



WESTERN INSTITUTE  
OF SELF HELP (WISH) INC

# ANNUAL REPORT

2005 - 2006







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## Acknowledgements

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The Western Institute of Self Help (WISH) Inc would like to sincerely thank the many West Australian organisations, agencies and individuals who have supported us throughout the year. Without your continued support and dedication to our organisation we would not be able to provide services or assistance to the West Australian community.

### OUR PATRON

Graham Mabury OAM FECU WA BA (Hons) Grad Dip Ed.

### BOARD MEMBERS

WISH would like to thank the following Board Members for their commitment and dedication to our organisation throughout the financial year;

- Kerry O'Neil
- Priscilla Mercer
- Melané White
- Michael Riou
- Ivan Salmin
- John Burrell
- Neil Carver-Smith
- Stephanie Knox
- Wendy Murray
- Faye Overheu

### FUNDING SUPPORT

The Western Institute of Self Help would like to take this opportunity to acknowledge the support of the Department for Community Development in renewing our Preferred Service Provider status and funding WISH for a further three years.

### GENERAL SUPPORT

The Western Institute of Self Help receives significant support from numerous individuals, agencies and organisations who contribute to our efforts to deliver an effective, professional and successful service to the West Australian community.

WISH would like to take this opportunity to acknowledge the support and assistance of the Department for Community Development, individual community-based centres and the many non-government agencies that collaborate with our organisation.

We would also like to acknowledge the vital role that volunteers, students and work experience placements play in the continuing success of our organisation.



## *Our History, Vision, Objectives and Mission*

### WELCOME TO WISH

The Western Institute of Self Help (WISH) Inc is a unique not-for-profit, community-based organisation that assists individuals and self help support groups with start-up, ongoing development, advocacy and networking.

Since 1983, WISH has provided practical assistance to both new and established groups to support their effective management and role in the community.

WISH aims to help people help each other by providing self help and support groups with:

- Links to community networks and information
- Assistance with group development and management
- Support with community resources and services
- Individual and group skills training

### OUR VISION

*“Helping People Help Each Other.”*

### OUR MISSION

To promote the philosophy, concept and practice of self help within Western Australia and to facilitate its development and effectiveness by educating, linking and empowering individuals, families and groups to meet their own specific needs.



### OBJECTIVES

To collaborate with service providers, government and other key stakeholders in the community to:

- Increase awareness in the community about the philosophy, concept and practice of self help
- Position WISH as a centre of excellence for self help
- Motivate, attract, support and communicate with existing and potential self help groups throughout Western Australia
- Build our presence in rural and regional areas
- Contribute to and co-operate with existing services to culturally and linguistically diverse (CALD) and Indigenous groups in Western Australia
- Achieve financial stability
- Function effectively and co operatively as a team

### GUIDING PRINCIPLES AND VALUES

- People in similar circumstances can provide a vital support for each other
- There are self help and support solutions that can be highly beneficial to people in our community
- WISH has a leadership role to play both in Western Australia and Australia
- Information and effective two way communication are critical
- Be honest, ethical and show respect for others
- We are not to be judgmental, biased or prejudiced
- Staff and volunteers are a significant asset and are critical to the success of WISH
- We are all working with the goal of providing a better society and community, now and for the future
- Decisions and participation in WISH business and activities, at whatever level, should not be personally motivated or for personal gain



# WISH - The Past, Present and Future

## THE PAST

The idea of WISH, Western Institute of Self Help Inc, began 23 years ago after four people got together around a kitchen table and decided that it would be a good idea to bring together groups of people experiencing similar issues so they could support each other.

The founders acted on the belief that through sharing information from their experiences and mutual support from individuals facing the same issues, they could take back control of their own lives.

## THE PRESENT

Twenty two years later WISH has empowered individuals to start and develop hundreds of self help and support groups throughout the Western Australian community. This approach is about building resilience and resourcefulness: helping people to develop the confidence necessary for a full and independent life.

The existence of WISH shows that motivated, compassionate and committed people can not only make a powerful difference in the lives of others but can also deliver long term solutions to the community at large.

WISH is now the largest organisation of its kind in Australia and offers its services FREE of charge to the citizens of Western Australia.

## THE FUTURE

Looking forward WISH has many plans, resources and innovative ideas to improve the lives of local West Australians. One of the projects that has been identified from the latest strategic plan is strengthening WISH's presence in rural and regional areas of Western Australia. By implementing this plan we aim to reduce the feeling of isolation by linking individuals to prospective support services.

The second major project is to create a greater awareness of WISH in the community including among culturally and linguistically diverse groups. Western Australia's population has the highest percentage of overseas born residents in Australia (27.7%) with a massive 186 countries of origin represented. Thus the need for multicultural services is a increasingly important to our community.

WISH is an excellent resource for the community, building capacity and strengthening the community life blood. WISH ensures the wide circulation of information to educate the diverse community of Western Australia.





## WISH Strategic Plan 2005 - 2008 Highlights

During the 22 years since its inception in 1983, WISH has established itself as a reputable, responsive service organisation with an experienced staff and robust systems and processes.

WISH has earned the status of Preferred Service Provider from the Department for Community Development, which provides the core funding for its activities.

From this solid foundation, WISH is well positioned to extend its horizons to be an active promoter of the fundamental concept of self help and the benefits obtained by people helping each other rather than relying totally on professional guidance to resolve difficulties encountered in life.

By its 25<sup>th</sup> anniversary, WISH will have been a driving force behind the recognition of the self help philosophy as part of the solution to a range of diverse challenges faced by individuals within the community.



### STRATEGIES

#### Part One

*Core Business:* WISH will build on its established base to position itself as a centre of excellence. The key result areas on which our work will be based are:

1. Promoting the philosophy and practice of self help in the community
2. Facilitate networking and collaboration between self help groups, service providers and professionals
3. Strengthening the Sector
4. Planning projects to meet key strategic objectives
5. Effective Management of WISH

#### Part Two

*Projects:* In addition to its core business, WISH will, subject to funding, undertake specific projects as identified at the November 2004 Strategic Planning Meeting. These projects, including their funding strategy, will be planned during 2005 as part of Core Business. The scope, objectives, resources, key stakeholders (including funding partners) and schedule being approved by the Board prior to their execution. It is expected that a project in each category will be completed by the end of the strategic planning period in 2008.

The projects are:

- Increase public awareness of the benefits of self help and support groups
- Strengthen our presence in rural and regional areas of Western Australia
- Extend services to culturally and linguistically diverse and indigenous groups
- Develop a sponsorship strategy and identify potential partners/sources of additional funding



## WISH Services

A range of services is available to provide practical, personal support and information to members of the community wanting to access self help groups. We also assist individuals involved in the development of self help support groups, as well as providing networking opportunities for professionals, service providers and members of the community. Many of our services are free.

### TELEPHONE INFORMATION LINE

This unique service links callers including health professionals, service providers, media personnel, students and community members to self help support groups and other community support services listed in our extensive database.

Phone 9228 4488 or 1800 195 575 (Country callers only) between 9am - 4pm Monday - Friday.

### NEW AND EXISTING GROUP DEVELOPMENT

Personal support and practical information are available on all aspects of group development including:

- how to start a new group
- running meetings
- possible funding sources etc
- committee structures
- incorporation
- media promotion

There are no fees or charges for this service.

### MEETING FACILITIES AND EQUIPMENT

A fully equipped meeting facility is available for hire during weekdays and WISH member groups are eligible for reduced rates. Access to a computer and printer is also available for member groups by appointment.

### INFORMATION FORUMS AND WORKSHOP

WISH conducts Information Forums with the aim of educating the wider community on the benefits of self help groups and the role of WISH.

Workshops are also held on an "as needs" basis, on issues such as Media and Promotion, Funding, Communication, Conflict Resolution etc.

### RESOURCE PUBLICATIONS

Various publications and resources are available on issues relating to self help groups. The 2005 edition (2<sup>nd</sup> re-print) of our Directory of Self Help and Support Groups (incorporating Community Organisations) is now available along with our 'Self Help Group Starter Kit', 'How to Promote Your Group' and 'Directory of Meeting Venues'. The Directory can also be accessed free on-line at our website - [www.wish.org.au](http://www.wish.org.au)

The WISH newsletter the 'News Exchange' is published three times a year and is available FREE to all WISH members.

