

# ANNUAL REPORT

2004 - 2005



WESTERN INSTITUTE  
OF SELF HELP (WISH) INC



Inaugural  
South West  
Regional  
Self Help Forum



*Helping People Help Each Other*

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## *Acknowledgements*

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;

- Tracy Barker
- Bonita Eaton
- Kerry O'neil
- Melane White
- Ivan Salmin
- Michael Riou
- Neil Carver-Smith
- Priscilla Mercer
- Rochelle Lennox

### FUNDING SUPPORT

The Western Institute of Self Help would like to take this opportunity to acknowledge the support of the Department for Community Development and Lotterywest. Our thanks for their substantial contribution throughout the financial year.

WISH would like to thank the Department of Family & Community Services (FaCS) as part of their Stronger Families & Communities Strategy (Local Answers Initiative Program 2004) we received funding to hold our Inaugural South West Regional Self Help Forum.

Thank you to Lotterywest for their substantial grant to upgrade our technological capacity.

### 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 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

## WHAT DOES SELF HELP MEAN EXACTLY?

Self help and support groups are made up of people who share a common experience. These groups are about people helping people.

These groups are one way people can learn to take control of their lives – by sharing a personal issue or fulfilling a need – in an environment that may not be otherwise available through other community resources. Are you looking for a self help or support group for yourself or someone you know?

With self help you are not alone. WISH has groups working with issues such as:

abuse	addictions
adoption	carer support
disabilities	family matters
grief and trauma	health and wellbeing
men/women's issues	multicultural issues
sexuality	syndromes
rare conditions	and more

## 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 specific needs.

## OUR VISION IS TO...

- Have a visible presence in the community
- Make self help accessible to all members of the community
- Build our presence in rural areas and with people from linguistically and culturally diverse backgrounds
- Be an organisation with the financial, human resources, skills and infrastructure to achieve our mission

## 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 Services*

A range of services are available to provide practical, personal support and information for individuals involved in new and existing 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.

### NEW AND EXISTING GROUP DEVELOPMENT

Personal support and practical information is available to those seeking to develop a new group. An appointment can be made to meet with our Community Development Officer to discuss issues such as:

- starting a new group
- the best way to structure your group
- how to run meetings and promote your activities
- There are no fees or charges to access this service.

Assistance can also be provided to promote ongoing group development in areas such as committee structures, incorporation, media promotion and funding options. Further assistance includes referral to information resources as well as support with group maintenance issues.

A fully equipped meeting facility is available for hire. WISH member groups are eligible for reduced rates.

### TELEPHONE INFORMATION LINE

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

To access WISH's Information Line simply phone 9228 4488 or 1800 195 575 for country callers between 9am-4pm M-F.

### WORKSHOPS

WISH conducts workshops on an as needs basis, on issues such as Meeting Procedures, Media and Promotion, Promoting Your Group, Conflict Resolution etc.

### RESOURCE CENTRE

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

Social and community service providers, students and general members of the community access our Resource Centre.

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

### PUBLICATIONS

Various publications and resources are available on issues relating to self help and self help groups. The 2005 edition of our Directory of Self Help and Support Groups (incorporating Community Organisations) is now available along with our Self Help Group Starter Kit and How to Promote Your Group Kit.

WISH's newsletter the News Exchange is published quarterly and is available to all WISH members.

### INFORMATION FORUMS

WISH conducts Information Forums with the aim of educating the wider community including health and allied professionals, students, existing self help groups and interested community members as to the virtues of self help.

## *WISH Board of Management*

### CHAIRPERSON - TRACY BARKER

Tracy was co-opted onto the Board in April 2002. She is a librarian and information management consultant and has managed library and information services in both the public and private sector. Tracy is currently employed as a Library Manager with the Department of Defence.

### VICE CHAIRPERSON – BONITA EATON

Bonita was a founding member of WISH (1983) and served on the Board from 1984. She has been actively involved in the self help movement for many years and was the State President and Administrator of the Lone Parent Family Support Service (Birthright). Sadly Bonita passed away in July this year.

### TREASURER – KERRY O'NEIL

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

### SECRETARY – MELANE WHITE

Melané White joined the Board in September 2002. 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.

### ROCHELLE LENNOX

Rochelle joined the Board in 2004. With her legal background she was able to provide advice and support on staff employment contracts and Board contracts. Due to pressing work commitments Rochelle had to resign from the Board in July 2005.

### 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. Ivan has just completed a Master of Psychology degree.

### MICHAEL RIOU REPRESENTING VOLUNTEERING WA

Michael Riou joined the WISH Board in 2003. He is currently the Resource Development Manager for Volunteering Western Australia. Michael has considerable experience with governance, risk management, sponsorship and fundraising in the not for profit sector.

### NEIL CARVER-SMITH

Neil joined the Board in September 2003. Neil has extensive experience in training and consultancy in both the government and non-government sector. Neil is also active in Adult Learning Australia—the peak body for Adult Community Education.

### 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.

## *Chairpersons Report*

2005 has been a year of significant change within WISH. As well as undertaking some new activities, there have been significant changes to both the staff and board of WISH.

It was with much sadness that that we learnt of the death of long time Board member and WISH stalwart Bonita Eaton in late July this year. Although this was after the start of the new financial year, Bonnie's death is too significant an event not to be mentioned. Bonnie had been a member of the WISH Board since 1984 and was associated with WISH since its inception over 20 years ago. Bonnie was elected Vice-chairperson of the WISH Board in 1988 and remained in this role until her death this year, an amazing effort.

There have been few other changes to the Board – Rochelle Lennox resigned from the Board recently due to work commitments, and we look forward to welcoming some new members onto the Board.

This year also saw significant change in the WISH staff. Sharon Van der Laan, Clare Muntinga and Diane Cumming all left the organisation this year. On behalf of the Board I would like to thank them for their service and commitment to the organisation. They all contributed significantly to the growth and development of WISH. I would like to welcome new staff members Charlotte Wood, and Melva Marshall and congratulate Alison Morse on securing a permanent position with WISH. The new staff are all settling into their positions I am sure they will make a very positive contribution to the organisation.

