilities	1,237,927	757,597
<strong>Total current liabilities</strong>	<strong>1,753,586</strong>	1,336,060
<strong>Non current liabilities</strong>		
Employee benefits	59,111	80,182
Long term provisions	85,355	96,108
Total non current liabilities	144,466	176,290
Total liabilities	1,898,052	1,512,350
<strong>Net assets</strong>	<strong>967,187</strong>	828,626
<strong>Equity</strong>		
Reserves	346,848	337,842
Retained earnings	620,339	490,784
<strong>Total Equity</strong>	<strong>967,187</strong>	828,626

A healthy VCOSS

## Our members

Aboriginal Family Violence Prevention and Legal Service   Action for More Independence and Dignity in Accommodation   Action Research Issues Association   Advocacy and Rights Centre Ltd   Amaroo Neighbourhood Centre   Amaze (Autism Victoria)   Anglicare Victoria   Ardoch Youth Foundation   Association for Children with a Disability   Australian Association of Social Workers   Australian Multicultural Alliance / Blue Study   Australian Red Cross   Balancing of Life   Ballarat Regional Multicultural Council   Banksia Gardens Community Services   Bapcare   Barwon Adolescent Task Force Inc.   Barwon Child, Youth & Family   Barwon Community Legal Service   Barwon Network of Neighbourhood Centres   Belgrave South Community House   Bendigo Community Health Services   Bendigo Volunteer Resource Centre   Berry Street   Borderlands Co-operative   BrainLink Services Limited   Braybrook Maidstone Neighbourhood House   Break Thru People Solutions   Brimbank City Council - Community Planning Unit   Broadmeadows Progress Association   Brotherhood of St Laurence   Camcare Inc.   Cancer Council - Quit Victoria   Capital City Local Learning & Employment Network   Carers Victoria   Casey North CISS   Catholic Social Services Victoria   CatholicCare Victoria Tasmania   Central Goldfields Shire Council   Central Highlands Community Legal Centre   Centre Against Violence Inc.   Centre for Excellence in Child and Family Welfare   Chelsea Community Support Services   Child and Family Services Inc (CAFS)   Children's Protection Society   Chronic Illness Alliance   Cobaw Community Health Service   Cohealth   Communication Rights Australia   Community Child Care Association Inc.   Community Houses Association of the Outer Eastern Suburbs   Community Housing Industry Association Victoria   Community Hub Inc.   Community Information and Support Victoria Inc   Community Support Frankston   Concern Australia Welfare Inc.   Connections UnitingCare   Consumer Action Law Centre   Consumer Policy Research Centre   Council of Single Mothers and their Children Inc.   Council On The Ageing (VIC) Inc.   Council to Homeless Persons   Craig Family Centre Inc.   Cranbourne Information and Support Service Inc.   Cystic Fibrosis Community Care (CFCC)   Deaf Victoria   DES Action Australia   Disability Advocacy Victoria Inc.   Disability Discrimination Legal Service   Domestic Violence Resource Centre   Domestic Violence Victoria   Doncare Community Services   Doxa Youth Foundation   Early Childhood Australia (Victoria)   Early Childhood Intervention Australia   Early Learning Association Australia   Eastern Community Legal Centre   Eastern Domestic Violence Service   Eastern Metropolitan Region Regional Family Violence Partnership   Eastern Suburbs Rental Housing Co-operative   Eating Disorders Foundation of Victoria   Elizabeth Hoffman House   Aboriginal Women's Services Inc.   Emerge Women and Children's Support Network   Emma House Domestic Violence Services Inc.   Extended Families Australia   Family Access Network Inc.   Family Life Limited   FamilyCare   Farnham Street Neighbourhood Learning Centre   Federation of Community Legal Centres Vic   Financial and Consumer Rights Council   Fitzroy Legal Service   Flat Out Inc.   Flemington and Kensington Community Legal Centre   Foster Care Association of Victoria   Frankston Mornington Peninsula Primary Care Partnership   Gippsland Centre Against Sexual Assault   Gippsland Disability Advocacy   Girgarre Development Group   Good Samaritan Inn   Good Shepherd Australia & New Zealand   Good Shepherd Microfinance   Grampians Disability Advocacy Association   Hamilton Community House   Healesville Interchurch Community Care Inc.   