




SACOSS

*South Australian Council
of Social Service*

71ST ANNUAL REPORT 2017-18



SOUTH AUSTRALIAN COUNCIL OF SOCIAL SERVICE



SACOSS is the peak body for the health and community services sector in SA.

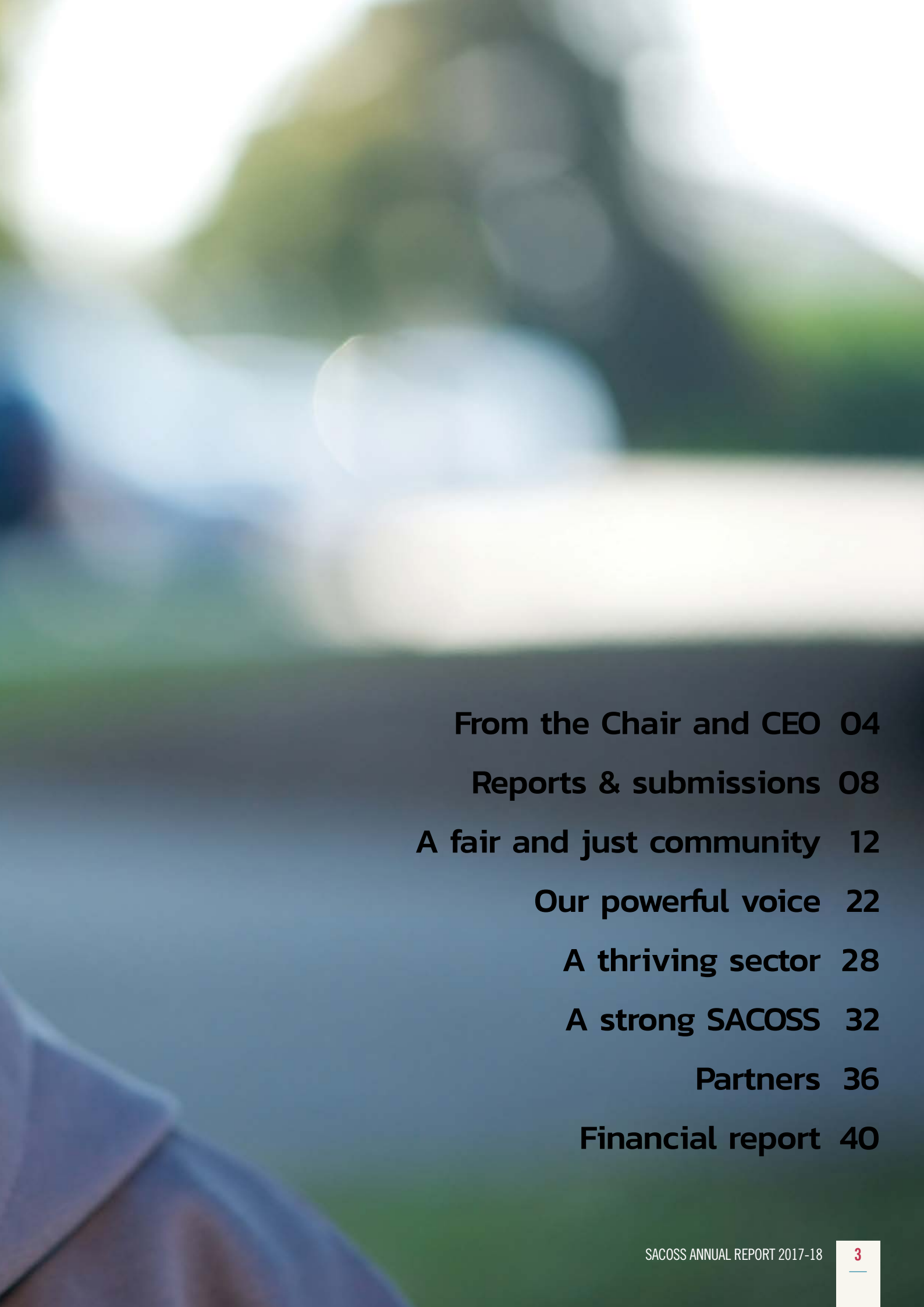
Our vision is justice, opportunity and shared wealth for all South Australians.

Our purpose is to advocate, collaborate, lead and mobilise to eliminate poverty, inequality and injustice in SA.

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FROM THE CHAIR AND CEO



As always this has been another busy year, with a key focus this time around being the lead-up to the state election in March.

We campaigned hard on a number of issues we could see are critical to the lives of vulnerable and disadvantaged South Australians, and you'll see this reflected in this annual report.

An ongoing concern is the impact of a new face of inequality – an inequality that has emerged because of the way the digital world has changed our lives, including changing the way we make things, the jobs we do, the way we do business, the way we learn, the way we communicate, the ways we can come together even across vast distances, and so it goes on.

The trouble is, and the story is not an unfamiliar one, some of us are resourced in ways that mean we have the ability, the equipment, the skills, and the access to use these opportunities for the best. But there are also substantial groups of people who are not. The more separate and distant they get from the good things the digital world offers, the more they fall behind and in the end, miss out.

We already see examples of where people find the difficulty of communicating via digital interfaces so complicated they just give up. As a consequence they may have essential services cut off, they may lose desperately-needed income support payments, they may not be able to get access to the services they need (My Aged Care, NDIS, etc) or they may just become completely isolated and cut-off from the world.

SACOSS has always understood the connections that link the economy, education, jobs, health and income, to both life opportunities and to wellbeing. This is exactly why we argued that one of the most crucial things the next state government could do – whichever party won power – was to build a comprehensive digital strategy which took account of the things we were already doing as a state, as well as the things we still needed to do. Most importantly, we wanted a strategy that left no one behind.

One of the most pleasing things about our work in this context was that the major parties all made pre-election commitments to work to develop a comprehensive digital strategy.

As you are all aware, ultimately the Labor Party lost government at the election and a new Liberal Government was installed, led by Premier Steven Marshall. We welcome the opportunity to work with the new government with its new priorities and would again take this opportunity to publicly acknowledge and thank Premier Weatherill and his government for the contribution they made to strengthening the fortunes of South Australians over recent years.

Ross Womersley SACOSS CEO
David Panter Chair of SACOSS

We now look forward to working with the new government to advance reform in several vital arenas, not the least of which will be in addressing SA's poor record on digital inclusion. This includes how as a community we invest in actions which are about prevention rather than cure. Importantly, we look forward to the government looking beyond their immediate election commitments, to invest in child and family wellbeing rather than just child protection, in disease prevention and comprehensive primary healthcare rather than just hospital care, and moving ahead on key issues like access to rehabilitation and treatment for addictions, restorative practice and rehabilitation in justice and corrections, mental health supports, housing and homelessness, as well as in responses to family violence.

At the same time we need to ensure that people who live with a disability or who might have mental health issues still get the best possible support, as the state government transitions out of its role in direct service provision of disability. And sadly, as highlighted in recent Royal Commissions and other formal investigations into the care of vulnerable South Australians, be they adults or children, we need to ensure those people enjoy the best possible lives, especially because they remain reliant on us as a community for their support.

Regrettably, what is still missing in much of the public analysis and commentary around these issues, is a comprehensive exploration of the policy settings that have created the context in which abuse and maltreatment exist.

At its heart lie issues of the inherent values we hold around our elders and other people who are vulnerable, and questions of whether as a community we value them and we want to hold them at the core of our community life or indeed whether we don't really care.

We are in no doubt that the right path is one that results in everyone being supported to enjoy the good things in life – no matter if one has a disability, or is old, or has a different cultural background, or speaks a different language, or isn't as well educated, or hasn't been able to develop the skills or been lucky enough to end up with a job and career.

We are also in no doubt that addressing this is going to take work at all levels. We need our governments to be investing more smartly, we need our services to be more responsive and adaptable, we need safeguards in place that actually work, and as citizens we all need to take responsibility for our own behaviour and be prepared to put the needs and interests of others above our own from time to time.