WISH undertook its inaugural South West Regional Self Help Forum in Bunbury in late 2004. Funding of approximately \$11,800 from the Commonwealth Department of Family and Community Services Local Answers Program assisted WISH to present an excellent program. Over 50 people participated in the forum which covered a variety of issues including challenges faced by self help groups in the region. This forum helped to consolidate work the WISH

team had done in the South West region previously, and they continue to build on the links they have established.

The 8th edition of the WISH Directory was launched this year, in conjunction with the revamped WISH website. As usual, the Directory required a huge amount of effort from all members of the WISH team, and they have produced a very valuable resource that is both very professional and widely used in the community. In addition, the team managed to meet very tight deadlines in the midst of staff changes during the process.

The efforts of the WISH team have been aided by the provision of over \$40,000 from Lotterywest for the purchase of updated computer and office equipment and the development of the new WISH website. While the new equipment was a boon, its installation was not without inconvenience and the staff should be commended on continuing to provide an excellent level of service despite the interruptions.

The updated website has greatly improved WISH's online presence. In addition, the Directory information has been made available on the website, greatly increasing access to this valuable resource. The WISH staff put a huge effort into the content and design of the updated website and this has been recognised by increased usage and positive feedback from users.

I am stepping down from the position of Chair and from the WISH Board to pursue some of the other volunteer activities with which I am involved. I have been on the Board for four years, and Chair for the last two. I have been very proud to be associated with WISH and believe that it provides a unique and valuable service to the Western Australian community. I congratulate Vicki and her staff on another successful year and wish them and the Board every success for their future ventures.

Tracy Barker  
*Chairperson*

## Executive Officer's Report

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Preparing for an Annual General Meeting is not only an essential exercise for an incorporated organisation but also a good opportunity to reflect on the achievements and challenges during the financial year. It also affords a learning opportunity to review what went well and what needs improvement.

It never ceases to amaze me that WISH achieves so much with so little. By that I mean both funding and people power. It is only through the dedication of a small cohesive team of Board and staff members that we have such successes and I would like to thank them all for their valuable contribution.

Looking back at last year's Annual report, it is encouraging to see that we achieved all the major projects flagged for 2004/2005. These have been –

- The inaugural South West Regional Self Help Forum held in Bunbury in September 2004. This was made possible with federal funding through the Department of Family and Community Services.
- A grant from Lotterywest to have our website re-designed and upgrade our computer and office equipment.
- Being nominated as a finalist in the Community Services Industry Awards.
- Receiving a further training scholarship from the Australian Institute of Management.

- Successfully launching the 8<sup>th</sup> edition of the WISH Directory as well as our newly designed website.
- Having the Directory available free-online for the first time.
- Including information on WISH on our website in seven languages to enable greater accessibility by members of the CaLD community.
- The development of a three year Strategic Plan for 2005-2008

More detailed information on these projects appears in the general section of this report.

All these projects were completed whilst being understaffed yet again for the last nine months. Special thanks go to Sharon Van der Laan our Community Development Officer and Alison Morse who was initially employed on a temporary basis during these difficult months. Also thanks go to Diane Cumming and Claire Muntinga who have since left WISH.

On a very sad note Bonita Eaton who had been involved with WISH from its beginning and served on the Board for over 21 years, the majority of which was as Vice Chairperson died in July this year. Bonnie had been a great supporter of WISH and the self help movement and was the volunteer coordinator of the Lone Parent Family Support Service – Birthright as well as CROFT. She was certainly passionate about her work in the welfare sector and will be sadly missed for her valuable contribution.

I would also like to thank:  
The Department for Community Development for their ongoing support both financially and for their collaborative approach in working with WISH. As a result of the new indexation policy which has been adopted for the non government human services sector our funding now has a component for salaries and wages. This is a positive step forward as the government has recognised that non government

agencies could not remain viable on the basic CPI indexation alone.

The federal Department of Family and Community Services for the funding provided for our South West Regional Self Help Forum. This funding allowed us to subsidise travel and offer free registration for self help groups in the south west and even the lower south west region. This meant that participants were more representative of the self help community from a wider geographical area and their input was very valuable in helping us formulate the next step in regard to our rural work .

Lotterywest, which has always been a great supporter of WISH over many years through the grant process as well as presenting workshops at our forums. We certainly appreciate their assistance without which WISH would not be able to present such a professional image and service to its consumers.

The volunteers and students who also assist us in achieving our aims and objectives. Susan Sheath, Mei Li Huang and Alexis Balance all contributed in a most valuable way to WISH reaching its goals for the year.

WACOSS, for improving services to its member organisations like WISH. Also for inviting WISH to participate in its Sector Viability Policy Advisory Committee which has been looking at the issues affecting the long term viability of the non government , not for profit sector. WACOSS has set up several Policy Advisory Committees that provide input into the development of WACOSS policies that are referred on to government. I congratulate WACOSS in their attempts to work more closely with the sector.

Department of Premier and Cabinet for their work on the Industry Plan for the Non Government Human Services Sector. In December last year WISH and many other non government service providers became

signatories to a Statement of Partnership as part of the Industry Plan. The aim is for government and non government to work together to create a just and inclusive society which provides opportunities for all citizens to improve their lives and their communities.

WISH has also been part of the Sector Reform and Development Working Party which is currently discussing Phase 2 of the Industry Plan. Phase 2 is aimed at looking at key areas of sector capacity. The process of developing the Industry Council and programmes that will enhance the sector will obviously take some time but it is an encouraging development for the non government sector and the community as a whole.

