



COMMUNICARE
CREATING FUTURES

Candidate Briefing Pack





About us

Communicare is a highly regarded not for profit organisation delivering essential services to vulnerable communities within Western Australia and through our acquisition of White Ribbon Australia in 2020 driving a social movement working to engage men and boys to end gendered violence against women.

Since 1977, Communicare has built a positive reputation for community service excellence.

We deliver high quality, holistic and integrated social support services that acknowledge diversity and seek to inspire and empower people to participate safely and fully in their communities.

Supported by around 300 employees and volunteers, we work across children and family services, education and training, employment, family violence, emergency relief, financial counselling and support for newly arrived Australians.

In May 2020, the Board championed the acquisition of White Ribbon Australia, part of the world's largest movement engaging men and boys to eliminate all forms of men's violence against women. This aligned with our 20-plus year history in the family domestic violence sector.

At all times we strive to build meaningful partnerships that align with our values, working collaboratively with the public and private sector and other not for profits to ensure great outcomes for the people we serve.

Our organisational culture is shaped by our people's commitment to diversity, respect and fairness. Our values – **everyone is welcome, doing what we say, above and beyond**, and **stronger together** – sit at the heart of everything we do – enhancing community, economic and social inclusion for all.

Our Board and our Executive Leadership Team - along with our outstanding employees, volunteers and students - contribute to *Creating Futures* every day for vulnerable Australians.

Our Purpose

To provide services that support people and communities to thrive.

Our Aspiration

A nation where every person is safe, included and connected.


Governance

Communicare is a not-for-profit company limited by guarantee registered under the Australian Charities and Not for Profit Commission.

Chaired by Jim McGinty, Communicare has a passionate and experienced Board appointed for their skills and expertise across a range of disciplines. The Board meets at least six times a year and is responsible for governance and oversight of the strategic plan and direction of the organisation. The operation of the Board is supported by a Governance Effectiveness Committee and a Finance, Audit and Risk Committee which meet prior to each Board meeting.

Funding

Communicare receives funding predominantly from the Western Australian State Government and Federal Government via program contracts to deliver specific services. Additional funding is received from philanthropic donations, grants and partnerships.

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Our Strategic Plan and Values

Our new Strategic Plan and Values were launched in late July 2024 and will support our journey from 2024 to 2027.

Watch our Strategic Plan Launch [video](#) to find out more.

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Organisational Commitments

- Evidence and Impact
- Child Safeguarding
- Trauma Informed
- Cultural Safety

Strategic Plan

2024-27

Our Values

**everyone is welcome**

We champion diversity, delight in welcoming people and encourage everyone to be authentic.

**stronger together**

We connect and collaborate to achieve outcomes. Together, anything is possible.

**doing what we say**

We build trusting relationships based on open and honest communication. We are accountable for our choices.

**above and beyond**

We are curious and bold. Our passion inspires us to be extraordinary.

Our Strategic Pillars

**People and Culture**

We develop highly engaged and capable people, who actively contribute to a culture which reflects our values and enables high performance.

**Sustainable and Scalable**

We are a well-run business continually improving in everything we do and structured to ensure sustainability and scalability into the future.

**Diverse Allies**

We continue to focus on collaboration and partnerships, that enable new opportunities to support people, families, and communities.

**Lead and Influence**

We lead in ways that build our reputation, promote new solutions and achieve social change.

Our Reconciliation Journey

Communicare as an organisation is strongly committed to our reconciliation journey with Aboriginal and Torres Strait Islander people. We have a [Reconciliation Action Plan](#) that captures our organisational commitments to First Nations people. Communicare works hard to create genuine and authentic partnerships with First Nations people and we are committed to increasing our employment of Aboriginal and Torres Strait Islander peoples. It is expected that all members of the Executive Team are on a reconciliation journey and are able to demonstrate personal commitment and leadership in this area.

Cultural Diversity

Communicare celebrates the cultural diversity of our workforce and clients with an open heart and open mind. We value a highly professional and skilled workforce who have the knowledge and capacity to support people from diverse backgrounds in ways that are meaningful to them. Communicare captures our organisational intent to advocate and contribute positively to multiculturalism through the commitments in our [Cultural Diversity Framework](#).