SACOSS is continuing to give voice to all these issues in 2018-19 and this wouldn't be possible without the leadership and support of all those who willingly serve on our Board and Policy Council, pieced together with the efforts of our small but talented staff group. We simply couldn't do this without you.

With our enormous thanks,

David & Ross





2017-18 BY THE NUMBERS



SACOSS MEMBERSHIP

192 TOTAL
MEMBERSHIP

100 MEMBER ORGANISATIONS
INCLUDING:
9 peak bodies and
10 of SA's largest charities



POLICY AND COMMUNICATIONS

10 REPORTS PRODUCED, INCLUDING:
4 energy and water reports;
4 Cost of Living Updates;
1 telecommunications report;
1 Anti-Poverty Week Statement

32 SUBMISSIONS
PRODUCED

22 MEDIA
RELEASES

11 SACOSS
SNAPSHOTS

22 eBULLETINS

15 MEMBER
ADVISORIES

11 FACT
SHEETS

52 SACOSS SMALL CHANGE
RADIO SHOWS, WITH:
25 SACOSS member organisations
profiled; **120** contributors and
123 podcasts



STATE ELECTION CAMPAIGN

33 SPECIFIC POLICY PROPOSALS
IN THE SACOSS PLATFORM,
WHICH COVERED:
7 broad campaign areas

90 MAINSTREAM MEDIA
STORIES ACROSS:
15 substantive days

10
SMALL
CHANGE
PODCASTS

2
RESEARCH
REPORTS

7
FACT
SHEETS

5 CAMPAIGN EVENTS, INCLUDING:
2 major media launches

1 COMPREHENSIVE REPORT CARD EVALUATING
PARTY RESPONSES TO OUR PLATFORM

299 TWEETS | **35** FACEBOOK
POSTS

7993 TWITTER PROFILE VISITS
DURING THE ELECTION PERIOD

1 DIGITAL INCLUSION
POSTCARD
DISTRIBUTED AT
ELECTION EVENTS

1 BANNER THAT
READ "NO CUTS
TO COMMUNITY
SERVICES"

1 SCARECROW ON A BIKE INSTALLED
OUTSIDE THE SACOSS OFFICE
timed for the King William Rd passing of the
Tour Down Under, and complete with the sign
"Tax cuts lead to pot holes!"



EVENTS

- 1 MAJOR ENERGY CONFERENCE: The SACOSS Essential Services and Consumers Living with Disability Conference 2018: Energy, Water, Telecommunications and Transport, attended by:

130 delegates representing industry, government and the community services sector

- 1 PRE-ELECTION LEADERS' DEBATE WITH Steven Marshall, Jay Weatherill and Nick Xenophon, emceed by Amanda Blair, and attended by:

115 people from the sector and countless others tuning in online!

10 SECTOR DEVELOPMENT EVENTS

- 2 ANTI-POVERTY WEEK EVENTS, INCLUDING

1 Homelessness and Climate Change Forum run jointly with ACOSS, Red Cross, Hutt St Centre, Conservation SA and Adelaide Uni, and **1** launch with SA Health of a public health booklet

- 1 BIRTHDAY PARTY TO CELEBRATE 70 YEARS OF SACOSS IN NOVEMBER 2017.

- 1 END-OF-YEAR PANCAKE BREAKFAST ATTENDED BY

Premier Jay Weatherill, Greens MP Mark Parnell and Minister for Disabilities Katrine Hildyard, along with many of our sector friends





REPORTS AND FACT SHEETS

SACOSS conducts research and publishes reports and fact sheets on issues affecting the community and social services sector, or which impact on low income and disadvantaged people.

Unlike submissions, which can be a response to formal government processes, reports usually arise from issues identified as important by the sector. In some cases the research might be specifically funded by government, while in other cases (eg Cost of Living Reports) we have developed the research from our own resources.

Reports and Fact Sheets	
June 2018	<ul style="list-style-type: none">• Effectiveness of Supports for Customers Experiencing Payment Difficulties: Strengthening Protections for Customers under the NECF• South Australian Water Concessions: Relative Values and Impact of Housing Tenure• Fact Sheet: Household Internet Use in South Australia
May 2018	<ul style="list-style-type: none">• Cost of Living Update No. 34, March Qtr 2018
February 2018	<ul style="list-style-type: none">• Cost of Living Update No. 33, December Qtr 2017: Telecommunications• 6 Fact Sheets: Telecommunications Affordability in Regional South Australia
November 2017	<ul style="list-style-type: none">• Cost of Living Update No. 32, September Quarter 2017• Minor and Intermediate Retailers Research and Advocacy Project (SAFCA)• Telecommunications Expenditure in Australia (joint report by ACCAN and SACOSS)• Fact Sheet: Telecommunications Expenditure in Australia (produced jointly by ACCAN and SACOSS)
October 2017	<ul style="list-style-type: none">• Anti-Poverty Week Statement 2017• Fact Sheet: Poverty Premiums• Restricted Water Customer Research Report
August 2017	<ul style="list-style-type: none">• Cost of Living Update No. 31, June Qtr 2017: Housing Stress• Fact Sheet: Digital Disadvantage in South Australia
July 2017	<ul style="list-style-type: none">• Fact Sheet: Households Not Accessing Internet at Home, by State Electorate





SUBMISSIONS

One of our core roles is to provide input to government and other policy makers.

This will often take the form of submissions in response to public consultations. SACOSS also initiates submissions on issues of deep concern to our members and people experiencing hardship. SACOSS submissions range from broad statements of principle to detailed and technical policy advice, and are often used as platforms for further advocacy.

Submissions	
June 2018	<ul style="list-style-type: none">• Submission to the Australian Energy Market Commission on Establishing Values of Customer Reliability - expedited rule change request
May 2018	<ul style="list-style-type: none">• Submission to the Australian Energy Regulator on the Preliminary Framework and Approach for SA Power Networks• Submission to the Australian Energy Market Commission on the Advance Notice of Price Changes Rule Change Request• Submission to the Australian Energy Market Commission on the Reinstatement of Long Notice RERT - expedited rule change request
April 2018	<ul style="list-style-type: none">• Submission to the Australian Energy Regulator on the Review of the Application Guidelines for the Regulatory Investment Tests for Transmission and Distribution ('RIT-T' and 'RIT-D')• Submission to the COAG Energy Council on the National Electricity Law And National Gas Law Amendment Package - Creating a Binding Rate of Return Instrument• Submission to Energy Consumers Australia, Energy Networks Australia and the Australian Energy Regulator on the New Regulation Process• Submission to the Australian Energy Market Commission on the Frequency Control Frameworks Review Draft Report
March 2018	<ul style="list-style-type: none">• Submission to the Energy Security Board National Energy Guarantee Consultation• Submission to the Australian Energy Regulator on Retail Pricing Information Guidelines - Draft Guidelines• Submission to Treasury on the Review of Open Banking / Facilitating Access on Consumer Energy Data
February 2018	<ul style="list-style-type: none">• Public Health Consortium Response to the State Public Health Plan• Submission to the Australian Energy Market Commission on the Coordination of Generation and Transmission Investment• Submission to the Essential Services Commission of South Australia on SA Power Networks 2020 Reliability Standards Review: Objectives and Process, December 2017• Submission to the Australian Energy Market Operator on the Integrated System Plan
January 2018	<ul style="list-style-type: none">• Submission to the Australian Energy Regulator on Review of Electricity Network Service Provider Registration Exemption Guideline, 17 November 2017• Submission to the Australian Energy Regulator on ElectraNet Determination 2018-23 - Draft Decision and Revised Revenue Proposal• Submission to ESCOSA regarding the SA Water regulatory determination 2020: Draft Framework and Approach
December 2017	<ul style="list-style-type: none">• Submission to the Australian Energy Regulator on Draft AER (Retail) Exempt Selling Guideline Version 5, November 2017
November 2017	<ul style="list-style-type: none">• Submission to the Housing Safety Authority on Housing Improvement Regulations 2017 - Review of Minimum Housing Standards in South Australia