As we look ahead to the coming year our plan is to:

- Enhance our services by developing our website further so as to use it as a community development and promotional tool for self help and WISH
- Build on the work already undertaken in rural areas
- Present a networking and training event in the metro area for groups and service providers
- Continue our involvement in the development of an Industry Council

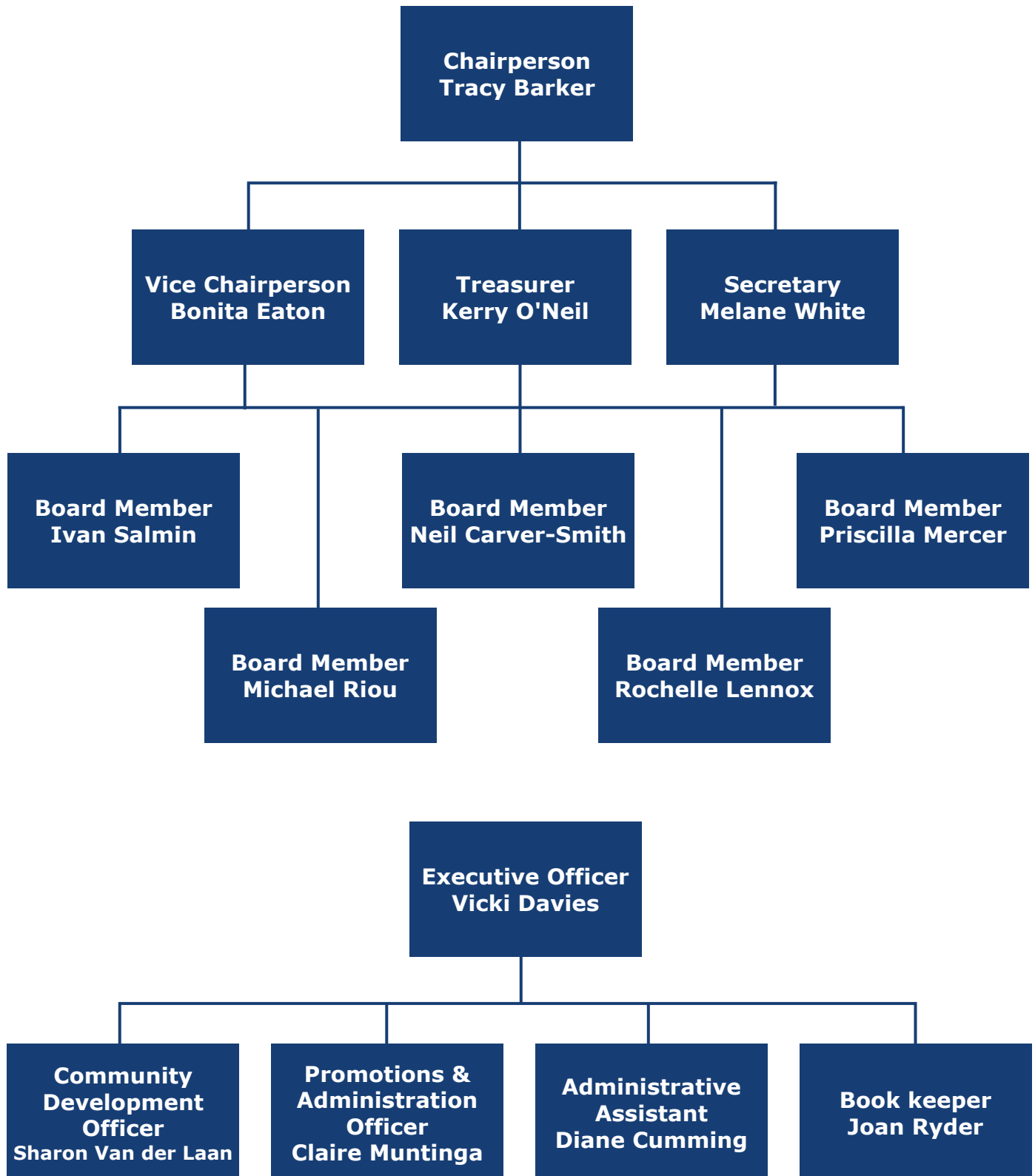
In conclusion I would like to thank the many self help group members with whom we have had contact over the years their courage determination and inspiring examples. Thank you for making our society a better place.

Vicki Davies  
*WISH Executive Officer*

# *WISH Staff and Board of Management*

Western Institute of Self Help (WISH) Inc.

## ORGANISATIONAL CHART



# 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.

In 2004, WISH was selected as a finalist for the Community Services Industry Award, providing public recognition for the work it does across Western Australia in supporting self help groups.

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.

## 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.

## STRATEGIES

### Part One

*Core Business:* WISH will build on its established base to position itself as a centre of excellence by:

1. Promoting the philosophy and practice of self help in the community.
  - Actively promote WISH and the philosophy of self help in WA
  - Support the establishment and development of self help and support groups
  - Encourage membership
  - Create and maintain self help/WISH networks
  - Update and maintain the WISH website and publications including the WISH News Exchange and WISH Directory
  - Ensure self help is promoted to CALD/ Indigenous organizations and groups
2. Facilitate networking and collaboration between self help groups, service providers and professionals.
  - Develop a program of annual networking events including the WISH Annual General Meeting, information sessions and training forums
  - Seek out opportunities for collaboration and networking
3. Strengthening the Sector
  - Participate in key government and non-government committees and advisory groups as appropriate.
  - Advise government on self help concerns and issues
4. Planning projects to meet key strategic objectives
  - Plan projects that will enhance the services provided by WISH in promoting the philosophy and practice of self help, build capacity and ensure sustainability within the self help community
  - Organise funding/sponsorship to undertake projects that are additional to WISH core business

## Strategic Plan Highlights

5. Effective management of WISH
  - Ensure the professional operation and maintenance of the WISH office and the effective management of its staff
  - Minimise administrative effort/costs through the efficient use of electronic technology
  - Prepare an annual Operational Plan and budgets and ensure financial stability and growth
  - Develop good governance and risk management policies and procedures
  - Report/liase as necessary with Board and funding bodies

### 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 with 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.

## Outreach and Special Projects

### DIRECTORY AND WEBSITE LAUNCH



On 1 June 2005, Sheila McHale MLA, Minister for Community Development launched the 8<sup>th</sup> edition of the WISH Directory of Self Help and Support Groups (incorporating community service organisations). Also launched was the re-designed website which also includes a free on-line

version of the WISH Directory as well as general information on WISH in seven languages. These new developments will enable WISH services to be promoted more widely through the internet and take into account the needs of some CALD communities. WISH would like to thank Lotterywest for funding the website development as well as for IT and general equipment. These funds will be used in enhancing our services to our groups.



## *Outreach and Special Projects*

### INAUGURAL SOUTH WEST REGIONAL SELF HELP FORUM

WISH held an inaugural 'Building a Greater South West Regional Self Help Forum' in Bunbury on 21 September 2004.