Disability Access and Inclusion

Communicare is committed to actively supporting and enabling the participation of people living with disability in our services, activities, organisation and workforce. Our [Disability Access and Inclusion Plan](#) contains a comprehensive set of commitments for tangible actions are taking to remove barriers to participation and engagement.

Child Wise Accredited Organisation

In 2022, Communicare completed our journey to become a Child Wise Accredited organisation. This reflects our strong commitment to ensuring all children and young people are safe, happy, have choices and are heard. Our work supports young people to grow, learn and flourish and our service delivery is underpinned by our child safe principles and extensive child safeguarding practices. These principles are reflected in our [Child Safe Commitment](#).

Our Reach

In the last financial year Communicare had 253 employees and 135 volunteers supporting approximately 15,129 clients across 30 different programs. We had 45 contracts in place and annual revenue of \$29.4m.

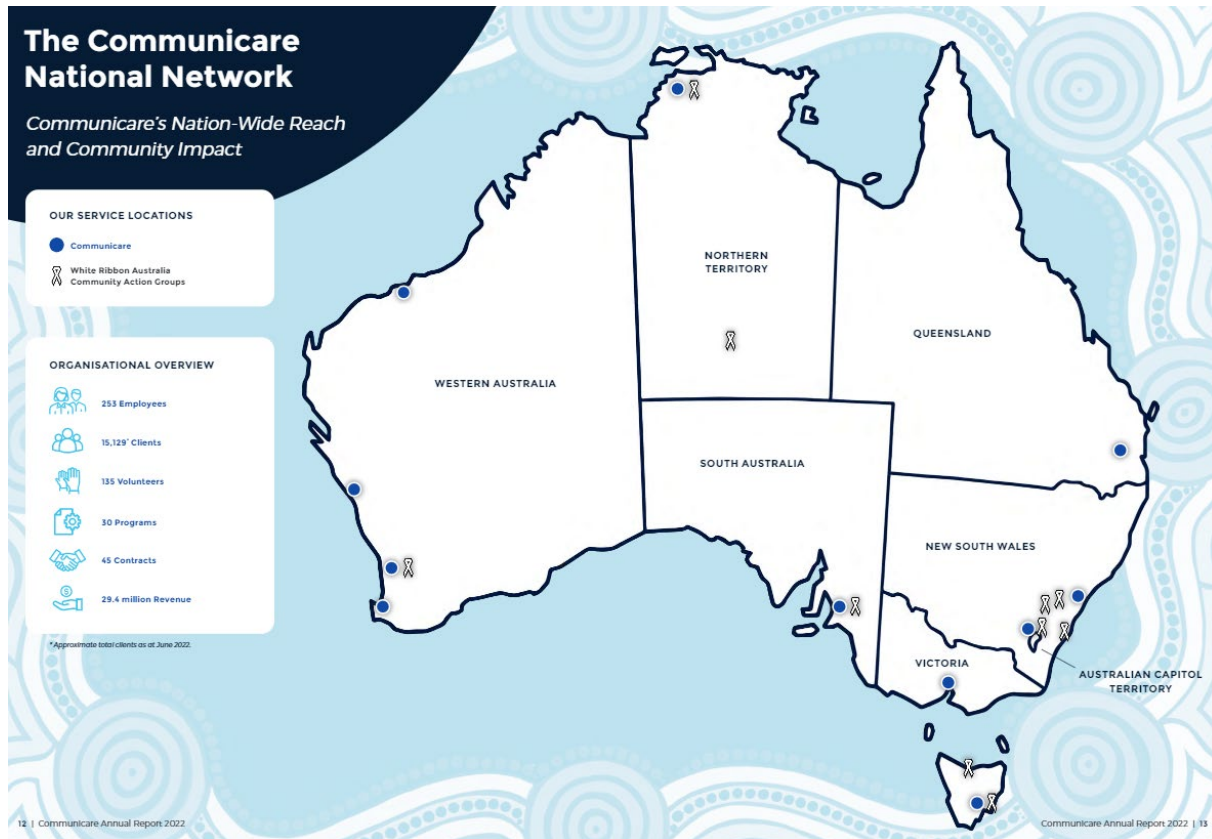
Our Impact

Read about our successes and impact in our [Annual Report](#).