Submissions	
December 2017	<ul style="list-style-type: none"> • Submission to the Australian Energy Regulator on Draft AER (Retail) Exempt Selling Guideline Version 5, November 2017
November 2017	<ul style="list-style-type: none"> • Submission to the Housing Safety Authority on Housing Improvement Regulations 2017 – Review of Minimum Housing Standards in South Australia
October 2017	<ul style="list-style-type: none"> • Submission to the Australian Energy Market Commission on the National Energy Retail Amendment (Notification of the end of a fixed benefit period) Rule 2017 • Joint submission to the Australian Energy Market Commission on the Draft Report on the Review of Regulatory Arrangements for Embedded Networks • Submission to the Productivity Commission 2017 on the National Water Reform Inquiry Draft Report
September 2017	<ul style="list-style-type: none"> • Joint Submission to the COAG Energy Council Secretariat on the Statutes Amendment (National Energy Laws) (Rules) Bill 2017 • Submission to the Australian Energy Regulator on the Draft Demand Management Incentive Scheme, Draft Innovation Allowance Mechanism and Proposed Demand Management Incentive Scheme Early Application Rule Change
August 2017	<ul style="list-style-type: none"> • Submission to the Australian Energy Market Commission Reliability Panel on the Review of the Frequency Operating Standard Issues Paper • Submission to the Australian Energy Market Commission on the Non-scheduled generation and load in central dispatch Draft Rule Determination • Submission to the Australian Energy Market Commission on Managing the Rate of Change of Power System Frequency Draft Rule Determination • Submission to the Australian Energy Market Commission on Managing Power System Fault Levels Draft Rule Determination
July 2017	<ul style="list-style-type: none"> • Submission to the Australian Energy Market Commission on the Distribution Market Model Draft Report regarding distributed energy resources • Submission to the Australian Energy Regulator on the ElectraNet Determination 2018-23 Revenue Proposal • Submission to the Australian Energy Regulator on the Exempt Customer Dispute Resolution Issues Paper





STATE ELECTION CAMPAIGN

SACOSS ran an 18-month campaign prior to the 2018 state election aimed at getting commitments from all parties on key policy areas and specific policies proposed by SACOSS.

The flagship campaign area was digital inclusion, but our final platform had 33 specific policy proposals across seven broad campaign areas.

The campaign began with the launch of our 2017-18 State Budget Submission in March 2017, but most of the campaign work was done later in the year and early in 2018.

In August 2017 we released a Cost of Living Report on housing stress, during September and October we held two forums on digital inclusion (a CEDA event with Julian Thomas around the Digital Inclusion Index, and the Open State Festival forum with Professor Genevieve Bell), our Anti-Poverty Week Statement focussed on poverty premiums relevant to key election policies, and we partnered in the People's Panel on Child Wellbeing.

After much research, our policy platform was finalised in December and our Cost of Living policy package was launched to a full media scrum. We continued to lobby on our various policies, and promoted stories to the media about key policy concerns.

In February we released our next Cost of Living Report on telecommunications costs to underline the affordability challenges for low income households participating fully in the digital world. February also saw the SACOSS-hosted Leaders' Debate, as well as SACOSS support for separate mental health and public health debates.

Throughout this whole period there were numerous meetings with MPs, candidates, party officials, and departmental officers to explain and promote our policy proposals.

Our campaign culminated in the release of our Party Report Card four days before the election. The Report Card rated the major parties'

responses to our policy proposals with a 1-5 star-rating for each of the seven broad campaign areas. It also scored the cross-bench parties' support for measures that would likely go to a vote in the Legislative Council.

In the end, we got support for a number of policies from both major parties, and a lot of boxes ticked by the minor parties supporting the initiatives that required legislation. Two minor parties (Greens and Dignity) also adopted our digital inclusion policy in its entirety.

Most importantly though given the election result, the Liberal Party provided a comprehensive response to the SACOSS policy platform and made a range of significant policy commitments as follows.

Digital Inclusion

- Develop a strategy for South Australia with a focus on digital inclusion
- Audit of existing free wi-fi locations to determine geographic areas most in need
- Evaluate the existing free transport wi-fi prior to extending it to other locations
- Consider unmetered access to government websites
- Consider a request to fund an audit of digital usage and literacy in the community services sector

Cost of Living

- Engage in further discussion of percentage-based concessions, land tax concessions for landlords investing in energy efficiencies, and expanding REES beyond concession card holders.
- Refer introduction of a mandatory hardship-related Guarantee Service Level to ESCOSA

Children, Young People and Family Wellbeing

- Amend Child Safety Act to require acting in the "best interest of the child"
- Consult to draft early intervention legislation
- Legislate and appoint Assistant Commissioner for Aboriginal Children (under the Commissioner for Children and Young People)
- Extend foster care and kinship payments for young people to the age of 21

Support for the Social Service Sector

- Support implementing the SANFRAG principles in DPC 044
- Continue sector indexation policy
- Continue negotiation of standard contract
- Consult about extending Late Payments of Gov Debt Act to NFPs, but will implement a Payment Code with automatic penalties payable to business for contracts up to \$1m for 60 days overdue bills
- Would consider funding for digital literacy audit in our sector in the next budget

Health

- Develop a strategy for health within the first year, taking in areas such as preventive health, chronic disease management and mental health
- Establish a stand-alone Chief Public Health Officer, separate from the Chief Medical Officer
- Develop and fund a Mental Health Services Plan within the first year and maintain role for SA Mental Health Commissioner

SACOSS will be working with the new government to develop and progress these policy commitments.



CUTTING THE COST OF LIVING

People on low incomes are at breaking point, with many struggling to pay for basics including energy, water and essential telecommunications.



WE BELIEVE PEOPLE SHOULDN'T HAVE TO MAKE IMPOSSIBLE CHOICES - LIKE PAYING FOR GROCERIES OR PAYING THE ELECTRICITY BILL.



Digital Poverty in SA

17% of households in South Australia don't access the internet from home, including by mobile phone



SACOSS
South Australian Council of Social Service

STATE ELECTION EVENTS



Sponsored by CBB, the **SACOSS Leaders Debate on Social Issues** was a centrepiece in our election campaign.

The debate was held at the Science Exchange and emceed by Amanda Blair. For a light-hearted touch we provided Jay Weatherill, Steven Marshall and Nick Xenophon with brightly coloured hats in their party's colours. An image like this one was published on the front page of the Advertiser the following day.

The fact we were able to stage such a high profile event with all three leaders* vying for government in the lower house shows the standing of SACOSS in political circles and across the community.

The format on the day started with leaders being given the chance to make a short opening statement, and then we opened up to questions, with some from the floor and some which had been submitted via social media and email

before the event. To ensure fairness, leaders picked all submitted questions out of a hat. The debate was concluded with short closing statements from the leaders.

This event received outstanding media coverage and made sure our issues were front and centre during the election campaign. Media coverage included stories or interviews with our CEO on morning radio (Cruise and Triple M, 5CC, ABC regional, ABC Adelaide), afternoon radio (ABC regional), The Australian, The Advertiser, and Sky TV.

*At the time of the Leaders' Debate the Nick Xenophon team were polling at 25-30% and looked likely to hold balance of power.



Mental Health Election Forum

SACOSS worked collaboratively with the Mental Health Coalition SA to hold the candidates pre-election forum SA's Mental Health Future held at the Hotel Grand Chancellor.

The forum gave candidates from Liberal, Labor, SA Best, the Greens, the Australian Conservatives and the Dignity Party the opportunity to answer questions from stakeholders, members and those living with or caring for someone with a mental illness.

Beyond Hospitals: Who will keep our community healthy?

SACOSS partnered with Australian Health Promotion Association, Anti-Poverty Network SA, People's Health Movement and the Public Health Association SA Branch to form the SA Public Health Consortium and to stage this election forum focused on public health.

This forum was emceed by prominent journalist Brad Crouch and was attended by Labor's Chris Picton, the Minister Assisting the Minister for Health; Stephen Wade, Shadow Minister for Health (Liberal), Peter Vincent, a candidate for SA Best, Tammy Franks (Greens), and Kelly Vincent (Dignity Party). It was held at Flinders University's city campus in Victoria Square.



CHILD, FAMILY AND COMMUNITY WELLBEING



A significant tranche of work since the Nyland Child Protection Systems Royal Commission has been focused on reforming legislation related to child protection.