Funding was received from the federal government through the Department of Family & Community Services (FaCS) as part of their Stronger Families & Communities Strategy (Local Answers Initiative Program 2004).

- participate in workshops to enable capacity building. Workshop topics included information on funding, group development issues, local resources and creating partnerships.
- network with others in the community who were focussed on the growth and development of self help groups in the region.



The aim of the Forum was to address previously identified issues made by self help groups and service providers in the region with regard to the ongoing development and maintenance of groups.

The Forum provided an opportunity to:

- hear ground-breaking Western Australian PhD research into the self help group GROW – a group for people with mental illness. Information shared was relevant to many groups especially the proven benefits of involvement in a self help group and how to improve acceptance of groups by health professionals.
- discuss issues around the barriers to the ongoing development and maintenance of self help groups in the region. This was first discussed via a panel and then in smaller groups.

This type of event had never before taken place and it enabled like-minded members of the community from self help groups, local state and federal government and health professionals to enter into informal dialogue and share information.

The Forum was a great success and was the next step in planning more rural outreach.



## *Outreach and Special Projects*

### PRESENTATIONS ON WISH & SELF HELP

WISH was invited to present information on the value of self help groups and WISH services to the following:

- Members of the Wider Vision Club Padbury. This is a group of people that come together to listen to a range of guest speakers on a wide range of topics and have various social activities.
- Delegates at the Local Government Community Services Association Linking Communities Conference in March 2005.
- Volunteer Resource Centre Alliance as part of Volunteering WA Conference also in March. Members of Volunteer Resource Centres from around the state attended this information and networking session.
- 10 Social workers at the Society of Professional Social Workers' 2<sup>nd</sup> Social Work Conference in May 2005.
- Approximately 60 women who attended an Office of Women's Policy sponsored seminar hosted by the Baha'i Centre of Learning.
- 7 Learning Centres and 11 delegates at the Learning Centre Link Pilbara-Kimberley Conference held in Perth in June 2005. This was a mini expo where delegates were able to network and ask questions on WISH services.

### ABORIGINAL/CALD ISSUES

In researching and compiling the 8th edition of the WISH Directory we contacted many Indigenous and CALD organisations to increase the number of listings available for referral. The 2005 edition contains 10 more Indigenous organisations and 7 more CALD organisation than the 2003 edition. The re-designed website also includes our brochure information in seven of the most commonly used languages, thus improving accessibility of WISH services by the multicultural community.

## *Representation on Committees*

### WACOSS POLICY ADVISORY COMMITTEE ON SECTOR VIABILITY

WISH was invited to take part in a new Policy Advisory Committee at WACOSS. These PAC's were set up to assist WACOSS in developing policies that were relevant to, and had input from the sector. The Sector Viability Policy Advisory Committee has been looking at the issues affecting the long term viability of the non government , not for profit sector. Issues have included lack of adequate funding levels, no wage parity between government and non government and the difficulty in recruiting and retaining staff. Discussion has also taken place around Phase 2 of the Industry Plan.

### SECTOR REFORM AND DEVELOPMENT WORKING PARTY

In December last year WISH and many other non government service providers became signatories to a Statement of Partnership between government and non government as part of and overall Industry Plan. The aim is for government and non government to work together to create a just and inclusive society which provides opportunities for all citizens to improve their lives and their communities. Following on from this partnership agreement, WISH was invited to join 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 is aimed at looking at key areas of sector capacity including governance, financial management and accountability, human resource management etc. Also being considered is the role of the Industry Council. We look forward to continuing our input into this innovative and important project.

## *Publicity, Media and Awards*

### COMMUNITY SERVICES INDUSTRY AWARD

For the first time in its long history, WISH was selected as a finalist in the Community Services Industry Awards for 2004. Our entry 'Supporting the Development of Community Self Help Groups' was included in the Developing Communities category.



As a finalist we attended a special presentation made by John Hyde MLA with other finalists in the same category. At the Awards dinner where overall winners were announced, a multi media presentation on WISH was shown. Hundreds of people attending the dinner became aware of the various services we provide in promoting self help. This was a wonderful achievement for WISH and for self help.

### SOUTH WEST REGIONAL SELF HELP FORUM

To advertise the forum as widely as we could around the south west we organised media coverage in the following regional newspapers - Bunbury Herald, Bunbury Mail, South Western Times, Capel Herald, Manjimup/Bridgetown Times, Busselton/Margaret River Times.

These papers circulated the information to nearly 54,000 people in the region.

### 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 Executive Director Richard Duldig 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.

### RADIO

Vicki Davies spoke to Graham Mabury on his Nightline programme following the launch of the 8th edition of the WISH Directory and the re-designed website. This provided a great opportunity for us to publicise the free on-line version of the WISH Directory. We appreciate the support received from Graham who is also the WISH Patron.

## *Publications and Resources*

### NEWS EXCHANGE

The WISH "News Exchange" newsletter is produced four times a year on a seasonal basis. It is not only circulated to our members, but is also 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 editions circulated have been:

- Self Help and Regional WA
- Self Help and Consumers
- Self Help and Victims of Crime
- Self Help and Sexuality

### DIRECTORY SALES & DISTRIBUTION

The 2003 edition of the Self Help Directory is still sought after as a valuable resource amongst community organisations, health and other professionals.

The 2003 edition of the WISH Directory was sold out late in 2004.

Since the launch of the 2005 directory copies have been flying off the shelf.

### WISH WEBSITE

The revamped 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:

- Online 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 . . . .

### 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?', or 'How do we maintain our group?'

Self help groups, neighbourhood centres, service providers and students have purchased the Self Help Group Starter Kit since its launch in 2001.

### HOW TO PROMOTE YOUR GROUP

This publication is aimed at providing your group or organisation 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 to your advantage.

The distribution of the How to Promote Your Group publication has proved popular for groups wanting to raise their profile in the West Australian community.

### PROMOTIONAL MATERIAL DISTRIBUTED

Promotional materials distributed in the financial year totalled 1,064 including Information Packs (75), brochures (352), community services directories (89), posters and postcards (88), and extra distributed newsletters (317).

These materials were distributed on request and also included those distributed when attending conferences or 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.

## *New Self Help Groups*

WISH worked with 19 individuals seeking assistance to form groups during the financial year. 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.