Health Issues Centre   Holden Street Neighbourhood House   Hope Street Youth and Family Services   Humanist Society of Victoria   Hume City Council - City Communications   Hume Whittlesea Local Learning and Employment Network   Iconic Consulting   Inclusion Melbourne   Inner Eastern Local Learning & Employment Network (IELLEN)   Inspired Carers Inc.   Interchange Loddon Mallee Region Inc   IPAA Victoria   Ithaca CERC   Jesuit Social Services   Justice Connect   Kevin Heinze Garden Centre   Kids Under Cover   Kidsafe Victoria   Kildonan Uniting Care   Child and Family Services   Knox Infolink   Launch Housing   Leadership Plus   Leadership Victoria   LGBTIQ - Support & Protection Services Inc.   Life's Little Treasures Foundation   Lifestyle in Supported Accommodation Inc.   Lifeworks Relationship Counselling & Education Services   Link Community Transport Inc.   Living Positive Victoria   Loddon Mallee Homelessness Network   MacKillop Family Services   Make a Difference Dingley Village Inc   Mallee Accommodation and Support Program   Mallee Family Care   MC Two Pty Ltd   McAuley Community Services for Women   Melbourne City Mission   Mentone Community Assistance and Information Bureau Inc   Merri Health Mind Australia   Mission Australia   Morwell Neighbourhood House & Learning Centre   Mungabareena Aboriginal Corporation   National Hands Work   Neighbourhood Houses Victoria   Network of Inner Eastern Community Houses   No To Violence incorporating the Men's Referral Service   Non Profit Training   North East Neighbourhood House Network   North Western Melbourne PHN   Office of the Public Advocate   Opening the Doors Foundation   Owl Learning Australia   Pathways Australia   Playgroup Victoria   Port Phillip Community Group   Prahran Malvern Community Housing   Prahran Mission   Primary Care Connect   Project Respect   Quantum Support Services Inc.   Queen Elizabeth Centre   Reconciliation Victoria   Reinforce   Relationships Australia Victoria   Ross House Association Inc.   Rural Housing Network   Rushworth Community House   Sacred Heart Mission   Safe Futures Foundation   Safe Steps Family Violence Response Centre   Samarinda Ashburton Aged Services   Slavery Links Australia Inc.   Social Traders Ltd   Social Ventures Australia   South Coast Primary Care Partnership (Bass Coast Health auspice)   South East Community Links   South East Volunteers   South Port Day Links   South Port Uniting Church and Uniting Care   Southern Peninsula Community Care   Spina Bifida Foundation of Victoria   Sports Central   St Kilda Community Housing   St Kilda Gatehouse   Star Health   Tandem   Taskforce Community Agency Inc.   Tenants Union of Victoria   The Centre Connecting Community in the North   The Gianna Centre Inc.   The Salvation Army   The Youth Junction Inc.   Travellers Aid Australia   Tweddle Child and Family Health Service   United Way Ballarat Community Fund   Uniting Victoria and Tasmania   UnitingCare   Werribee Support and Housing   VICSERV   Victoria Police Legacy   Victorian Aids Council   Victorian Alcohol and Drug Association   Victorian Clinical Genetics Services   Victorian Primary Care Partnerships   Victorian Public Tenants Association   Villamanta Disability Rights Legal Service Inc.   Violet Town Community House Inc.   Volunteer West   Volunteering Geelong   Volunteering Victoria   Wellsprings for Women Inc.   Wesley Mission Victoria   West Footscray Neighbourhood House Inc.   Whirled Foundation   Whittlesea City Council   WIRE   WISHIN Inc.   Women with Disabilities Victoria   Women's Health Association of Victoria   Women's Health East Inc.   Women's Health Grampians Inc.   Women's Health in the North   Women's Health Loddon Mallee   Women's Health Victoria   Women's Health West   Women's Liberation Halfway House   Women's Property Initiatives   WRISC Family Violence Support   Wyndham City Council   Yarraville Community Centre   Young People In Nursing Homes Alliance   Youth Affairs Council of Victoria   YouthLaw   YSAS (Youth Support and Advocacy Service)

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