SACOSS has seen this as a key opportunity to lobby for desperately-needed system change in a range of areas that would lead to better outcomes for children within the system, but also very importantly, that would prevent an ever growing number of children needing protective services.

SACOSS reached out to key non-government stakeholders including the Australian Medical Association SA, Law Society, Council for the Care of Children, Child and Family Focus SA (formally CAFWA), Aboriginal Legal Rights Movement, Child Protection Reform Movement and Youth Affairs Council SA to collaborate in joined-up advice and advocacy to government. The group loosely formed what was termed the “Child Wellbeing Alliance” and cooperated to produce numerous joint statements, meetings with MPs and media opportunities which SACOSS led.

With the passing of the Children and Young People (Safety) Act in mid-2017, SACOSS and our allies managed to gain a commitment from the former government that they would draft a Bill focused solely on the wellbeing of children and young people, which would specifically include prevention and early interventions measures. The Prevention and Early Intervention for the Development and Wellbeing of Children and Young People Bill 2017 was hastily drafted with input from SACOSS and others and an imperfect draft was put before the Legislative Council. However the Bill never progressed, as the then Labor Government did not prioritise it to be dealt with before the Parliament dissolved prior to the election.

Our focus in the lead up to the election was to elicit commitments from the Liberal Party that if elected they: A) would match the commitment made by the Labor Government in relation

to creation of a legislative base for prevention and early intervention, and B) that they would fix a number of the flaws that we identified with the newly passed Children and Young People (Safety) Act 2017.

As an outcome of our advocacy the Liberal Party made commitments to properly consult on the drafting of prevention and early intervention legislation, and to change the Children and Young People (Safety) Act to require the government to be acting in the “best interests of the child” rather than “safety”.

Since the election we have worked on establishing relationships with a number of Ministers in the new government to build appreciation of the cross-portfolio nature of child wellbeing issues. We continue to work to hold the government to account for the changes needed and commitments made.

DIGITAL INCLUSION

SACOSS' goal in our work on digital inclusion is to ensure that no one is left behind in the digital world.

With government, business, employment, education and social relations all increasingly happening online, being unable to access and use digital technologies is a new frontier of inequality. SACOSS' work particularly focuses on affordability issues for low income households, but physical connectivity to the web and digital skills are also vital.

Digital inclusion headlined our state election campaign, and telecommunications affordability issues were also central to both our Anti-Poverty Week Statement and our election cost of living policy. SACOSS was also active in the Australian Digital Inclusion Alliance throughout the year.

In July 2017 SACOSS produced a Fact Sheet on internet connection rates by state electorate (based on census data), and supplemented these with local fact sheets that added data from the Australian Digital Inclusion Index. In September we co-hosted with CEDA a business morning tea (sponsored by Telstra) for new Index data and in October, as part of the state government's Open State Festival event, we hosted former "thinker in residence" Professor Genevieve Bell in a forum revisiting her earlier work on digital readiness in South Australia.

In December 2017 we had input into PWC state digital economy strategy noting that if they were talking economy, they needed to include digital inclusion, and we utilised "back to school" week in January

this year to highlight the cost of laptop and internet connection – now necessities of modern education.

SACOSS' Cost of Living Update for the December 2017 Quarter focussed on telecommunications affordability, providing direct comparisons to energy expenditure showing that South Australians spend more on telecoms than electricity, but there are similar "bill shock" issues, regressive expenditure, and poverty premiums. This was the first time we managed to get major media attention for digital inclusion issues.

In the end, 2017-18 year saw digital inclusion move from an issue almost no one was engaged with to one where in the state election all major parties had policies in the area (see section on our State Election campaign), and had committed to the development of a strategy to address problems of digital inclusion.



ENERGY

SACOSS continues to be active in the energy space, with the key goals of addressing high energy prices for South Australians and strengthening support and protections for vulnerable customers.

Our key work areas in 2017-18 were:

Lowering Energy Prices

South Australians continue to be burdened by high energy prices, with those who are on low incomes and who are disadvantaged among the most vulnerable.

During the year SACOSS engaged in a number of processes aimed at securing more affordable energy. In particular, SACOSS was heavily involved in regulatory processes for network businesses, which are a major portion of the final bill. We also prioritised work on the National Energy Guarantee, which promised to bring down prices.

SACOSS supported a series of reforms which will help drive down prices for consumers including:

- Changes to the 'Energy Made Easy' pricing comparator website to help energy consumers more easily navigate the energy retail market
- Improvements to Retail Pricing Information Guidelines to make energy retail plans more easily comparable
- New requirements for retailers to notify customers of price changes, such as when the discount benefits in their contract ends, to encourage them to shop around for a better deal.

SACOSS has maintained its advocacy on a percentage-based energy concession as the best means of targeting government financial assistance to those most in need.

Market Transitions

South Australia continues to grapple with the impacts of an energy market in rapid transition as we move towards zero carbon. SACOSS has continued to advocate for cost-effective options which do not lead to unnecessary network investment and expose South Australian consumers to paying for underutilised assets over the long term.

Consumer Protections and Effectiveness of Supports

One of the key work areas for SACOSS in 2017-18 involved strengthening protections for energy customers experiencing payment difficulties. SACOSS began advocating for a renewed focus on ensuring energy retailers meet their legal obligations to support and protect all customers

experiencing payment difficulties. We continue to call for the AER to increase monitoring, compliance and enforcement activities to ensure retailers are held to account for their actions. SACOSS aims to develop some test cases as part of this work, to enable further progress on this issue.

SACOSS continued work on improving consumer protections for residents in embedded networks, such as caravan parks and residential parks. These consumers source their power from an embedded network provider rather than purchasing electricity directly from retailers. SACOSS will continue to be involved in the necessary law and rule changes to ensure all customers of embedded networks are adequately protected, and gaps in the legislative framework are addressed.



ENERGY EVENTS

Transmission Planning Event

In November 2017, SACOSS hosted a transmission planning workshop, Future Options for Network Planning to Achieve Competition in Asset Development. The workshop welcomed participants from a range of organisations including the Australian Energy Regulator, Grattan Institute, University of Adelaide, ElectraNet, and Business SA, to discuss the current model for network planning and consider future options for reform.

National Consumer Roundtable on Energy

SACOSS continued to host the National Consumer Roundtable on Energy (the Roundtable) for energy consumer advocates across Australia, to engage in strategic policy discussions and collaboration.

As part of a grant from Energy Consumers Australia, SACOSS convened and coordinated three face-to-face meetings of the Roundtable in 2017-18:

- **23 – 24 November 2017**, Brisbane
- **8 – 9 March 2018**, Melbourne
- **28 – 29 June 2018**, Sydney

Issues discussed at 2017-18 Roundtable meetings included the implementation of the Finkel Review, the National Energy Guarantee, the ACCC Retail Pricing Inquiry, federal/state election issues, and the ongoing integration of new and emerging technologies, products and services in the National Energy Market.

The Roundtable meetings also provide opportunities for consumer participation and engagement with representatives from senior stakeholders of regulatory bodies. They are a vehicle for Councils of Social Service collaboration.

Outside of the Roundtable meetings, consumer advocates engage in joint advocacy and discussion via NEMchat, an online forum moderated by SACOSS.

Work is underway to review the strategic direction of Roundtable going forward.





WATER

The Consumer Advocacy and Research Fund (CARF) was established under the Water Industry Act 2012 to support research or advocacy that promotes the interests of consumers with a disability, low-income consumers, or consumers who are located within a regional area of South Australia.

Through the CARF, SACOSS is funded by the Department of Human Services to undertake research and advocacy projects addressing the needs of South Australian water consumers.

In 2017-18, SACOSS advocated for a reversal of amendments made in 2014 to the Residential Tenancies Act 1995, which made tenants responsible for paying all water supply and usage charges on separately metered properties, unless otherwise agreed with the landlord. Changing the default responsibility for the water supply charge back to the landlord would help to ease the cost of living pressures faced by tenants.