### RESOURCE CENTRE

The WISH Resource Centre was established to provide an opportunity for self help support groups to promote their activities and support services.

The Centre includes group/organisation newsletters, brochures, journals, videos, training manuals, and other information to assist with self help group development.



## *Publications and Resources*

### NEWS EXCHANGE

The WISH "News Exchange" newsletter was produced four times a year on a seasonal basis. However we have now reduced this to three editions per year and we expect to begin circulation of an e-news within the next few months. This will be circulated on a six weekly basis. We believe this new system will keep our members up to date with current information. The newsletter is circulated to our members, as well as being used as an information and promotional tool for those wanting more information on WISH services and self help groups.

Each edition focuses on a particular theme. During the past year the topics of the editions circulated have been:

- Self Help and Carers
- Self Help and Indigenous Issues
- Self Help and Technology
- Self Help and Children

### DIRECTORY SALES & DISTRIBUTION

The 2005 edition of the Self Help Directory is still sought after as a valuable resource amongst community organisations, health and other professionals. After selling out the first print run we have updated details and the 2<sup>nd</sup> edition is now available. The Directory can also be accessed free on-line on our website.

### SELF HELP GROUP STARTER KIT

This book is an invaluable resource for anyone setting up a new self help/support group and is looking for answers to questions such as – 'What is self help?', 'How do I start a self help group?', 'How do I run group meetings?' etc.

Since its launch in 2001 it has continued to be sought after by self help groups, service providers health professionals, community centres and students.

### WISH WEBSITE

The WISH website is a one-stop resource for self help group members, services providers, educational institutions, health professionals, students and the wider community.

**[www.wish.org.au](http://www.wish.org.au)**

The WISH website contains:

- An on-line Directory of Self Help and Support Groups (incorporating community service organisations)
- Past issues of the WISH News Exchange Newsletter
- Group support and resources
- Information, News, Events
- Brochure on WISH and self help in seven languages
- and lots more . . . .

### HOW TO PROMOTE YOUR GROUP

This publication is aimed at providing groups with information on the types of promotion and publicity available in the community. It gives practical suggestions on how to access these opportunities and tips on how to utilize the media and other outlets.

### PROMOTIONAL MATERIAL DISTRIBUTED

Promotional materials distributed in the financial year totalled 6,790. For a break up of these figures please see the statistics page 20.

These materials were distributed on request, at conferences and guest speaking appearances.

WISH has also assisted self help and support groups to develop and produce promotional material, such as brochures, flyers and newsletters. This type of service and expert assistance is an essential part of the role WISH plays in the local community.



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## *WISH Board of Management*

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### *Chairperson*

**KERRY O'NEIL**

Kerry is a CPA and joined the Board in September 2004 as Treasurer and then moved into the role of Chairperson in September 2005. He has had extensive management experience in government in various government agencies and prior to his retirement in 2003 was State Deputy Auditor General.

### *Vice Chairperson*

**PRISCILLA MERCER**

Priscilla Mercer joined the Board in 2004 but has had ongoing contact with WISH since the late 90's. Priscilla has a passion for self help both privately and professionally and promotes self help groups in her role both as a teacher and as a counsellor. Currently Priscilla is a TAFE lecturer in the area of mental health and community services. She has a background in nursing, teaching and has been awarded two psychology degrees.

### *Secretary*

**MELANÉ WHITE**

Melané White joined the Board in September 2002. She has a Degree in Sociology from Murdoch University and is currently studying a Masters in Criminal Justice at Edith Cowan University. She is a qualified Social Trainer and has also been a coordinator of Arthritis Link, a support group for young people with connective tissue diseases, as part of the Arthritis Foundation of Western Australia. Her current area of interest is the surveillance of speeding in WA.

### *Treasurer*

**MICHAEL RIOU**  
**REPRESENTING WORKABILITY EMPLOYMENT STRATEGIES**

Michael Riou joined the WISH Board in 2003 and became Treasurer in 2005. He is currently the Chief Executive Officer of Workability. Michael has considerable experience with governance, risk management, sponsorship and fundraising in the not for profit sector.

### *Board Members*

**IVAN SALMIN**

Ivan joined the Board in September 2002. Ivan is a founder of Russian Culture Centre Inc., an organisation that promotes Russian heritage and supports creative initiatives within the Russian community in Perth. Being a Russian migrant, Ivan has extensive experience in working and liaising with culturally diverse communities. After completing a Master of Psychology degree Ivan is currently employed as a clinical psychologist by the Department for Community Development

**JOHN BURRELL**  
**REPRESENTING ANGELHANDS INC WA**

John is a representative of the self help group Angelhands, which provides support to those affected by the homicide of a loved one. He co-founded the group after the murder of a neighbour, starting in the position of Secretary and currently performing the role of Vice-chairperson. He is a Director & active manager of two IT Companies, providing service & support to a large range of local businesses, including law firms and medical practices, as well as several national organizations. He is a sole parent of two boys aged 12 & 17, having lost his wife to cancer 9 years ago. John was co-opted to the WISH Board in June 2006.



## WISH Board of Management

### NEIL CARVER-SMITH

Neil has been a member of the Board since September 2003. He has extensive experience in training and consultancy in the government and non-government organisations as well as the private sector. Neil volunteers his time for a number of projects including producing the Nannup Music Festival CD and The Learning Centre Link State Conference. He is a member of a Boys Own Bookclub and is an avid Bob Dylan fan.

### STEPHANIE KNOX REPRESENTING GENESIS INFERTILITY SUPPORT GROUP INC

Stephanie Knox joined the board in September 2005. She holds a number of consumer representative roles including: President of Genesis Infertility Support Group; Reproductive Technology Council; ACCESS Governor and Reproductive Technology Accreditation Council. She has completed a Bachelor of Human Services and a Bachelor of Social Work and currently works for the Disability Services Commission as a Service Contract and Development Officer. She has worked in human services for the past 15 years in the areas of disability, mental health and family day care.

### WENDY MURRAY

Wendy Murray joined the WISH Board in 2005. Wendy has 30 years experience as a registered nurse both clinically and in management. She also has considerable experience with quality and OSH management. Wendy currently works as a Clinical Consultant with the Licensing Standards & Review Unit of the Department of Health.

### FAYE OVERHEU

Faye was co-opted to the Board in April 2006. Faye is a Program Manager in the Grants & Community Development Directorate at Lotterywest and has a well developed understanding of and interest in the challenges faced by rural and remote communities in gaining access to appropriate services.



### *What they say*

"WISH conducted a most helpful presentation for the staff at Mt Pleasant recently. The Directory has become a key resource in our community service and seniors departments as well as our youth, young adult and families division." (Graham Maybury OAM - WISH Patron)

WISH Directory . . . "Contact details provide comprehensive information about state-wide organisations and, with the annual up-dates, I'm confident that I am providing clients with the latest information available." (Terry Phillips, Social Worker)

"Your online directory is an excellent local resource for the community" (Shire of Swan)

"Thanks for your advice, your time and your ear." (Association of Mental Health Consumers)