The groups that required assistance from WISH were:

- Anxiety & Depression Group (Mandurah)
- Overcoming Compulsive Eating Support Group
- People with Gender Issues
- Homeswest Tenants Group
- Rainbow Bridge Loss of a Pet Support Group
- Voices - Survivors of Sexual Abuse
- Victims of Street Assault (VOSA)
- HOPE –Parents of Children with Disabilities
- Selective Mutism Support Group
- Parents of Troubled Teens
- Parents of High Needs Children
- Parent's Respite Group
- Visually Impaired and Other Disabled Athletes
- Carers of Children with a Disability,
- Families of the SEIV X
- Gay Teens in Australia
- Caring into the Future
- Teen Depression
- WA Mental Illness Awareness Council Inc (WAMIAC)

### GROUP COMMENTS

"Your advice and support has been of considerable benefit"

"WISH has been of great assistance with contacts and I am sure that they will be of greater assistance as the group forms and expands"

"WISH has given me the support to put this group together. I am very satisfied and happy with what they have done for us."

## *New Financial Members*

The following is a list of new members who joined WISH in 2004 / 2005 financial year. During this period there were 9 new financial members, 3 reciprocal members, 112 membership renewals and 762 resources listed on the WISH database.

The groups / organisations were new WISH financial members for 2004 / 2005 were:

- Armadale Contenance Self Help Group
- Austprem Inc
- Denis Sheedy
- Mates Men's Support Group Busselton Inc
- Neerja Ahuja
- Overcoming Compulsive Eating
- Dr Terence Middleton
- The Rainbow Bridge Pet Bereavement Group
- West Australian Mental Illness Awareness Council Inc (WAMIAC)

### OTHER QUOTES

"So far the main benefit has been the journal/magazine." (referring to the WISH News Exchange newsletter)

"WISH has a huge amount of information and support groups. Always new ones joining that I have total confidence in referring clients to for assistance."

"Thank you for your inspiring presentation about self help and support groups."

"With thanks for the Directory."

"You've all got a friendly ear and I've only got to ask and I get the help when needed."

"Thank you very much for your presentation and you "show", I did enjoy it and learnt a lot about self help and WISH."

"Many thanks for your help. It was great to get your advice, hear your ideas and confirm some of my own thoughts."

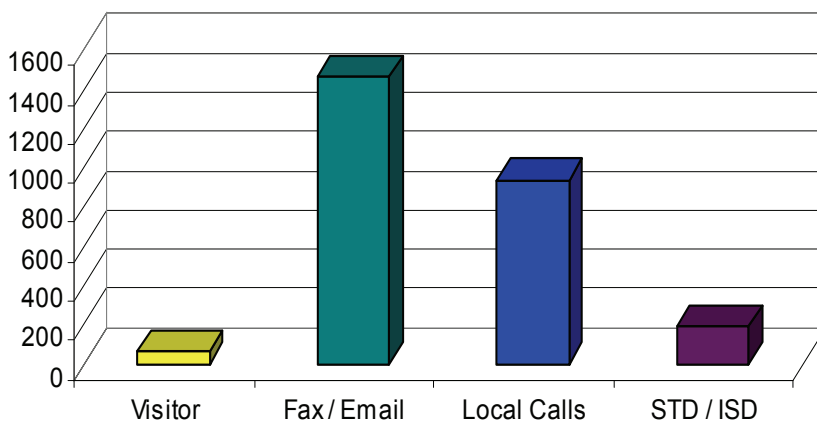
## Telephone Statistics

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.

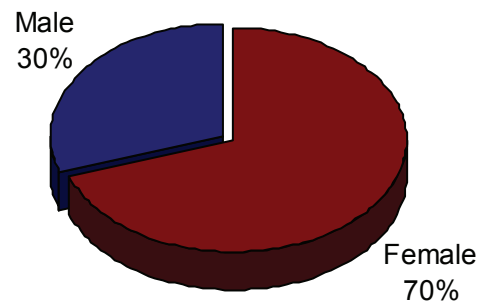
Callers consistently commented that the information accessed through the Telephone Information Line had not been available through organisations, services or programs with which they had previously been in contact. This reiterates the vital role that the service plays in the general community in regards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