Our Locations

Communicare is a national organisation with a presence in all states and territories. Our predominant service delivery occurs in Western Australia where we have sites located in Hedland, Geraldton, Busselton and the Perth Metropolitan area.



About the role

Reporting to the CEO, the newly reimagined role of Chief Services Officer (CSO) is a member of the senior Executive Team of Communicare Group Limited and plays a key leadership role. The role is required to enhance the capability and capacity of the organisation to support the next stage of our growth journey.

The Chief Services Officer leads the development and delivery of programs that position Communicare as a leading community services provider.

The Chief Services Officer is accountable for integrated service delivery that aligns with the strategic direction, annual plan and budget of the organisation. The role promotes a values aligned culture which engages and motivates the workforce to achieve expectations. The role is also responsible for identifying, exploring and optimising opportunities for growth and diversification.

This role is central to ensuring that our service offerings not only adhere to agreed-upon service level agreements (SLAs) and contractual requirements but also align closely with our clients' strategic objectives. By leveraging a deep understanding of our services and fostering collaborative relationships, the Chief Services Officer will enhance client satisfaction and drive organisational success, positioning Communicare as a trusted partner.

Organisational structure

The Chief Services Officer (CSO) will work as part of a collaborative and high performing Executive Leadership Team. The role reports to the Chief Executive Officer along with the:

- Chief Financial Officer
- Chief Strategy Officer
- Chief People & Culture Officer; and
- Executive Assistant

The CSO will have access to specialised corporate services through our People & Culture, Finance, ICT, Risk & Compliance, Quality Practice, Communications & Marketing and Impact & Innovation functions.

The CSO will have two direct and six indirect reports who are responsible for front line service delivery.

Employee Benefits

We are offering an attractive salary package for the successful candidate.

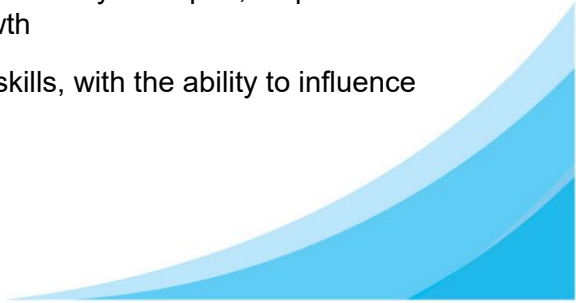
As part of the package, the successful candidate will be able to access a range of employee benefits which includes:

- Access to a vehicle with business and private usage
- An additional week of Wellbeing Leave each year in addition to four weeks of annual leave
- Paid Parental Leave
- Family Domestic Violence and Abuse (FDVA) leave, financial assistance and structured support for any employees who have experienced FDVA incidents
- Access to Long Service Leave after 7 years
- Generous charitable salary packaging benefits that allow you to increase your take home pay by reducing tax
- Free confidential counselling services through our Employee Assistance Provider
- Annual Flu Vaccination program
- Discounted corporate health insurance
- Supportive and collaborative work environment

Selection Criteria

The successful candidate will be able to demonstrate:

Essential:

- Proven executive leadership experience delivering complex human services in the community services, not-for-profit, or social impact sectors
 - A successful track record of driving operational excellence, managing service delivery performance against KPIs, SLAs, and contractual obligations
 - Strong strategic, commercial, and financial acumen, with the ability to balance mission-driven goals with organisational sustainability
 - Exceptional leadership capabilities with a demonstrated ability to inspire, empower and lead multidisciplinary teams through change and growth
 - Outstanding stakeholder engagement and advocacy skills, with the ability to influence and build trust at all levels
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- Expertise in service innovation, quality frameworks, tendering, contract management, and continuous improvement initiatives

Qualifications

- Tertiary qualifications in Business, Social Work, Psychology or related field

Other requirements

- Current C or A class driver's licence
- Current Valid Working With Children Check
- National Police Clearance (within 3 months)