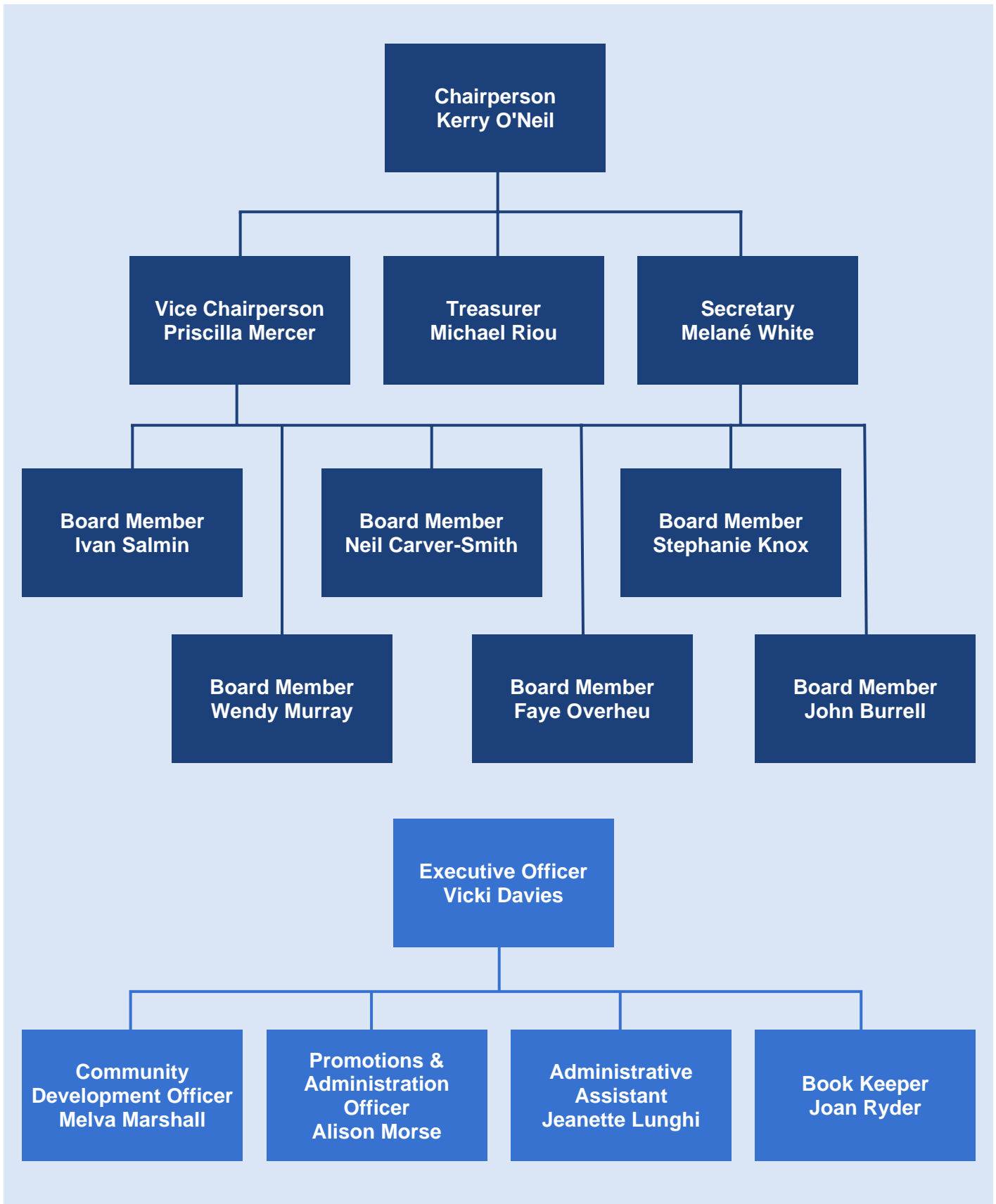
"I believe WISH provides a valuable source and support to the community, a valuable database for service providers and updated information." (WISH Member)

WISH is beneficial by providing . . . "Support and training that can help us improve our group" (DART)





## Organisational Chart



## *Chairperson's Report*

This year has continued to see WISH provide excellent support and guidance to self help groups throughout Western Australia.

This has been particularly pleasing as we have had relatively new staff with Community Development Officer, Melva Marshall, Promotions and Administration Officer Alison Morse and Administrative Assistant Jeanette Lunghi. However, with our experienced Executive Officer, Vicki Davies they have quickly formed an effective and productive team to provide ongoing professional support to self help groups and to progress a number of new initiatives.

In particular WISH has kept pace with the increasing use of electronic communication in the general community through the development of our on-line directory and the proposed production of a WISH e-news for email distribution.

The on-line directory of self help groups, which can be accessed free of charge via our website, has been particularly successful. This success is evident with over 3000 hits per month now being made to the directory. It is obviously providing a valuable resource to individuals in our community as well as professionals and service providers seeking access and information on self help groups throughout the State.

Another new initiative has been the development of a Media Events Kit to provide a link between the media and self help groups. The kit, as distributed to media organisations, includes a summary of upcoming special events for self help groups throughout the State. It is hoped that this will provide a recognised source of information to media organisations who may contact groups directly, leading to the promotion of individual self help group activities.

A particular focus this year has been a desire of WISH to provide greater support to self help groups in rural and regional areas. Our Community Development Officer has met with a number of service providers and government representatives in the South West Region which is leading to the provision of greater assistance and awareness of self help groups in the region.

I would like to thank present and past Board members for their contribution to the success of WISH over the past year. In particular the service provided by the previous Chairperson, Tracy Barker is appreciated. Tracy was a Board member for three years, the last two years as Chairperson. During this period the current strategic plan now being applied by the staff and Board was developed.

We have been fortunate to have some new members join the Board during the year. These are Wendy Murray, Stephanie Knox, John Burrell and Faye Overheu and their participation is also appreciated.

Over the years many people have, as either staff or Board members of WISH, assisted in the formation or development of hundreds of self help groups in Western Australian. These groups have in turn contributed immensely to the well being of our community. Looking ahead the Board is about to start planning for 2008 to celebrate the 25<sup>th</sup> anniversary of the formation of WISH in 1983. It is hoped to make it a significant time to have that contribution promoted and recognised.

The achievements and commitment of the WISH staff over the past year and the contribution of individual Board members is appreciated. We look forward to another successful year assisting self help groups in serving the wider community.

**Kerry O'Neil**  
**Chairperson**



## Executive Officer's Report

During the past year I have been a member of the WACOSS Policy Advisory Committee on Sector Viability. One of the major issues facing the non-government not-for-profit sector that has been raised at the meetings has been the recruitment and retention of qualified staff. This year WISH has certainly experienced that issue first hand with the loss of another staff member making it three out of four staff within a six month period over the calendar year.

Whilst I am happy for those team members who have moved on to greater heights, (with I might add higher salaries), the cost in skills and knowledge lost has certainly had an impact on the organisation. It has also taken several months to recruit and skill up our new team with knowledge of the agency and its functions. I have to applaud our new team - Melva Marshall Community Development Officer, Alison Morse Promotions & Administration Officer and Jeanette Lunghi Administrative Assistant - for their efforts and thank them for their incredible work and commitment. They all hit the ground running and the enthusiasm, skills and expertise they have brought to WISH has helped us to further increase our level of professionalism and quality of service.

Much of the first half of this year was taken up with reviewing and consolidating our services. We developed our Operational Plan for 2006 in line with the WISH Strategic Plan 2005-2008 and this helped us focus on our core work as well as projects we want to develop further.

Our two long term projects are:

- to increase public awareness of the benefits of self help and support groups
- to strengthen our presence in rural and regional areas of Western Australia

As part of our public awareness strategy currently being developed, we have introduced new information materials and we are currently trialling a Media Events Kit.

This provides media representatives with information on self help group events. More information on this appears in the 'Publicity' section of this report.

WISH staff have also been involved in a greater level of outreach and community development activities by giving presentations on our services to local councils, other service providers and community groups and as well as participating in networking meetings.

Thanks to the Lotterywest Information Technology grant received in the previous financial year and recent support through the Adobe Software 'Charity Approval' programme combined with the expertise of Alison Morse our Promotions Administration Officer, we have been able to produce high quality promotional materials in-house.

We are also being proactive in:

- gathering information on groups and organisations we can add to our Directory
- increasing our resources
- being more effective in our referrals

The WISH website and on-line Directory are being well used with over 447,212 hits to the site in general and 37,142 hits to the on-line Directory in the last twelve months. In addition our brochure which was translated into seven languages has also been well accessed. Of the top 30 hits to our various pages, information was accessed in the following languages - Croatian (92), Vietnamese (84), Italian (94) and Somali (79).





## *Executive Officer's Report*

At the last Annual General Meeting our members approved the new membership and fee structures. The change that has had the most impact has been the abolition of fees for self help and support groups. This decision has been welcomed by our groups and they are now able to receive our newsletter and many other services free of charge. We are really pleased to be able to offer Affiliate membership to our groups as we are aware that many of them often struggle financially as they meet the challenges of simply maintaining their groups.

To strengthen our presence in rural and regional areas and following on from the South West Regional Self Help Forum in 2004, our Community Development Officer Melva Marshall visited the region during the year. Meetings were held with various service providers and self help group members in their own locality.