The following graphs represent the telephone statistics for the 2004 / 2005

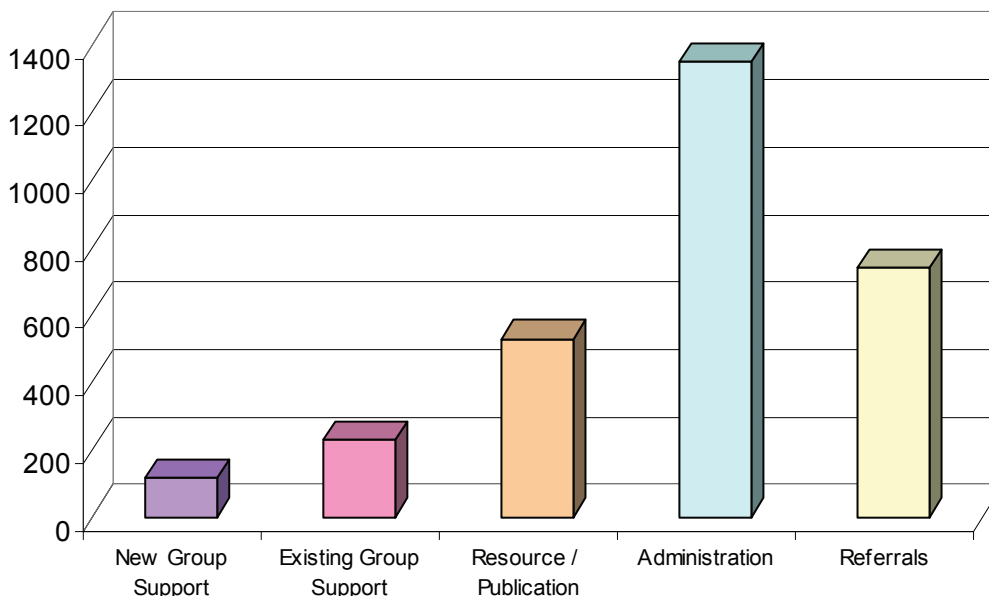
### TYPE OF ENQUIRY



### GENDER RATIO

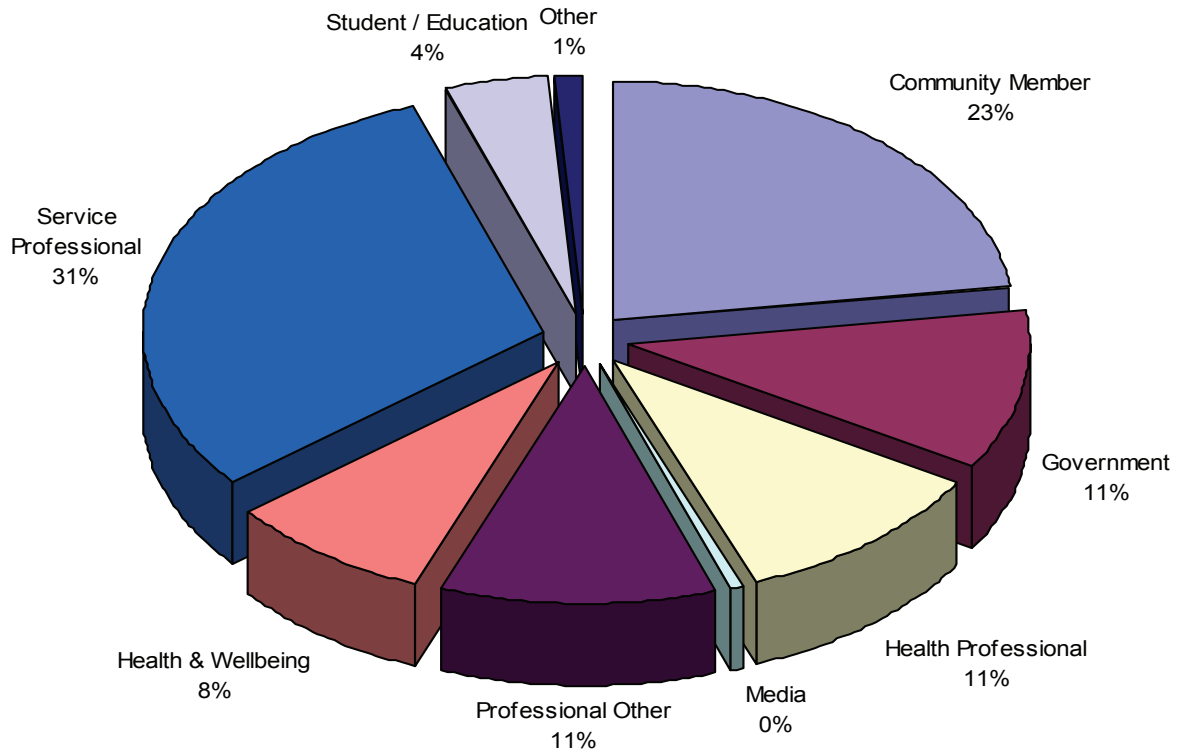


### PURPOSE OF CALL

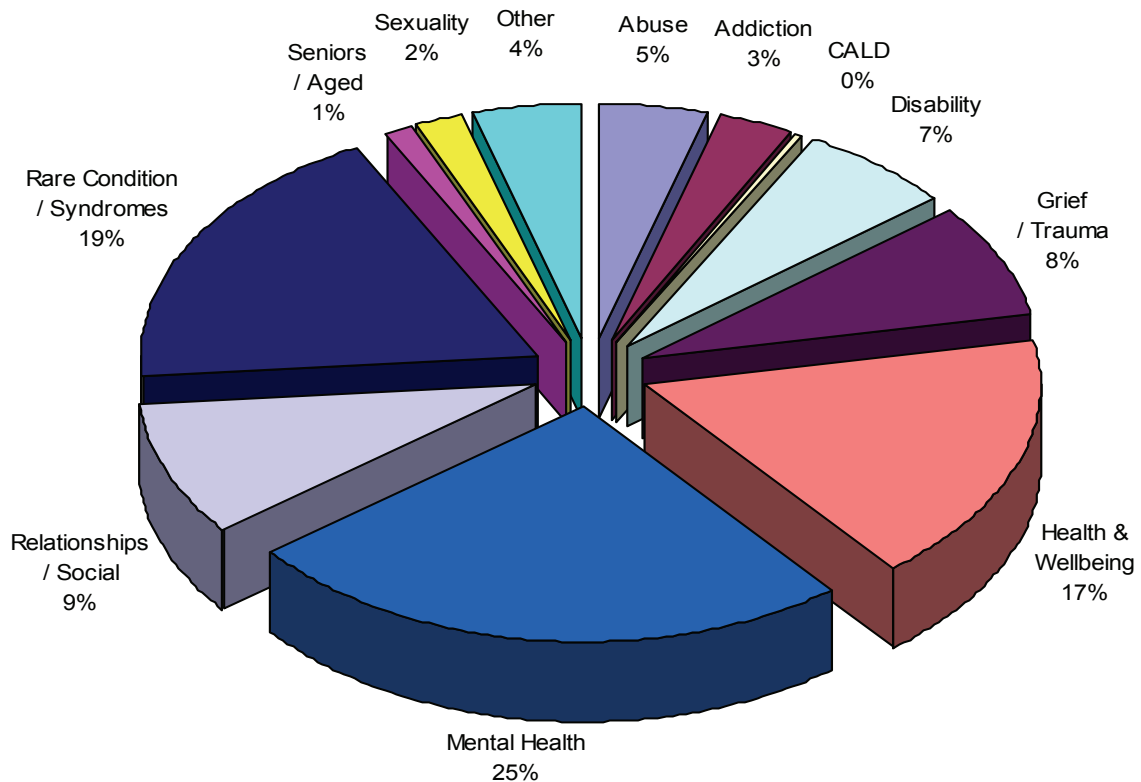


# Telephone Statistics

## CALLER TYPE



## TOPIC OF CALLER



## *Treasurer's Report*

The financial position of WISH is sound, although like all human services sector organisations the Board is constantly working at maintaining expenses within the inflation rate while ensuring adequate revenues to maintain services to the many self help groups it assists.