Following the release of a SACOSS report examining the experiences of consumers who have had their water restricted due to the non-payment

of bills, SACOSS has also advocated for the introduction of a mandatory hardship-related Guaranteed Service Level Scheme for water businesses in South Australia. The scheme would require water businesses to ensure minimum standards of contact are met before a customer's water can be restricted.

SACOSS actively monitored the water concession during this financial year, to assess whether it is appropriately targeted and key areas for improvements.

SACOSS convened a Water Consumers and Disability Reference Group aimed at implementing the recommendations of a JFA Purple Orange research report on South Australian residential water customers living with a disability.

As part of the CARF Program, SACOSS is responsible for consulting with key consumer groups to identify and recommend projects to be funded by DHS. In 2017-18, CARF funded projects were:

- Research into the particular issues arising for consumers from culturally and linguistically diverse backgrounds (including refugees and asylum seekers) in terms of the use, cost, quality and access to water.
- Supporting regional customers in financial difficulty by educating minor and intermediate retailers about improved service options.
- Research into improving the sustainability of South Australia's farming families by delivering better policies and enhanced equity of water sharing.



HEALTH

This year SACOSS continued to work with our Public Health Consortium partners: the Public Health Association of Australia, the Australian Health Promotion Association, Anti-Poverty Network SA and the People's Health Movement to advocate for more investment in public health and disease prevention.

The Consortium developed a joint platform in the lead up to the election and called for parties to commit to three priorities:

1. Establishing and evaluating two comprehensive primary health care centres,
2. Enabling state-level leadership with a mandate for preventative health and wellbeing by creating a separate role from the Chief Medical Officer, and
3. Establishing a Connected Health for All Program connecting the work of NGOs, local government and the Department of Health to tackle the

causes of poor health that often occur outside of the health system.

The Liberal Party's health platform spoke of a greater focus on prevention and wellbeing, and committed to creating a discrete role of Chief Public Health Officer. However, they made no firm commitments to our other asks.

The other major health project was our study of lived experiences, service interactions and social determinants of health in SA.

A small amount of funding was provided for the project by the Department of Health and

Wellbeing. The small-scale qualitative exploration of the health outcomes of disadvantaged South Australians within their local service context developed an analytical model using the social determinants of health frame to explore people's health status, priorities and needs. SACOSS is recommending trailing a scaled-up version of the model to assist in identifying issues impacting health inequity and to inform regional public health planning.

RAISE THE RATE CAMPAIGN

The fact that Newstart – the primary income support payment for those looking for work – is significantly below the poverty line and has not been increased in real terms for more than 20 years is a disgrace.

At the national level ACOSS is leading a campaign to increase the single rate of Newstart and related payments by \$75 a week (with other adjustments flowing from that). SACOSS is actively supporting that campaign in South Australia through social media, in promoting ACOSS initiatives, and in June we hosted a sector briefing on the issue by ACOSS CEO, Cassandra Goldie.

SACOSS' quarterly Cost of Living Updates track the value of Newstart payments and we are also working

with Anti-Poverty Network SA and the Unemployed Workers Union to give voice to the experience of those struggling to make ends meet on Newstart and other similar payments.

While the Federal Government continued to resist any increase in Newstart, the issue was increasingly on the political agenda in 2017-18 with more business, academic and community voices calling for an increase. South Australian local councils have led the way in this regard, with 11 local councils passing motions through

the year calling for an increase in Newstart. This was great representation of their poorest constituents and it recognised the impact that grossly inadequate income support has on the local community. SACOSS has supported the leadership of Anti-Poverty Network SA in securing the support of these councils and has taken the issue up with our state government as well.

We look forward to Newstart being a key federal election issue in the coming year.



OUR POWERFUL VOICE



Effective communication and a strong presence across traditional media, online and social media platforms are central to SACOSS achieving our strategic goals.

In 2017 and 2018 we updated our external communications, including the SACOSS website, and our Twitter, Facebook and YouTube channels, with the aim of boosting visual appeal and ensuring strong and consistent branding.

In 2017 we created a new electronic publication for our members and supporters called the SACOSS Snapshot. At the same time we designed new templates for the Snapshot, we updated the look of the

eBulletin. The Snapshot is published on a monthly basis. The eBulletin continues to come out fortnightly, with every second issue a combined Snapshot and eBulletin. In 2017-18 we also initiated the use of infographics for use on social media and to boost uptake of our stories by traditional media. With the purchase of a lapel microphone we can now film short videos on iPhone for use on social media. Another project was the creation of a SACOSS stockphoto library.

IN DAILY Adelaide's independent news

Now reading: Life without the internet: SA 'lagging' on digital inclusion.

Life without the internet: SA 'lagging' on digital inclusion

NEWS

The South Australian Council of Social Service has called on the State Government to implement its digital inclusion plan following the release of data that shows 15 per cent of South Australians do not use the internet.

Stephanie Richards



Latest data from the Australia Bureau of Statistics shows South Australia is lagging behind the rest of Australia when it comes to internet access, with 82.5 per cent of South Australian households accessing the internet compared to the national average of 86.1 per cent.

SACOSS calculations from ABS data also show that South Australian households spend less on telecommunications – phone, internet and equipment – than the national average, but more as a proportion of household income. This is supported by data from the Australian Digital Inclusion Index, which shows South Australian households on average get less value for money

The Advertiser

Search

OPINION

Cafe patrons harassed in Hutt St

Ross Womersley: Hoax letter was a cheap shot at the much-needed Hutt Street Centre

Ross Womersley, The Advertiser
May 23, 2018 4:00pm

- Fake letter sent to Hutt Street Centre neighbours
- Pop up police station proposed for Adelaide's Hutt St
- Two arrested over incident at Hutt St Centre
- CCTV to watch for anti-social behaviour on Hutt St

LAST week there was another appalling, anonymous attack on a vital inner-city homelessness service, with fake Hutt St Centre expansion letters sent to neighbours.

It is heartening to see though that, by and large, most local residents and businesses aren't being swayed by these scare campaigns, lies and misinformation.

NEWS

Adelaide, SA

Just in Politics World Business Sport Science Health Arts Analysis

BREAKING NEWS Malcolm Turnbull says Peter Dutton must prove he is eligible to sit in Parliament

Print Email Facebook Twitter More

Mobile phone and communications bills now exceed electricity costs for many, SACOSS finds

Updated 12 Feb 2018, 12:50pm



POWER PLAN

JO DE SILVA
SACOSS



SNEWS
com.au

Spotlight on Riverland social issues

SARA GILLIGAN

LOCAL poverty and disadvantage will be the focus of a Riverland roundtable at the Berri Hotel on Monday.

Members of the South Australian Council of Social Service (SACOSS) have invited representatives from local sector organisations, including the Red Cross, Salvation Army, Relationships Australia, Mission Australia and acaare, to be part of a community consultation.

SACOSS is the statewide peak body for the non-government health and community services sector and its CEO, Ross Womersley, said the council was

"deeply concerned" about social issues across rural SA.

Mr Womersley told the *Murray Pioneer* he hoped the Community Sector Roundtable event would provide SACOSS with a better understanding of Riverland issues and concerns, along with practical solutions for services and support.

"Our board and policy council has expressed an interest in trying to stay more closely connected to regional South Australia, hence our upcoming visit," he said.

"We are hoping to talk to people on the ground to understand the more pressing issues in the Riverland, but to also gain an insight into what people are



• South Australian Council of Social Service CEO Ross Womersley

doing to manage those issues.

"These issues may range from disability, child protection, digital poverty, homelessness and addiction, to the need for legal assistance. We know that the Riverland is one of the regions that has struggled with economic development and that means continuing issues with unemployment – particularly long-term."

Mr Womersley welcomed community leaders and members, including those from the non-government, local government and business sectors, to take part in the discussion.

"We plan to incorporate the information from all of our deliberations," he said.

"We spend a lot of time talking to our political, business and community leaders about what needs to happen across the state."

"Every year we prepare a budget submission that goes to the State Government about where we believe there needs to be extra investments and use the informa-

tion gathered at the roundtables to add colour and evidence to those proposals."

The Community Sector Roundtable event will kick-off at 10.15am on Monday with a morning tea before a 10.30am start.