This provided an opportunity to see first hand the services available to groups, listen to their needs and look at how WISH could work together with local agencies to provide this support. We are still in the early developmental stages of this project but we are encouraged by the positive response to the visits so far. WISH would not be where it is today without a supportive Board of Management. I would like to thank all of our WISH Board members who have been very forward thinking in implementing the on-line Directory and free membership for self help groups as well as the increased outreach to rural and regional areas of Western Australia. Thank you also for your support of the team at WISH.

On a personal note I would also like to thank the WISH Board WACOSS and MODAL a local training provider partnering with WACOSS, for the opportunity given to me to undertake a Diploma of Business (Community Leadership). This has increased my skills in management and this had had a positive flow on effect to the organisation and the team.

Without ongoing funding from the Department for Community Development we would not be able to continue our valuable work in the West Australian community. We thank the Department and the Minister for approving our Preferred Service Provider status and Service Agreement guaranteeing our funding for a further three years until 2008.

WISH was also represented on the Sector Development Working Party through the Department of Premier and Cabinet providing a 'voice' for the self help sector.

As we look ahead to another busy year in 2007 what does the future hold for WISH? Our plans for the coming year include:

- the development of our e-news for WISH members
- training for staff in marketing and promotions so that skills learned will be used in planning the next step in our awareness campaign. I would like to thank the Australian Institute of Management for providing us with a scholarship again this year enabling us to access high quality professional training
- further visits to the south west to meet with various stakeholders that may assist us in the formulation of a model to support these communities
- further development of the WISH website

Above all our aim to continue to respond to the varied needs of the self help community we serve as effectively and as efficiently as we are able.

**Vicki Davies**  
***WISH Executive Officer***



## *Outreach and Special Projects*

### RURAL OUTREACH

Following on from our successful visits to the south west region in 2003 and 2004 WISH staff organised two visits to the area again with the aim of:

- re-connecting with groups and service providers in the region
- assisting our new Community Development Officer to familiarise herself with the groups in the region and
- looking at developing a model for WISH to be able to work with groups and service providers to support group development and promote the self help philosophy in a sustainable way

The first visit in March 2006 involved meeting with the following service providers and government representatives to find out about the resources they have available to support groups with their development and ongoing maintenance:

- Harvey Cancer Support and Family Support Program
- Collie Family Centre
- South West Women's Health and Info Centre
- City of Bunbury Community Development Officer
- Disability Services Commission Bunbury
- South West Counselling Inc. Busselton
- Milligan House
- Bunbury Regional Library

The second visit completed in June 2006 involved meeting with the following existing self help groups to obtain feedback on our services and how we as a Perth-based organisation could better support them through development and maintenance phases.

The groups visited include:

- Lymphoedema Support group Bunbury
- South West Attention and Related Support Group (SWARDS) Bunbury
- South West Adoption Support Group Busselton
- Caring Friends Busselton
- South West Multiple Birth Assoc. Bunbury
- Post Polio Support Group Busselton
- South West Epilepsy Group Bunbury
- Breast Cancer Support Group Collie

These meetings provided a fresh starting point for further discussions and the planning of a sustainable model on how WISH can support groups in the region in the future. In the coming year we plan to undertake further visits meeting with other stakeholders to review possible options for service delivery.

### PRESENTATIONS ON WISH & SELF HELP

WISH staff presented information on the value of self help groups and WISH services to the following:

- Western Suburbs Community Development Officers' Network Meeting – comprising representatives from 6 councils.
- Council on the Ageing Seniors Group
- Workability
- Mt Pleasant Baptist Church
- Swan Yacht Club Ladies Auxiliary Luncheon
- Local Area Coordinators Shenton Park
- Learning Centre Link State Conference
- Mt Pleasant Baptist Church group of 130 people
- Armadale Community Conference



## Outreach and Special Projects

### COMMUNITY DEVELOPMENT

WISH staff attended community networking activities where information was disseminated on WISH and the services we provide via our referral to groups as well as assisting in the development and maintenance of groups.

These activities included:

- Community Networking Morning Tea at Pathways Counselling
- Armadale Community Contact Lunches
- Launch of the Western GP's Division of Multicultural/Mental Health
- Peer2Peer group
- Australian Network Facilitators Conference
- DCD Community Development Seminars
- Agency networking meeting Queens Park
- Meeting with Armadale City Council Community Development Officers
- WA Community Foundation Roundtable discussion
- Volunteering WA seminar
- Seminar on Insurance for volunteer and not for profits
- Facilitators bag of tricks workshop
- City of Swan
- Armadale Community Contact Lunch
- Community Contact Morning Tea – City of Belmont
- Armadale Community Conference
- Victoria Park Council Meeting with Development Officers
- WACOSS Conference Networking Day as well as Day 1 of the Conference
- Meeting with DCD CaLD & Indigenous representatives
- City of Stirling Development Officers

### INDIGENOUS / CALD ISSUES

WISH staff met with representatives from several Indigenous and Culturally and Linguistically Diverse areas of government and non government to discuss ways in which our service as well as self help groups could be more accessible to members of these communities. We are continuing our dialogue on this issue. In addition we have increased the number of listings on our database for Indigenous and CaLD support agencies and groups by thirteen. WISH also provided articles for the Ethnic Communities Council newsletter promoting WISH services and an edition of the WISH News Exchange (No. 23) was produced focussing on Indigenous Issues.



WISH information is included on the website in seven languages. Of the top 30 hits to various pages of our website during the year WISH information was accessed in the following languages – Croatian (92), Vietnamese (84), Italian (109) and Somali (79). The majority of these hits occurred in the second half of the year indicating an increase in access to our site by people from non English speaking backgrounds.





## *Committee Representation*

### AUSTRALIAN INSTITUTE OF MANAGEMENT (AIM) TRAINING SCHOLARSHIP

WISH was again successful in receiving a scholarship from the Australian Institute of Management to assist with professional development training for staff and board members.

WISH Executive Officer Vicki Davies accepted the scholarship from AIM Deputy Executive Director Shaun Ridley at a presentation ceremony with other recipients earlier this year. WISH would like to take this opportunity to thank AIM for its valuable support over the past few years and we again look forward to attending their very professional training programs.

### HEALTH ARENA

Health Arena, a free newspaper with a circulation of around 75,000, continues to advertise WISH in its self help group section as well as its general classified section, free of charge. Many thanks to Colleen Clay for her ongoing support of WISH and providing such a valuable community service.

### WORKSHOPS

WISH ran three workshops this year on:

- Managing Conflict
- Making a Difference Through the Media
- Funding

We would like to thank our facilitators Neil Carver-Smith (WISH Board member) and Tony Serve for giving of their time freely to WISH. The groups who attended found the training and networking opportunities extremely beneficial for themselves and their groups.

### WACOSS POLICY ADVISORY COMMITTEE (PAC) ON SECTOR VIABILITY

WISH has been an integral part of this committee for the last year. The PAC has mainly focussed on issues that have come out of discussions at the Sector Reform and Development Working Party on phase 2 of the Industry Plan. Concerns over the viability of the sector continue to be discussed on issues such as: increasing demand for services, inadequate resources available for service delivery, funding levels and continuity of funding, low salary rates and high turnover of staff.

### WACOSS PEAKS FORUM

Although WISH is not funded as a peak organisation it is seen unofficially as the peak representative for self help groups in WA. This committee comprises 24 peak organisations across the sector. During the year the Forum has been involved in preparing a submission to the Industry Plan consultations, input into the WACOSS Pre-Budget submission and a Peaks Forum Development Project to enhance the capacity of the Forum and its members.

### SECTOR REFORM AND DEVELOPMENT WORKING PARTY

WISH was also a member of the Sector Reform and Development Working Party organised through the Department of Premier and Cabinet to look at the development of Phase 2 of the Industry Plan. Phase 2 covered the key areas of sector capacity including governance, financial management and accountability, human resource management etc. Also being considered was the role of the Industry Council. The Working Party completed its sitting in September 2005. In the final report it was agreed that the development of a business case for a not for profit development service be referred to the Industry Council as a key area of responsibility. We look forward to our involvement in the Industry Council as it is developed.