Specific efforts have been made to provide greater regional support. With limited funding available this places further demands on the finances of WISH. However, a grant of \$11,800 from the federal Department of Family and Community Services (FaCS) during the year assisted in the presentation of a regional WISH forum at Bunbury.

The total revenue for WISH in 2004-2005 was \$231,224 compared to \$218,059 in 2003-2004. The increase being mainly due to the above-mentioned additional grant.

Over 80% of the funding of WISH is provided through an annual DCD grant. A renewed three year Service Agreement with the department should be finalised early in 2005-6 to enable continuation of services to Western Australia's self help groups at the current level.

Additional revenue was provided through a Lotterywest grant of \$40,625, for the upgrading of computing equipment, the design of a new website and general office equipment. The expenses for WISH in 2004-2005 were \$222,307 compared to \$212,629 for 2003-2004.

As a human services organisation the major expense naturally relates to wages, which were \$126,236 for the year. This was less than anticipated due to staff losses experienced during the latter part of the year.

Expenses for the Bunbury WISH forum amounted to \$14,270.

At the end of the financial year WISH had a small surplus of \$8,916 due to the lower wages expenditure mentioned above.

WISH acknowledges the ongoing support of the Department for Community Development, Lotterywest and the Department of Family and Community Services, without whose support we would not be able to provide our services to the Western Australian community.

Kerry O'Neil  
Treasurer

# *Financials*

## **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 2004 - 30<sup>th</sup> June 2005**

### **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.

# Financials

## 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

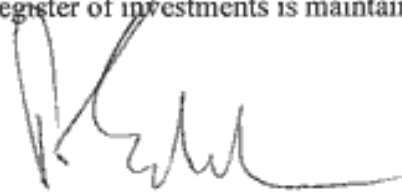
- \* Adequate records of hours worked have been maintained;
- \* An appropriate system is employed to ensure that only bona fide employees have received wages;
- \* Employees are not paid wages in advance except for leave purposes.
- \* Staff have executed contracts of employment or work place agreements;
- \* 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 is maintained



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

Dated this 9<sup>th</sup> day of September 2005

## Western Institute of Self Help

PO Box 8140

Perth Business Centre WA 6849

### Balance Sheet [Last Year Analysis]

June 2005

3/08/2005  
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	This Year	Last Year
<b>ASSETS</b>		
<b>CURRENT ASSETS</b>		
Cheque Account	-\$5,398.73	\$9,355.96
Cash Management Account	\$59,561.24	\$9,905.38
Petty Cash	\$218.70	\$211.75
Term Deposit	\$83,512.58	\$79,274.12
Term Deposit #2	\$10,000.00	\$0.00
Total CURRENT ASSETS	\$147,893.79	\$98,747.21
Total ASSETS	<u>\$147,893.79</u>	<u>\$98,747.21</u>
<b>LIABILITIES</b>		
Funds paid in advance	\$48,042.21	\$0.00
Community Dreams funds	-\$1,046.23	-\$1,046.23
Genital Herpes Group funds	-\$987.94	-\$1,004.44
<b>GST LIABILITIES</b>		
GST Collected	-\$0.04	\$0.00
GST Paid	-\$0.43	\$0.00
Total GST LIABILITIES	<u>-\$0.47</u>	<u>\$0.00</u>
<b>PAYROLL LIABILITIES</b>		
Annual leave accrual	\$4,482.17	\$5,332.07
Long service leave accrual	\$9,218.28	\$12,388.05
Redundancy Liability	\$10,452.00	\$15,815.88
Total PAYROLL LIABILITIES	<u>\$24,152.45</u>	<u>\$33,536.00</u>
Total LIABILITIES	<u>\$70,160.02</u>	<u>\$31,485.33</u>
Net Assets	<u>\$77,733.77</u>	<u>\$67,261.88</u>
<b>EQUITY</b>		
Current year adjustments	\$1,555.08	\$0.00
Retained Earnings	\$67,261.88	\$61,831.82
Current year profit/loss	\$8,916.81	\$5,430.06
Total EQUITY	<u>\$77,733.77</u>	<u>\$67,261.88</u>

## Western Institute of Self Help

PO Box 8140  
Perth Business Centre WA 6849

### Profit & Loss [With Last Year]

July 2004 through June 2005

3/08/2005  
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	This Year	Last Year
<b>GRANTS</b>		
Grant - DCD	\$186,753.00	\$181,137.74
Grant - DCD Affiliation Allow.	\$820.00	\$820.00
Grant - FACS	\$11,800.00	\$0.00
Grant - Lotteries	\$14,713.08	\$19,685.00
<b>Total GRANTS</b>	<b>\$214,086.08</b>	<b>\$201,642.74</b>
<b>OTHER INCOME - WISH</b>		
Admin Fees	\$219.85	\$116.46
Display Board Hire	\$200.00	\$0.00
Donations	\$760.00	\$34.45
Equipment hire	\$9.09	\$0.00
Interest Received	\$5,646.36	\$5,517.06
Memberships	\$3,050.00	\$3,607.27
Photocopying	\$11.27	\$42.73
Postage	\$5.45	\$17.26
Projects - Other	\$0.00	\$127.26
Training Room Hire - WISH	\$841.36	\$370.00
WISH Events - Bunbury Forum	\$845.42	\$1,354.56
Work for the Dole	\$0.00	\$285.00
<b>DIRECTORY</b>		
Directory - Postage	\$336.25	\$516.94
Directory - Sales	\$5,109.18	\$4,059.26
<b>Total DIRECTORY</b>	<b>\$5,445.43</b>	<b>\$4,576.20</b>
<b>PUBLICATIONS</b>		
Publications - WISH	\$104.28	\$368.84
<b>Total PUBLICATIONS</b>	<b>\$104.28</b>	<b>\$368.84</b>
<b>Total OTHER INCOME - WISH</b>	<b>\$17,138.51</b>	<b>\$16,417.09</b>
<b>Total</b>	<b>\$231,224.59</b>	<b>\$218,059.83</b>
<b>Cost of Sales</b>		
<b>Gross Profit</b>	<b>\$231,224.59</b>	<b>\$218,059.83</b>
<b>EXPENSES</b>		
Advertising	\$852.20	\$223.45
Affiliation Fees	\$1,197.27	\$816.92
Audit Fees	\$900.00	\$900.00
Bank Fees	\$421.00	\$373.19
Board Expenses	\$316.26	\$319.41
Bookkeeping Fees	\$4,786.25	\$5,101.25
Computer Expenses	\$2,327.95	\$1,922.03
Community Dreams Funds Expense	\$269.58	\$75.00
Consumables	\$1,237.47	\$843.18
<b>DIRECTORY</b>		
Directory Postage	\$317.73	\$0.00
Directory Printing	\$3,252.50	\$0.00
<b>Total DIRECTORY</b>	<b>\$3,570.23</b>	<b>\$0.00</b>
Insurance	\$6,736.33	\$7,067.43
Lotteries Grant Expenses	\$20,064.19	\$20,322.27
Memberships / Subscriptions	\$385.51	\$125.77
<b>NEWSLETTER</b>		
Newsletter Packaging	\$209.65	\$131.89
Newsletter Postage	\$485.72	\$516.58
Newsletter Printing	\$2,050.00	\$1,790.00
<b>Total NEWSLETTER</b>	<b>\$2,745.37</b>	<b>\$2,438.47</b>
Office Expenses	\$2,071.73	\$2,298.68
Photocopying / Printing	\$1,367.25	\$2,361.62
Plant & Equipment Purchases	\$75.23	\$244.85