The morning session will be an open forum for SACOSS members to hear from the Riverland community before the council discusses its work into the afternoon, finishing at 3pm. Lunch will be provided.

People wanting to attend the roundtable can RSVP online at: www.sacoss.org.au/civicrm/event/info, via email: gahic@sacoss.org.au or by calling 8305 4223.

TRADITIONAL AND ONLINE MEDIA

SACOSS is recognised by the SA media for our expertise on issues around cost of living, energy, child wellbeing, digital inclusion, tax and unemployment, among others.

Throughout 2017-18 we continued to build-on our already-strong media performance and profile, earning a total of around 1000 mentions across radio, TV, print and online media, to a combined audience numbering in the millions.

The major media focus and effort for 2017-18 was undoubtedly around our state election campaign, where we garnered approximately 90 mainstream

media stories across 15 substantive days.

We also achieved outstanding media coverage for our October 2017 Anti-Poverty Week campaign on poverty premiums, for which we created the infographic "Being Poor Costs Extra Money".

Our cost of living reports continue to receive excellent media coverage,

and in 2017-18 as part of our election campaigning we held a cost of living launch which was a resounding media success, with coverage by all the TV channels, by many radio stations, by online media, and we also got a substantial-length article in the Advertiser.

SOCIAL MEDIA

Twitter and Facebook are important platforms through which SACOSS engages with supporters, politicians, journalists, community leaders and sector employees, as well as grassroots organisations and people experiencing poverty and disadvantage.

Our social media profile, together with friends and follower numbers, continued to grow throughout 2017-18. Our Twitter account @SACOSS has over 3300 followers and gives us direct communication with decision makers, commentators and thinkers, as well as the general public. Through Twitter we broadcast issues relevant to the sector, share our views, reports, fact sheets, videos and podcasts, as well as links to our TV and radio interviews. All Councils of Social Service across Australia are on Twitter, which allows us to stand together on issues and amplify each other's voices.

Since joining Twitter in 2009, SACOSS has tweeted and retweeted more than 30,000 times, which equates to an average of 7.5 tweets per day!



SACOSS is also active on Facebook, where we can share information in more detail, express our standpoint on particular issues, invite people to join sector campaigns and advertise SACOSS and member events including

seminars, forums, courses and conferences. The SACOSS Facebook page has nearly 2000 followers.

SACOSS SNAPSHOT AND eBULLETIN



SNAPSHOT

In 2017 SACOSS created a new publication for members and supporters called the SACOSS Snapshot. This emailed newsletter is a round-up of recent SACOSS news and views, including links to our reports, media stories, upcoming events, current campaigns, and Small Change podcasts, among other things. Part of the rationale for moving from the old paper-based, quarterly SACOSS News to the new monthly Snapshot came from our 2017 member survey which showed that nearly three-quarters of members said they'd prefer to read news from SACOSS in an electronic format.

As well as allowing us to provide more timely information and to publish links to online SACOSS and sector content, the move also resulted in a significant cost saving in the communications portfolio and to the organisation.

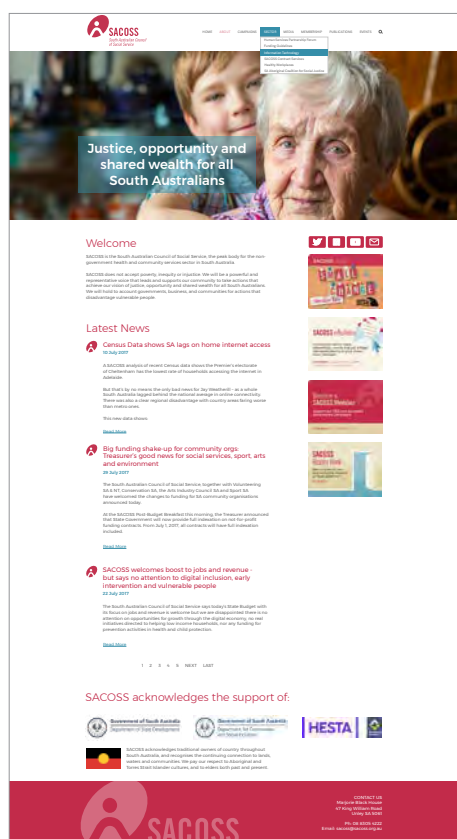


eBULLETIN

SACOSS has for many years issued a fortnightly eBulletin which lists upcoming events including workshops, conferences and seminars, as well as job vacancies and notices relevant to the community services sector. At the same time we created the templates for the SACOSS Snapshot, we created a new design for the eBulletin. In 2017 we also automated the process for submitting items to the eBulletin using a web-based form.

WEBSITE

In 2017, mindful of the upcoming March 2018 state election, we refreshed our website design, simultaneously addressing the issue of lack of responsiveness, resulting in an updated site that works equally well when accessed via phone and tablet. We've also continued to improve the integration of our website with our CRM database, including improvements to the process for event registrations.



MEMBER ADVISORIES

SACOSS sends out regular Member Advisories as a way to keep Members up-to-date with current policy and sector issues, or to provide information about upcoming events and opportunities for involvement in SACOSS work. SACOSS sent out 15 Member Advisories in 2017-18.

FACT SHEETS

Throughout the year SACOSS compiles and distributes Fact Sheets designed to give a concise overview on a specific issue. In 2017-18 we published 11 Fact Sheets.

You can read SACOSS' Fact Sheets at www.sacoss.org.au/publications/fact-sheets





Small Change is SACOSS' weekly radio program, broadcast live every Tuesday night from the studios of Radio Adelaide.

A few months back we celebrated five years of Small Change radio – which equates to around 260 live shows and 900+ interviews. It also represents many hours of editing out “um’s” and “ah’s”, and countless times we’ve accidentally been called ‘Spare Change’!

We thank all of our sector friends who have contributed on-air and off-air over the years, and to Radio Adelaide and the Community Broadcasting Association of Australia for their wonderful support.

Each week Small Change provides us with a platform to promote and profile the work of our members and wider community, and the stories we present remind us of the resilience of our sector and the inspiring work that often goes unnoticed. We regard those working in the sector, those accessing services and those with lived experience as the experts, and turn to them for analysis on the issues, ideas and questions facing our community.

Over the last year we’ve shared stories of poverty and hardship, we’ve spoken to academics, policy

makers and community workers, and we’ve looked abroad and heard how communities in other countries address the issues of homelessness, human rights and social justice. We’ve profiled issues of elder abuse, child protection, welfare, disability, Indigenous rights, digital inclusion and cost of living. We’ve also celebrated the many inspiring achievements in our sector, from the grassroots to those impacting whole communities.

We are committed to providing factual and respectful coverage of issues in the community and social services sector, and sharing diverse stories, voices and experiences.

Small Change is broadcast on Radio Adelaide every Tuesday from 6-7pm.

radioadelaide.org.au/program/small-change

Very soon **Small Change** will be available as a podcast on iTunes – watch this space!

Have an idea for an interview or maybe you’ve got a story to share? Email Lisa Burns at lisa@sacoss.org.au

12 MONTHS OF SMALL CHANGE



1

hour per week on air



52

hours worth of programming



123

podcasts



25

SACOSS member organisations profiled



120

contributors



70

women contributors



INTERVIEW TOPICS

29 Welfare/poverty/unemployment

21 Lived experience

17 Digital inclusion/telecommunications

16 Charities/NFP/social services sector

12 Children and young people

11 Indigenous

10 Racism

9 Housing and homelessness

8 State election, disability, domestic and family violence

7 Child protection, public health

5 Emergency relief

4 Mental health, energy and water, women's issues, universal design, legal services, social work

3 Gender and sexuality, volunteering, social enterprise, retiring sector worker profiles

2 Incarceration, CALD, men's issues, media coverage, PNG earthquakes

1 Substance use, seniors, disaster resilience, payday lenders, the economy, forced adoptions, labour history in SA

EVENTS



SACOSS ESSENTIAL SERVICES + DISABILITY CONFERENCE 2018

SACOSS ESSENTIAL SERVICES AND CONSUMERS LIVING WITH DISABILITY CONFERENCE 2018: ENERGY, WATER, TELECOMMUNICATIONS AND TRANSPORT

SACOSS held its Essential Services and Disability Conference 2018: Energy, Water, Telecommunications and Transport on May 14 2018. The Conference welcomed over 120 delegates from across industry, the community sector and government to explore access and affordability issues for consumers living with disability.