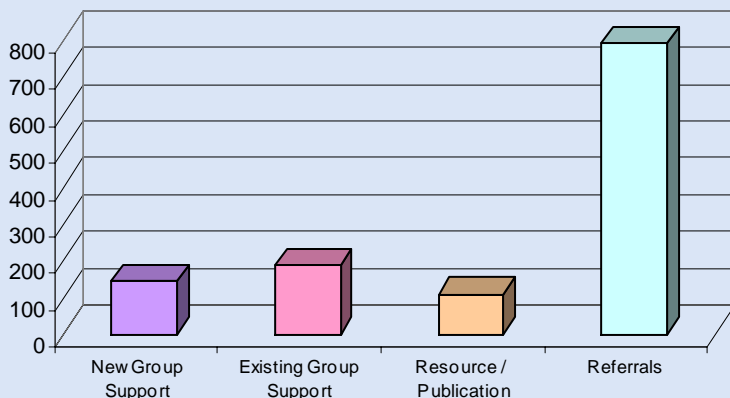
# Statistics

The WISH Telephone Information Link is a free service which was initiated to link callers to self help groups and other community organisations. The service provides practical and personal support and information regarding the particular issue or concern of the caller.

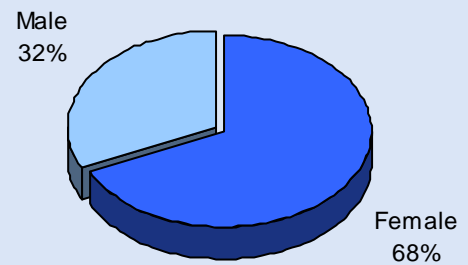
Callers consistently commented that the information accessed through the Telephone Information Line had not been available through organisations, services or programs with which they had previously been in contact. This reiterates the vital role that the service plays in the general community in regards to self help.

The following graphs represent the telephone statistics for the 2005 / 2006 financial year.

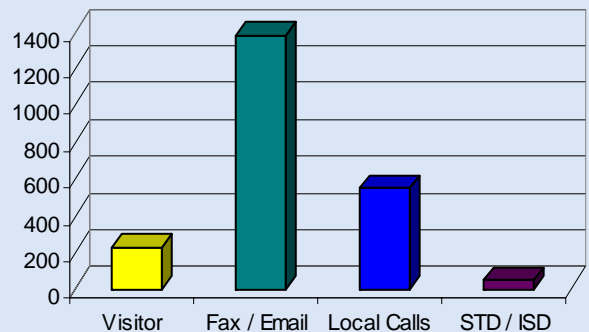
### Purpose of Call



### Gender Ratio

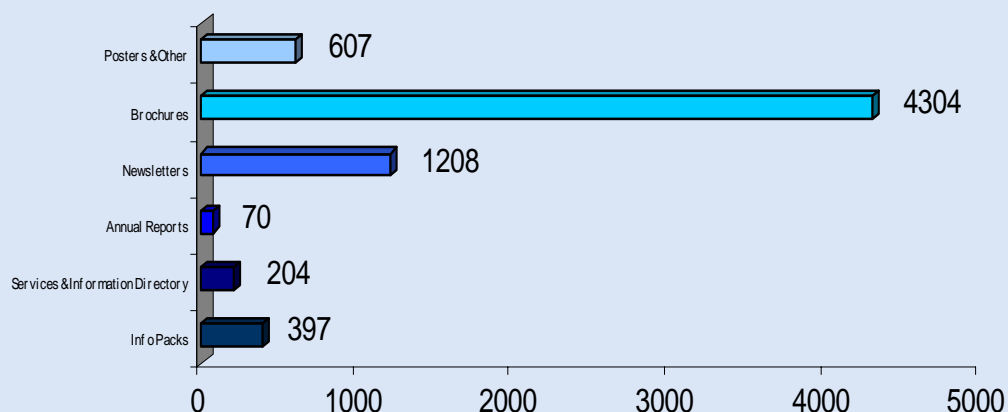


### Type of Enquiry



Promotional materials distributed in the financial year totalled 6,790 including information packs, brochures, information and services directories, posters and postcards, and newsletters.

