

# ANNUAL REPORT 2023/24

[tascoss.org.au/ar202324](https://tascoss.org.au/ar202324)



# ACTIVITY HIGHLIGHTS

## Harnessing the collective power of the industry

The [TasCOSS Conference 2023: People and Place](#) proved a tremendous success, with 180 conference delegates joining us over a rich and engaging two days at Blundstone Arena Function Centre, Bellerive. The program featured a thought-provoking line-up of speakers who explored the theme of People and Place through a diverse range of sessions. Key topics included people leadership, place-based, community-led change, industry and workforce sustainability, and lived experience advocacy. Program highlights from across the two days, included:

- Author and journalist, Rick Morton.
- Leading policy-thinker and CEO of the Grattan Institute, Danielle Wood.
- Australian Council of Social Service (ACOSS) CEO, Dr Cassandra Goldie AO.
- A selection of engaging workshops, ranging from preventing burnout to being an emotionally healthy leader; and a panel session on the power of people, featuring advocates, allies and activists for change.
- A World Café style session exploring our industry's role in supporting the lived experience workforce.

## Promoting community services as a career of choice

TasCOSS, in partnership with Workforce Coordination Project partners, launched the [Work with Purpose](#) campaign at the end of September 2023. The Work with Purpose website features 12 real life Tasmanian stories highlighting the meaning, inspiration and reality of work people do in community services; information guides, developed by each sector, provide direction for the career curious; and free postcards to send to friends and family who may be a good fit for this industry or to acknowledge colleagues, friends or family who are creating an impact in their work.

Since the launch of the campaign to June 2024, the site has logged 2,678 users, 3,810 sessions and 5,602 page views. A highlight of the campaign was the Work with Purpose Photographic Exhibition at Moonah Arts Centre and subsequent statewide roadshow, which was successful in taking the campaign to a broader audience and providing a opportunity to see and hear from those working in — or interested in working in — the community services industry.

## Improving the governance capacity of the industry

The need for high quality, well-trained board directors within the community services industry has never been greater. 95% of boards of governance in Tasmania are run by volunteers, and there is a widely acknowledged lack of resources available to support improved governance practices and accountability.

To help address this need, TasCOSS and the University of Tasmania co-designed a pilot [Gamechangers in Governance](#) short course — an accessible introduction to board governance of community service organisations. The course is industry-led via an industry advisory committee, including lived experience advocate feedback, to ensure the course content and learning outcomes are fit-for-purpose and contemporary. The course, which is split into two governance streams, is aimed at current and aspiring board/committee members and senior management. Importantly, Gamechangers in Governance is provided at low-cost to maximise reach and reduce a key barrier to participation across the community services industry. Both streams were well subscribed, with 38 students enrolled in Stream 1 and 40 in Stream 2.



27

Policy Submissions

50

Community Services Development Events,  
Training & Workshops



372

Media Appearances

11,099

Helpdesk Enquiries