Conference participants heard directly from disability advocates and consumers living with a disability, about the needs and experiences of navigating essential services in the energy, water, telecommunications and transport sectors. One of the key themes was the critical importance of including people living with disabilities in conversations about appropriate services.

The benefits of a co-design model were highlighted, recognising that consumers living with disability need to be included at all stages of consultation. This approach was best summed up in a presentation from the Queenslanders with a Disability Network. The community organisation runs the 'Bright Sparks' program and works by the motto "nothing about us without us".

During the course of the day, participants heard about a range of issues, such as the additional water needs associated with disability (eg extra usage for laundry, bathing and pain relief), universal design, affordability and inclusion. Calls to action were made to improve the accessibility of information, bills and services, and better support for those with decision-making impairments in their interactions with service providers.

The conference allowed for business, government and policy makers to reflect on how inclusive practices and support structures could be embedded into all levels of service provision. Promisingly, steps have already been taken by SA Water following the conference to address the above issues, including the additional water usage needs for households living with disability.

SACOSS would like to acknowledge all event sponsors.



MAJOR SPONSORS



Sponsored by
Government of South Australia
Department of Human Services



EVENT PARTNERS



**Government of
South Australia**

INTERNATIONAL KEYNOTE SESSION SPONSOR



INDUSTRY SHOWCASE SESSION SPONSOR



THE POWER OF CHOICE SESSION SPONSOR



POST CONFERENCE NETWORKING SESSION SPONSOR



CATERING SPONSOR



COMMUNITY SECTOR SPONSORS



ANTI-POVERTY WEEK EVENTS

Forum on Climate Change and Homelessness

In October 2017, as part of Anti-Poverty Week, SACOSS and the Conservation Council SA jointly convened a forum on climate change and homelessness. Speakers from the University of Adelaide, Red Cross and ACOSS discussed the impacts of climate change on people living in poverty, the homeless community, and community service providers.



Launch of Public Health Booklet

In October 2017 SACOSS and SA Health launched the booklet "Promoting health and wellbeing: Case studies from the South Australian community services sector".

The booklet showcases thirteen case studies from eight non-government agencies working to improve outcomes for low income and disadvantaged South Australians.

It was developed in collaboration with the community services sector when the Department of Health and Ageing and SACOSS renewed their Public Health Partnership Agreement.

TWO BUDGET BREAKFASTS

Mindful of the State Election in March 2018, in 2017 we held two Budget breakfast Q&As, one with the then Treasurer Tom Koutsantonis and one with the then Opposition Leader Steven Marshall, giving them both the chance to speak directly to our sector, and for people from the sector to ask questions about the recent Labor State Budget.

We thank our three sponsors..



REGIONAL ROUNDTABLES

SACOSS holds community consultations across regional South Australia to explore issues of relevance for rural communities.

Each community consultation includes updates from SACOSS on its advocacy work and current priorities, presentations by regional representatives and roundtable discussions.

Members of the SACOSS Board and Policy Council attend these meetings, along with invited leaders from the non-government, government and business sectors and interested workers and individuals from the regional community.

SACOSS convened two regional roundtables in 2017-18: one in Port Augusta and one in Berri.



OTHER SECTOR EVENTS IN 2017-18

Revisiting the Digital Future

This event, held as part of the Open State Festival, featured Professor Genevieve Bell, revisiting her 2009 work on our digital future when she was SA Thinker in Residence.

Professor Bell tackled the question of what has changed between then and now.

Leading up to this event, students from the University of Adelaide, with support from SACOSS, created videos profiling digital inclusion in the three SA regions Professor Bell had visited in 2009.

These videos were shown as part of her presentation.

The Revisiting the Digital Future event helped to encourage a wider conversation in the community about digital inclusion and draw attention to the fact that significant numbers of South Australians are missing out.

Our 70th Birthday Party

In November 2017 SACOSS held a birthday party with the theme of 70 years of fighting for fairness. Held in conjunction with our 70th AGM, the event featured live music, speakers and friends both old and new, including past Executive Directors Elizabeth Morgan, Pam Simmons, Helen Lindon, Margaret Hunter, Mark Henley, Karen Grogan and Lange Powell, as well as long-serving and more recent Board and Policy Council members, several of whom took the opportunity to reflect on our challenges and successes over the years.

A highlight of the event was past Executive Director Lange Powell's rollicking rendition of his 1985 ballad "A SACOSS Fantasy", written and narrated in the style of Banjo Patterson's "A Man From Snowy River". This video can be viewed on the SACOSS YouTube channel.

Pancake Breakfast

One of our more light-hearted events, our annual end-of-year Pancake Breakfast, was held outdoors in our parking area and featured an a capella choir.

The Premier Jay Weatherill attended, as did Minister for Disabilities Katrine Hildyard, and Greens MLC Mark Parnell.





A STRONG SACOSS

SACOSS BOARD MEMBERS 2017-18



David Panter Chair
Emma-Louise Crosby Treasurer
Nicole Chaplin
Mel Ottaway

Nancy Penna From Nov 2017
Pam Simmons From Dec 2017
Rosemary Warmington
Matthew Woodward

SACOSS Board, September 2018.
Left to Right: CEO Ross Womersley, Treasurer Emma-Louise Crosby, Nicole Chaplin, Sabine Schaare (co-opted August 2018), Mel Ottaway, Pam Simmons, Chair David Panter and Nancy Penna.
Inset: Matthew Woodward and Rosemary Warmington

POLICY COUNCIL MEMBERS 2017-18

The SACOSS Policy Council is drawn from the SACOSS membership and helps to plan and develop key areas of social policy development work. Policy Council members hold office for two-year terms and are elected in different categories set out in the SACOSS Constitution.

Category Description	Person Elected / Organisation
Chair	David Panter
Board Rep	No Board Rep for 2017-18
Reps of Peak Orgs	Susan Lane Child and Family Focus SA (from Nov 2017) Geoff Harris Mental Health Coalition of SA Alison Harker Community Centres SA Anne Bainbridge Youth Affairs Council of SA Michael White South Australian Network of Drug and Alcohol Services Carmel Rosier Community Housing Council Rob Martin Child and Family Focus SA (to Nov 2017)
Reps of Large NGOs	Robyn Sutherland Uniting Communities (from Dec 2017) Susan Errington Legal Services Commission of SA Sue Thomas Life Without Barriers (from June 2017) Libby Craft UnitingSA (from Nov 2017) Kathy Binks Uniting Communities (to Dec 2017) Maria Palumbo Junction Australia Ltd (to Nov 2017)
Reps of Small NGOs	Nicole Chaplin St John's Youth Services Louise Kelly OARS Community Transitions Mark Waters Reconciliation SA Michelle Adams Australian Association of Social Workers Ltd
Reps of Aboriginal NGOs	Position vacant
Reps of CALD NGOs	Kristin Johansson Multicultural Communities Council of SA
Reps of non-metro NGOs	Anthea Pavy Uniting Country SA Shane Maddocks ac.care
Individual Members	Phillip Beddall Paul Laris (to Nov 2017) Jane Mussared Phil Saunders (from Nov 2017) Pas Forgione (to Nov 2017)