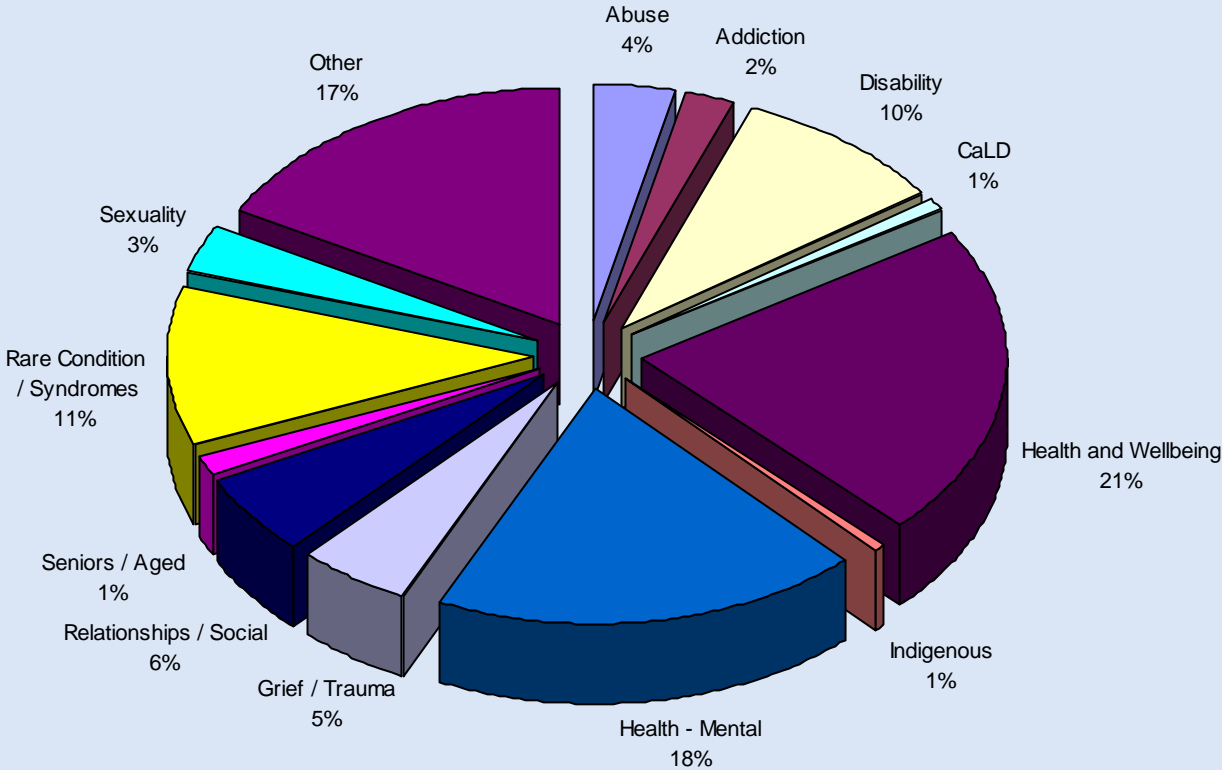
### Promotional Material Distributed



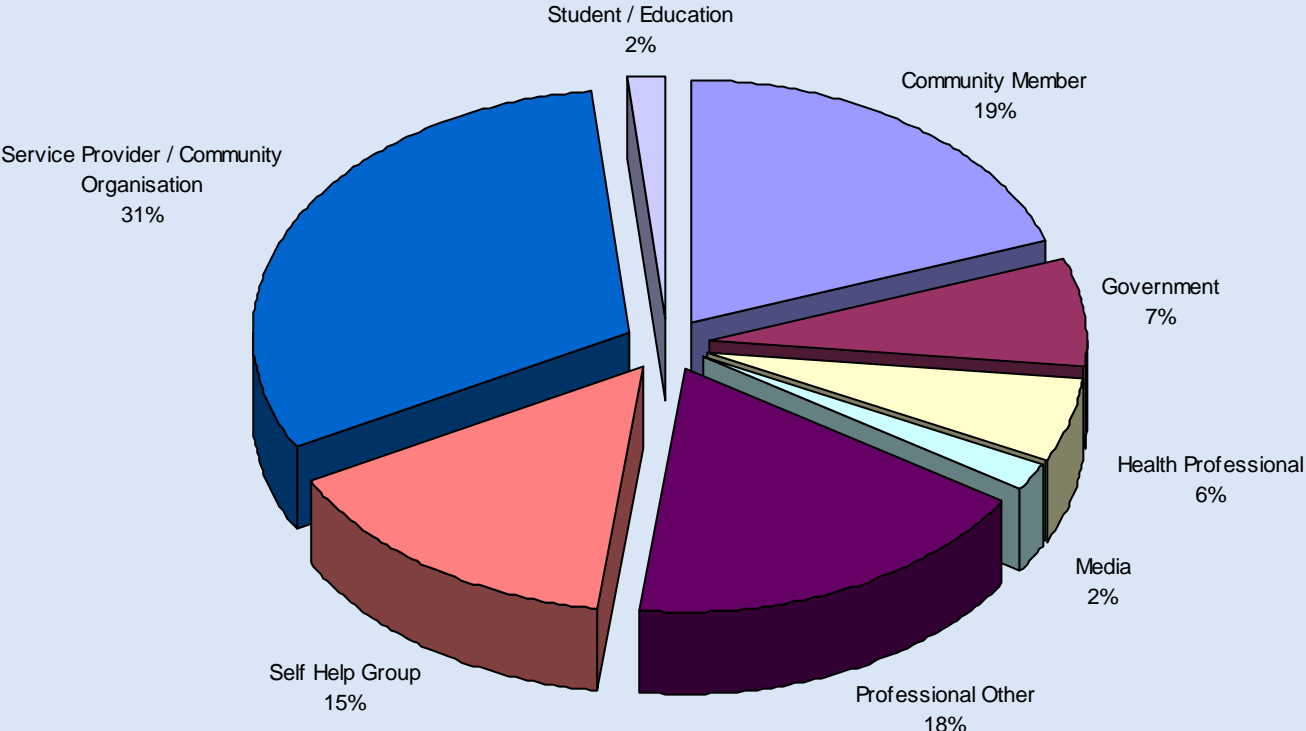


Statistics

Topic of Caller



Caller Type





## New Self Help Groups

The assistance provided to new/potential groups often lasts for several months whilst the group develops to a point where it no longer requires regular assistance. WISH worked with individuals seeking assistance to form 23 new groups during the financial year, these were:

- Aboriginal Men's Group Inc (Geraldton)
- Borderline Personality Disorder
- Dyslexia Group
- Ehlers-Danlos Syndrome Support
- Emotions Anonymous
- Ex-Good Shepherd Support Group
- Friedrich's Ataxia
- Legal Services Support Group
- Lift
- Male Survivors of Sexual Abuse Support Group
- Multi-Chemical Support Group Yarloop
- Northern District Tenant Collective
- Over 70's Support Group
- OzED Ectodermal Dysplasia Support Group
- People Who Have Lost their Partners
- PLWHA (People Living with HIV AIDS)
- Rockingham Postnatal Depression Group
- Selective Mutism
- Stroke Support Group Geraldton
- Survivors of Legal Injustice & Bereavement Group
- Time Out
- Vocational Women Managing Chronic Mental Illness
- Women in Ellenbrook

### DIRECTORY LISTINGS AS OF 30/06/06

<b>Directory / Database Listings</b>	808
Self Help & Support Groups	299
Community Organisations	468
Government	36
Educational Institute	3

## New Financial Members

There were 24 new WISH financial members for 2005 / 2006, these groups, individuals and organisations were:

- Angelhands Inc. WA
- Armadale Home Help
- Baby Talk Pregnancy Support Group
- Dr Diane Quayle
- Ex Good Shepherd Support Group
- Faye Overheu
- Fibromyalgia Resources, Organisation and Group Support (FROGS)
- Fibromyalgia Support and Education Group
- Friederich's Ataxia Parent Support Group
- Irritable Bowel Support Group (WA Branch) IBS
- LIFT
- Pain Busters Self Help
- Parkinson's Western Australia Bunbury Support Group
- PLWHA Support Group
- Rosa Bologna
- Selective Mutism Network
- Sheila Simons
- Solo Mothers and Their Children WA (Inc) SMCWA
- South Perth Outreach Inc
- St Bartholomews House Inc
- Stroke Support Group
- Verna Neervoort
- Wendy Murray
- Workability Employment Strategies

### MEMBERSHIP AS OF 30/06/06

<b>Members</b>	276
Affiliate Members	152
Associate Members	83
Corporate Members	8
Reciprocal Members	10
Life Members	3
Exempt	20



## Treasurer's Report

Another successful financial position has been achieved by the Western Institute of Self Help (WISH) team; congratulations to the Executive Officer and the staff for carrying out sound financial controls over the previous year.

The WISH Board and staff are mindful of the increasing running expenses that have escalated recently with economic forces driving inflation rates. This challenge has been met by the operational staff with demonstrated achievements in key financial and service delivery areas.

WISH is a not for profit organisation and as such faces the traditional major expense related to salaries which were \$130,947 for the 2005-2006 financial year.

The total revenue for WISH in 2005-2006 was \$217,661 compared to \$231,224 2004- 2005. The decrease is mainly due to the successful grant WISH received to assist in the presentation of a regional WISH Forum at Bunbury during the previous financial year.

A renewed three year Service Agreement with the Department for Community Development (DCD) has been ratified providing surety for continued service to Western Australian self help groups. The long term relationship with the Department is very significant with over 85% of the annual WISH income being generated from DCD funding.

The total expenses for WISH in 2005- 2006 were \$212,866 compared to \$222,307 for 2004-2005. At the end of the financial year WISH had a small surplus of \$4795 due to the lower wages expenditure and a small increase in revenue from the Training room hire.

The Board of the Western Institute of Self Help would like to acknowledge the ongoing support of the Department for Community Development, Lotterywest the 276 loyal members and the additional 532 specialist groups listed on the WISH directory; without whose support we would not be able to provide our services to the Western Australian community.

**Michael Riou**  
*Treasurer*

## “ “ *What they say*

“The WISH Directory, both in print and online is an invaluable resource on Nightline, and in the community service of the Mt Pleasant Baptist Church. The directory is logical, local and user-friendly. It provides information rapidly, with a succinct explanation of the function of each group.” (Graham Maybury OAM - WISH Patron)

“While professional counsellors provide trained assistance, this is not the same as the support and empathy they can obtain from others who have been through, or are going through, a similar experience. While people can benefit from one or the other, I do think they can gain more by being in contact with both sources of assistance and support during trying times.” (Terry Phillips, Social Worker)

New style WISH News Exchange. . . “It is a credit to those who have worked on the "new look" magazine. The New Technology and WISH Website should prove very useful to all the groups.” (Peripheral Neuropathy)

“I've just spent about an hour going through your very interesting new format newsletter. I've been playing with the various websites that you've listed and have found ways of tapping into information that I didn't know existed. Thanks for doing the digging around for me. Your service does make things easier at this end.” (WISH Member)





**PETER EDWARDS & ASSOCIATES PROPRIETARY** ABN 28 095 702 477  
ACCA 000 091 792

**CERTIFIED PRACTISING ACCOUNTANTS**

**DIRECTOR: PETER KEVIN EDWARDS, B.Com CPA**

**PO BOX 167, CHELSEA, WESTERN AUSTRALIA 6155**

**Telephone: (08) 9499 1155 - Facsimile: (08) 9479 2054**



**Proctorus House, 143 James Street**

**Perth, Western Australia 6005**

**Email: [edwards@peteredwards.com.au](mailto:edwards@peteredwards.com.au)**

**Auditor's Certification Statement**

**To the Department of Community Development**

**Service Provider: WESTERN INSTITUTE OF SELF HELP (WISH) INC**

**Funded Service: SUPPORT AND SELF HELP SERVICE**

**Financial Year: 1<sup>st</sup> July 2005 - 30<sup>th</sup> June 2006**

**Scope of Audit**

The audit has been conducted in accordance with Australian Auditing Standards as necessary to provide reasonable assurance as to whether, in all material respects, the Committee of Management and the **Western Institute Of Self Help (WISH) Inc.** have complied with the Constitution of that Body and the relevant requirements of the provisions (to the extent applicable) of the Service Agreement.

Our procedures included examination, on a test basis, of evidence supporting compliance with the Constitution of the Service Provider and the requirements of the Service Agreement. These tests have not been performed continuously throughout the period and were not designed to detect all instances of non-compliance.

The Committee of the Service Provider is responsible for ensuring compliance with the terms and conditions of the Service Agreement, management resources and internal controls.

The opinion on compliance expressed in this report has been based on the above basis.

