



ANNUAL REPORT 2022/23

tascoss.org.au/ar202223



ACTIVITY HIGHLIGHTS

A brand new, easily accessible website

During the 2022/23 Financial Year, TasCOSS launched our new look [TasCOSS website \(tascoss.org.au\)](https://tascoss.org.au), which features more opportunities for engagement on critical issues relevant to our industry, an online membership payment function and enhanced [Member Directory](#), and the ability for members to more easily share and promote news and events via our online [Member and Community Noticeboard](#).

One of our new member benefits of our greatly improved website is the ability to sign-up to be a part of TasCOSS's [Member Policy Networks](#), which were established to enhance policy and advocacy outcomes in Tasmania. The Member Policy Networks, along with our regular Policy Conversations, have enabled more members to tap into a vast knowledge base and aided in the development of evidence-informed policy, submissions to government consultations, and advocacy strategies. The TasCOSS Resource Library is also a great one-stop shop for in-depth policy analysis, submissions, reports and commentary around issues that matter to Tasmanians.

Improving governance capability across the industry

The community services industry's vision is of a strong, connected industry that supports all Tasmanians to live a good life and enriches our state's social, cultural and economic wellbeing. In order to achieve this vision, TasCOSS has prioritised improving the industry's governance capabilities, funded under Action Priority 3: Leading for Impact of the [Community Services Industry Plan \(2021-31\)](#), so we can all lead robust organisations and navigate the complex external environment.

Twenty industry leaders successfully completed the Australian Institute for Company Directors Not-for-Profit Governance Foundations course, with 20 further leaders trained in the CEO/Chair Masterclass co-designed in partnership with the industry. TasCOSS has also piloted and is in the process of delivering a [Gamechangers in Governance](#) course, in partnership with the University of Tasmania, which consists of eight short modules aimed at building one's confidence and skills to become an effective, contemporary community services board director.

Placing lived experience at the centre of decision-making

TasCOSS were pleased to oversee the successful trial and implementation of our [Community Voices Program](#) — a lived experience advocacy program for people living on low incomes. Evidence shows that integrating the lived experience perspective is vital when it comes to ensuring the systems, policies, services and decisions which affect Tasmanian communities are fair and inclusive.

In establishing the pilot program, TasCOSS recruited and trained eight Community Voice Partners from across the state with diverse lived experiences. The program was trialed across multiple engagements — both within TasCOSS and with external organisations and government, ranging from one-off engagements to larger ongoing governance roles or projects. To date, the eight Community Voice Partners have individually conducted more than 90 engagements and 13 different organisations have engaged with the program. Feedback from the engagements has been overwhelmingly positive, with organisations rating their experiences of engaging with the program at an average of 4.94/5 stars.



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Policy Submissions, Events & Resources

Industry Development, Training & Governance Workshops



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Media Appearances

Helpdesk Enquiries