# Financials

## Western Institute of Self Help

### Profit & Loss [With Last Year]

July 2004 through June 2005

3/08/2005

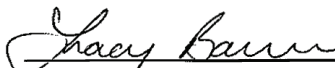
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	This Year	Last Year
Postage	\$787.48	\$1,245.78
Projects - Other	\$0.00	\$117.68
Projects - Rural / WISH funds	\$0.00	-\$90.58
Publications - Other	\$89.09	\$147.73
Publications - WISH	\$0.00	\$620.00
Redundancy Expense	-\$3,808.80	\$0.00
Telephone/Fax/Internet	\$4,787.87	\$4,072.53
Training/Seminars/Conferences	\$736.31	\$1,524.55
Travel Expenses	\$921.24	\$947.08
WISH Events - Bunbury Forum	\$14,270.33	\$1,936.02
<b>REPAIRS &amp; MAINTENANCE</b>		
R & M - Building	\$181.87	\$0.00
R & M - Computers	\$3,144.91	\$923.36
R & M - Other Equipment	\$339.00	\$154.03
<b>Total REPAIRS &amp; MAINTENANCE</b>	<b>\$3,665.78</b>	<b>\$1,077.39</b>
<b>WAGES EXPENSES</b>		
Annual Leave Accrual	\$9,128.96	\$10,757.69
Long Service Leave Accrual	\$2,130.99	-\$883.59
Superannuation	\$10,484.84	\$11,501.13
Wages & Salaries	\$104,491.95	\$112,661.98
<b>Total WAGES EXPENSES</b>	<b>\$126,236.74</b>	<b>\$134,037.21</b>
<b>PIER ST EXPENSES</b>		
Bookkeeping Expenses	\$434.57	\$388.14
Cleaning	\$1,170.00	\$1,123.36
Electricity/Gas/Water	\$1,234.47	\$1,158.47
Insurance	\$762.70	\$1,098.07
Land Tax	\$312.73	\$206.32
P & E under \$300	-\$11.85	\$15.24
Rent / Rates	\$18,170.52	\$16,497.42
Repairs & Maintenance	\$2,553.12	\$331.86
Security	\$673.53	\$636.41
Training Room	-\$1.87	\$105.57
<b>Total PIER ST EXPENSES</b>	<b>\$25,297.92</b>	<b>\$21,560.86</b>
<b>Total EXPENSES</b>	<b>\$222,307.78</b>	<b>\$212,629.77</b>
<b>Operating Profit</b>	<b>\$8,916.81</b>	<b>\$5,430.06</b>
<b>Other Income</b>		
Reclaiming Voices Grant DCD	\$3,000.00	\$0.00
<b>Total Other Income</b>	<b>\$3,000.00</b>	<b>\$0.00</b>
<b>Other Expenses</b>		
Reclaiming Voices Expenses	\$3,000.00	\$0.00
<b>Total Other Expenses</b>	<b>\$3,000.00</b>	<b>\$0.00</b>
<b>Net Surplus / (Deficit)</b>	<b>\$8,916.81</b>	<b>\$5,430.06</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 2005

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 2004 to 30 June 2005** 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: TRACY BARKER  
Office Bearer Position: CHAIR PERSON  
Organisation Name: Western Institute of Self Help (WISH) Inc  
Date: Thursday 18 August 2005

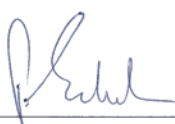
Form 5(d) part2

**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 content.

I hereby certify that, in my opinion, the information reported in the attached Statement of Receipts and Payments of **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 2004 to 30<sup>th</sup> June 2005**, 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: 9/9/05

**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 2004 to 30 June 2005** 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 2004 to 30 June 2005** 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:

TRACY BARKER

Office Bearer Position:

CHAIRPERSON

Organisation Name:

Western Institute of Self Help (WISH) Inc

Date:

Thursday 18 August 2005

# Financials

Form 5(e) part2

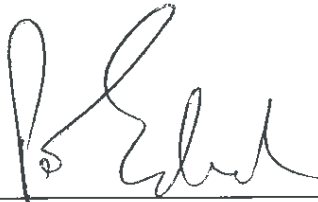
## **Auditor's Certification:**

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 content.

I hereby certify that, in my opinion, the attached financial statements of **WESTERN INSTITUTE OF SELF HELP (WISH) INC.** for the period **1<sup>st</sup> July 2004 to 30<sup>th</sup> June 2005** 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:**



---

**Full Name:**

PETER KEVIN EDWARDS

**Membership:**

608197 (CPA)

**Date:**

9/9/05

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**NOTES TO AND FORMING PART OF THE ACCOUNT FOR THE YEAR  
ENDED 30 JUNE 2005**

**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.



WESTERN INSTITUTE  
OF SELF HELP (WISH) INC

**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 BC WA 6849  
**Office Address:** 335 – 337 Pier Street  
East Perth WA 6004  
**Contact Hours:** Monday to Thursday  
9am – 4pm