**OPINION**

In our opinion the Committee and the Service Provider have substantially complied with the obligations imposed by the Constitution of the Service Provider and the terms and conditions of the Service Agreement. The accounts and records have included the following accounting and internal controls:-

**Financial Management**

- \* Committee meetings were held at appropriate intervals and financial information tabled for analysis and action;
- \* Minutes of Committee meetings were adequately documented and indicated acceptance by members;
- \* Appropriate written management policies and procedures are in place and are being observed.

**Expenditure**

- \* Expenditure is adequately supported;
- \* Expenditure has been appropriately authorised;
- \* We have found no evidence that cheques were pre-signed or that cheques were signed other than by two officers;
- \* Adequate written policies detailing what payments were appropriate for the Service Provider to pay were maintained and adhered to;
- \* Expenditure is considered to be appropriate for the purpose of the objectives of the Service Provider as set out in the Service Agreement;
- \* Expenditure has been adequately documented and creditors pay within 30 days.

**Revenue**

- \* Receipts are completed for monies received;
- \* All monies received have been regularly and promptly banked;
- \* Revenue has been adequately documented.

**Wages**

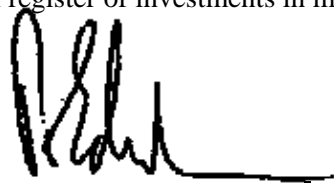
- \* Adequate records of hours worked have been maintained;
- \* An appropriate system is employed to ensure that only bona fide employees have received wages;
- \* Employees are not paid wages in advance except for leave purposes.
- \* Staff have executed contracts of employment or work place agreements;
- \* Provision has been made, where appropriate, for accrued unpaid annual leave and long service leave in accordance with Australian Accounting Standards and Standard Accounting Concepts.

**General**

- \* Payroll and income tax obligations have been met;
- \* Insurance payments are up to date;
- \* An adequately documented asset register has been maintained;
- \* The Service Provider has taken reasonable steps to safeguard assets;
- \* The Service Provider is abiding by all applicable legislative requirements.

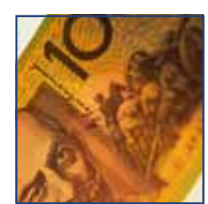
**Investments**

- \* An adequate policy for approval is in place;
- \* A register of investments in maintained



**PETER K EDWARDS BComm CPA  
Registered Company Auditor 13575**

Dated this 28 day of August 2006





**Western Institute of Self Help**  
**Profit & Loss [With Last Year]**  
 July 2005 through June 2006

	This Year	Last Year
<b>GRANTS</b>		
Grant - DCD	\$193,321.85	\$186,753.00
Grant - DCD Affiliation Allow.	\$820.00	\$820.00
Grant - FACS	\$0.00	\$11,800.00
Grant - Lotteries	\$4,373.92	\$14,713.08
<b>Total GRANTS</b>	<b>\$198,515.77</b>	<b>\$214,086.08</b>
<b>OTHER INCOME - WISH</b>		
Admin Fees	\$0.00	\$219.85
Community Dreams Funds	\$1,315.81	\$0.00
Display Board Hire	\$60.00	\$200.00
Donations	\$285.00	\$760.00
Equipment hire	\$120.00	\$9.09
Interest Received	\$6,415.64	\$5,646.36
Memberships	\$2,511.36	\$3,050.00
Photocopying	\$281.82	\$11.27
Postage	\$9.10	\$5.45
Training Room Hire - WISH	\$2,596.36	\$841.36
Training / Workshops	\$45.45	\$0.00
WISH Events - Bunbury Forum	\$0.00	\$845.42
Directory - Postage	\$804.37	\$336.25
Directory - Sales	\$4,245.56	\$5,109.18
Publications - WISH	\$455.35	\$104.28
<b>Total OTHER INCOME - WISH</b>	<b>\$19,145.82</b>	<b>\$17,138.51</b>
<b>TOTAL INCOME</b>	<b>\$217,661.59</b>	<b>\$231,224.59</b>
<b>EXPENSES</b>		
<b>REPAIRS &amp; MAINTENANCE</b>		
R & M - Building	\$520.00	\$181.87
R & M - Computers	\$3,094.06	\$3,144.91
R & M - Other Equipment	\$593.36	\$339.00
<b>Total REPAIRS &amp; MAINTENANCE</b>	<b>\$4,207.42</b>	<b>\$3,665.78</b>
<b>WAGES EXPENSES</b>		
Annual Leave Accrual	\$10,206.16	\$9,128.96
Long Service Leave Accrual	-\$579.90	\$2,130.99
Superannuation	\$11,105.41	\$10,484.84
Wages & Salaries	\$110,216.25	\$104,491.95
<b>Total WAGES EXPENSES</b>	<b>\$130,947.92</b>	<b>\$126,236.74</b>
<b>PIER ST EXPENSES</b>		
Bookkeeping Expenses	\$470.00	\$434.57
Cleaning	\$1,143.10	\$1,170.00
Electricity/Gas/Water	\$1,597.38	\$1,234.47
Insurance	\$1,001.64	\$762.70
Land Tax	\$0.00	\$312.73
Plant & Equipment	\$69.39	-\$11.85
Rent / Rates	\$19,473.34	\$18,170.52
Repairs & Maintenance	\$368.70	\$2,553.12
Security	\$698.48	\$673.53
Training Room	-\$12.92	-\$1.87
<b>Total PIER ST EXPENSES</b>	<b>\$24,809.11</b>	<b>\$25,297.92</b>

**Western Institute of Self Help**  
**Profit & Loss [With Last Year]**  
 July 2005 through June 2006

	This Year	Last Year
<b>EXPENSES</b>		
Advertising	\$291.20	\$852.20
Affiliation Fees	\$1,674.72	\$1,197.27
Audit Fees	\$990.00	\$900.00
Bank Fees	\$506.20	\$421.00
Board Expenses	\$1,016.32	\$316.26
Bookkeeping Fees	\$4,840.00	\$4,786.25
Community Dreams Funds Expense	\$876.33	\$269.58
Computer Expenses	\$3,270.00	\$2,327.95
Consultancy	\$312.50	\$0.00
Consumables	\$1,041.43	\$1,237.47
Directory Postage	\$870.00	\$317.73
Directory Printing	\$2,100.00	\$3,252.50
Insurance	\$6,621.30	\$6,736.33
Lotteries Grant Expenses	\$0.00	\$20,064.19
Memberships / Subscriptions	\$314.63	\$385.51
Newsletter Packaging	\$182.02	\$209.65
Newsletter Postage	\$359.05	\$485.72
Newsletter Printing	\$2,729.94	\$2,050.00
Office Expenses	\$1,676.35	\$2,071.73
Photocopying / Printing	\$7,099.52	\$1,367.25
Plant & Equipment Purchases	\$396.79	\$75.23
Postage	\$2,239.77	\$787.48
Projects - Rural / WISH funds	\$898.01	\$0.00
Publications - Other	\$80.00	\$89.09
Publications - WISH	-\$21.82	\$0.00
Redundancy Expense	\$0.00	-\$3,808.80
Telephone/Fax/Internet	\$5,112.29	\$4,787.87
Training/Seminars/Conferences	\$6,284.41	\$736.31
Travel Expenses	\$1,083.12	\$921.24
WISH Events - Bunbury Forum	\$0.00	\$14,270.33
Workshop Expenses	\$57.82	\$0.00
<b>Total EXPENSES</b>	<b>\$212,866.35</b>	<b>\$222,307.78</b>
Operating Profit	\$4,795.24	\$8,916.81
<b>OTHER INCOME</b>		
Reclaiming Voices Grant DCD	\$0.00	\$3,000.00
<b>Total OTHER INCOME</b>	<b>\$0.00</b>	<b>\$3,000.00</b>
<b>OTHER EXPENSES</b>		
Reclaiming Voices Expenses	\$0.00	\$3,000.00
<b>Total OTHER EXPENSES</b>	<b>\$0.00</b>	<b>\$3,000.00</b>
<b>Net Surplus / (Deficit)</b>	<b>\$4,795.24</b>	<b>\$8,916.81</b>

Financials





## Western Institute of Self Help

### Balance Sheet [Last Year Analysis]

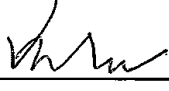
June 2006

	2006	2005
<b>ASSETS</b>		
<b>CURRENT ASSETS</b>		
Cheque Account	\$4,225.34	-\$5,398.73
Cash Management Account	\$61,026.22	\$59,561.24
Petty Cash	\$333.70	\$218.70
Term Deposit	\$88,413.57	\$83,512.58
Term Deposit #2	\$10,484.81	\$10,000.00
<b>Total ASSETS</b>	<b>\$164,483.64</b>	<b>\$147,893.79</b>
<b>LIABILITIES</b>		
Funds paid in advance	\$49,973.70	\$48,042.21
Community Dreams funds	\$0.00	-\$1,046.23
Genital Herpes Group funds	-\$987.94	-\$987.94
Trade Creditors	\$942.51	\$0.00
<b>GST LIABILITIES</b>		
GST Collected	\$10,114.16	-\$0.04
GST Paid	-\$2,294.56	-\$0.43
<b>Total GST LIABILITIES</b>	<b>\$7,819.60</b>	<b>-\$0.47</b>
<b>PAYROLL LIABILITIES</b>		
Annual leave accrual	\$6,040.00	\$4,482.17
Long service leave accrual	\$8,638.38	\$9,218.28
PAYG Withholding Payable	\$1,708.00	\$0.00
Redundancy Liability	\$10,452.00	\$10,452.00
<b>Total PAYROLL LIABILITIES</b>	<b>\$26,838.38</b>	<b>\$24,152.45</b>
<b>Total LIABILITIES</b>	<b>\$84,586.25</b>	<b>\$70,160.02</b>
<b>Net Assets</b>	<b>\$79,897.39</b>	<b>\$77,733.77</b>
<b>EQUITY</b>		
Current year adjustments	\$0.00	\$1,555.08
Retained Earnings	\$75,102.15	\$67,261.88
Current year profit/loss	\$4,795.24	\$8,916.81
<b>Total EQUITY</b>	<b>\$79,897.39</b>	<b>\$77,733.77</b>

**STANDARD FORM – ANNUAL MANAGEMENT BOARD CERTIFICATION  
OF STATEMENT OF RECEIPTS AND PAYMENTS  
(to accompany Form 5(a) report as at 30 June)  
For Year Ending 30 June 2006**

I hereby certify to the best of my/our knowledge, information and belief that:

- The information reported in the accompanying Statement of Receipts and Payments for **SUPPORT AND SELF HELP SERVICE** has been prepared from proper accounts to present fairly the financial transactions for the period **1 July 2005 to 30 June 2006** and the payments in the Statement are in accordance with the terms and conditions of the Service Agreement with **THE MINISTER FOR FAMILY AND CHILDREN'S SERVICES**; and
- The Management Board and the Service Provider have complied with the obligations imposed by the Constitution of the Service Provider and the terms and conditions of the Service Agreement.

Office Bearer Signature:   
Office Bearer Name: KERRY O'MEIL  
Office Bearer Position: CHAIRPERSON  
Organisation Name: Western Institute of Self Help (WISH) Inc  
Date: Wednesday, 13 September 2006

Form 5 (d) part 2

**Auditor's Certification (to accompany annual Statement of Receipts and Payments – Form 5(a) and Management Board Certification 5(d) – for Service Agreements where AFL is greater than \$35,000):**

The Auditor, who must be a member of CPA Australia, The Institute of Chartered Accountants in Australia or the National Institute of Accountants, may determine the wording of this certification as required. The following is a suggestion for general contact.

I hereby certify to that, in my opinion, the information reported in the attached Statement of Receipts and Payments of the **WESTERN INSTITUTE OF SELF HELP (WISH) INC.** is based on proper accounts and presents fairly the financial transactions for the period **1<sup>st</sup> July 2005 to 30<sup>th</sup> June 2006**, and the payments in the Statement are in accordance with the terms and conditions of the Service Agreement with **THE MINISTER FOR FAMILY AND CHILDREN'S SERVICES** in relation to the **SUPPORT AND SELF HELP SERVICE**.

AUDITOR

Signature:



Full Name:

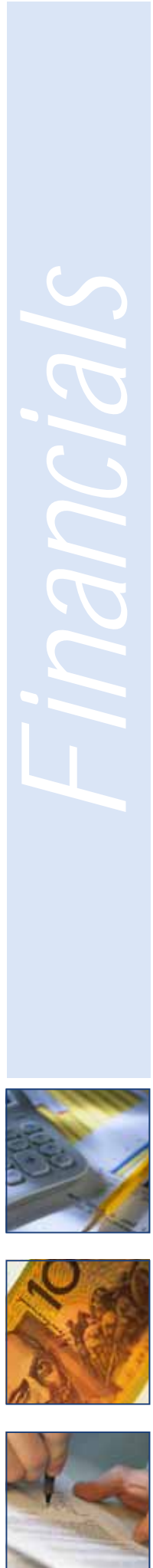
PETER KEVIN EDWARDS

Membership:

608197 (CPA)

Date:

21/8/06






STANDARD FORM – ANNUAL MANAGEMENT BOARD AND AUDITOR’S CERTIFICATION STATEMENTS  
(WHOLE ORGANISATION)

Management Board Certification

I/We hereby certify to the best of my/our knowledge, information and belief that:

- The accompanying financial statements of WESTERN INSTITUTE OF SELF HELP (WISH) INC. comprising the Statement of Financial Performance, Statement of Financial Position, Statement of Cash Flows and the Notes to the Financial Statements for the period 1 July 2005 to 30 June 2006 have been prepared in accordance with Accounting Standards and other mandatory professional reporting requirements in Australia, from proper accounts to present fairly the financial transactions for the period 1 July 2005 to 30 June 2006 and the financial position and;
- The Management Board and the Service Provider have complied with the obligations imposed by the Constitution of the Service Provider and the terms and conditions of the Service Agreement.

Office Bearer Signature: 

Office Bearer Name: KERRY O'NEIL

Office Bearer Position: CHAIRPERSON

Organisation Name: Western Institute of Self Help (WISH) Inc

Date: Thursday, 31 August 2006

Auditor’s Certification:

The Auditor, who must be a member of CPA Australia, The Institute of Chartered Accountants in Australia or the National Institute of Accountants, may determine the wording of this certification as required. The following is a suggestion for general contact.

I hereby certify to that, in my opinion, the attached financial statements of WESTERN INSTITUTE OF SELF HELP (WISH) INC. for the period 1 July 2005 to 30 June 2006 comprising the Statement of Financial Performance, Statement of Financial Position, Statement of Cash Flows and the Notes to the Financial Statements are based on proper accounts and present fairly in accordance with applicable Accounting Standards and other mandatory professional reporting requirements in Australia, the financial position of WESTERN INSTITUTE OF SELF HELP (WISH) INC. and its financial performance and its cash flows for the year then ended.

AUDITOR 

Signature: PETER KEVIN EDWARDS

Full Name: 608197 (CPA)

Membership: 28/8/06

Date:

NOTES TO AND FORMING PART OF THE ACCOUNT  
FOR THE YEAR ENDED 30 JUNE 2006

Statement of Accounting Policies

These financial statements are a special purpose financial report prepared to satisfy the financial reporting requirements under the Service Agreement between Department of Community Development and **WESTERN INSTITUTE OF SELF HELP (WISH) INC.** (Service Provider) for the funding of **SUPPORT AND SELF HELP SERVICE** (Funded Services).

The financial statements have been prepared in accordance with the following Australian Accounting Standards and other mandatory professional reporting requirements:

AAS	4	Depreciation
AAS	6	Accounting Policies
AAS	30	Accounting for Employee Entitlements

No other Australian Accounting Standards or other mandatory professional reporting requirements have been applied.

The financial statements are prepared on an accruals basis. They are based on historic cost and do not take into account changing money values, or except where specifically stated, current valuations of non current assets.



## Contacting WISH

The WISH office is open  
Monday to Thursday 9am to 4pm

### Telephone

(08) 9228 4488

### Fax

(08) 9228 4490

### Freecall

1800 195 575

### Email

[info@wish.org.au](mailto:info@wish.org.au)

### Web Site

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

### Postal Address

PO Box 8140 Perth Business Centre WA 6849

### Office Address

335 – 337 Pier Street Perth WA 6004