OUR MEMBER ORGANISATIONS 2017-18

Aboriginal Community Care (SA)	Foodbank SA	Save the Children
Adoptee Advocacy and Information Service SA Incorporated	Goodwood Community Services	Second Chances SA Inc.
Aged and Community Services Australia	Grandparents for Grandchildren SA Inc.	Skylight Mental Health
Anglican Community Care	Habitat for Humanity Australia SA	Sonder
Anglicare SA	Hepatitis SA Inc.	South Australian Financial Counsellors Association Inc.
Anti-Poverty Network SA	HomePlace	South Australian Network of Drug and Alcohol Services
Australian Association of Social Workers Ltd (SA)	Hutt Street Centre Ltd	St John's Youth Services Inc.
Australian Health Promotion Association SA	Inclusive Sport SA Inc.	St Vincent de Paul Society (SA) Inc.
Australian Migrant Resource Centre	Julia Farr Association	Statewide Superannuation Trust
Australian Refugee Association Inc.	Junction Australia Ltd	STTARS - Survivors of Torture & Trauma
Australian Services Union	Justice for Refugees SA	SYC Ltd
Baptist Care (SA) Inc.	Kornar Winmil Yunti	The Australian Centre for Social Innovation
Barkuma Inc.	Legacy Club of Adelaide Inc.	The Broughton Art Society Inc.
Better Hearing Australia (Adelaide)	Legal Services Commission of SA	The Salvation Army
Birthline Pregnancy Support Inc.	Life Without Barriers SA	The Smith Family
Brain Injury SA	Liver Transplant Support Group of South Australia	The Wyatt Benevolent Institution Inc.
CARA Inc.	Loxcare Inc.	Time for Kids
Carers SA Inc.	Lutheran Community Care	Together SA Incorporated
CareWorks SA	Marion Life Community Services Inc.	Uniting Communities
CBB the not4profit people	Mental Health Coalition of SA Inc.	Uniting Country Ltd
Centacare Catholic Country SA Ltd	Milang & District Community Association Inc.	UnitingCare SA
Centacare Catholic Family Services	Mission Australia - SA Region	UnitingCare Wesley Bowden Inc.
Child and Family Focus SA	Multicultural Aged Care Inc.	UnitingSA
Citizen Advocacy South Australia	Multicultural Communities Council of SA	Unity Housing Company Ltd
City of Onkaparinga	Neami National	Victim Support Service Inc.
Clubhouse SA Inc.	Network SA	Vietnamese Women's Association SA Inc
Community Centres SA Inc.	Northern Suburbs Housing Community Inc.	West Coast Youth & Community Support Inc.
Community Housing Council of SA Inc.	OARS Community Transitions	Working Women's Centre SA Inc.
Community Living Australia	Office of the Guardian for Children and Young People	Youth Affairs Council of SA Inc.
Community Living Project Inc.	Owl Learning Australia	
Connecting Foster & Kinship Carers - SA Inc.	Pangula Mannamurna Aboriginal Corporation	
Council On The Ageing SA	Reconciliation South Australia Inc.	
DOMÉ Association Inc.	Relationships Australia South Australia Ltd	
Drug Arm Australasia	SA Country Carers	
ECH Inc.		
Enhanced Lifestyles		

SACOSS LIFETIME MEMBERS

Mr Phillip Beddall
Mr Harvey Brown
Mr Brian Butler
Prof. Ed Carson
Mr Kym Davey
Mr Michael Dawson
Ms Marj Ellis
Ms Colleen Fitzpatrick
Ms Gael Fraser
Ms Barbara Garrett MBE

Mr Leigh Garrett
Mr Peter Hall
Ms Sheila Hall AM
Ms Christine Halsey
Mr Mark Henley
Mr Simon Kneebone
Ms Wendy Malycha
Ms Margaret McKenzie
Ms Joy Noble
Ms Louise Portway

Mr Lange Powell
Ms Ruth Prescott
Mr Simon Schrapel
Ms Pam Simmons
Mr Brian Ward
Mr Mark Waters
The Hon. Andrew Wilson AM
Mr Ian Yates AM

SECRETARIAT 2017-18



CEO

Ross Womersley

Senior Policy Officers

Dr Catherine Earl (part time)
Jo De Silva (full time)
Dr Greg Ogle (part time)
Vanessa Musolino (full time until Aug 2017, then on leave)

Policy Officers

Rebecca Law (part time)
Georgina Morris (part time)

Communications Officer

Tania Baxter (part time)

Radio Producer - Small Change

Lisa Burns (part time)

Radio Assistant

Bonnie Parker (casual)

Manager, Corporate Services

Jane Zadow (part time, started October 2017)

Office and Finance Coordinator

Libby Connell (part time, until September 2017)

Finance & Admin Assistant

Lucyna Goodall (part time)

Events Coordinator

Gabrielle Bond (part time)

SACOSS ACKNOWLEDGES

FUNDING FROM



Government of South Australia
Department for Energy and Mining



SPONSORSHIP FROM



COSS NETWORK

SACOSS is proud to be part of a national network of COSS organisations – one in each state and territory of Australia, as well as the Australian Council of Social Service (ACOSS).

With the continued blurring of responsibilities across the federation it is now more complicated than ever to discern where policy levers and responsibilities actually lie for many issues. But in general, each state COSS focuses on social justice and sector issues specific to their state jurisdiction, with ACOSS taking the lead and organising joint campaigns on federal issues.

Each state COSS is independent and unaffiliated, yet in practice we operate in a collaborative and collegiate manner to increase our impact and in the interest of achieving our shared vision.

Collaboration is facilitated through a number of channels, but is led primarily from regular meetings and teleconferences between the CEOs of each COSS, as well as between policy leads, and communications staff.

During 2017-18, the COSS network came together to work on a number of anti-poverty and other issues including: the Raise the Rate campaign; housing affordability and remote area housing; marriage equality; articulating the network's value proposition;



understanding the machinery we need to put in place to make for the best possible collaboration across the network; all while taking account of opportunities and threats to advocacy in the current environment.

This work is continuing and will potentially become more important as ACOSS moves to change the structure of its Board, reducing the presence of COSS from representatives of all to just three elected from across the network.

Heads of COSSes: Left to right
 Ross Womersley (SACOSS), Kym Goodes (TasCOSS), Louise Gialitto (WACOSS), Emma King (VCOSS), Susan Helyar (ACTCOSS), Cassandra Goldie (ACOSS), Tracy Howe (NCOSS), Mark Henley (QCOSS)

ABSENT: Wendy Morton (NTCOSS)

By the numbers COSS Network measurables for 2017-18

Total number
of member
organisations

1731

Individual
members

2939

Policy submissions
to state and federal
governments

235

Number of
forums and
workshops

368

Forum
attendees

8881

COSS NETWORK – THE POWER TO INFLUENCE

The Councils of Social Service across Australia have unity of purpose and a compelling case to end inequality and poverty. Our combined national network has thousands of organisations and individuals working with us.

*We have one purpose, one goal,
thousands of voices.*

*That's why governments – federal, state and local
– are listening. They know we are powerful and
influential, not just in terms of numbers but in
capacity, commitment, skills and vision.*

*That's why our network is engaged with
government in negotiating policies that will
meet our goals – and theirs.*

*For community and business organisations the
proposition is simple: the social and economic
benefits that flow from an Australia enriched and
free of inequality and poverty.*

*To achieve the goal of ending inequality
and poverty we, and our allies, build resilience
within communities by enabling and amplifying
their voice to challenge policies, systems,
behaviours and attitudes.*

*We equip them, and our strategic partners, with
the compelling evidence – the big picture on the
social, economic and political need for change,
and the dramatic, moving human experiences
that are the motivator for what we do.*

*We listen to people in communities through
consultation and grassroots engagement, we
mobilise the skills and experience in communities,
so their voice grows in power, endurance and
eloquence now and through the generations.*

*We are leading the great debates about Australia's
future and those who most need this are with us
on the national stage as part of that equality of
opportunity we strive for.*

*Yes, the number of organisations, alliances
and individuals is one measure of the
COSS network's influence.*

*But the supreme indicator of our powerful
influence and success is in the number of lives
we change and the number of communities
we enrich through an end to poverty,
inequality and disadvantage and the creation
of a more equal and inclusive Australia.*



ANTI-POVERTY NETWORK SA

Anti-Poverty Network SA is an alliance of people with lived experience of poverty and unemployment, including job-seekers, low income workers, sole parents, age and disability pensioners, students, community and welfare workers, and others.



The group's goals are: to advocate for the dignity, rights, and well-being of people on low incomes, particularly those receiving income support from Centrelink; to create community networks that provide emotional and practical support to those affected by poverty, unemployment, and the mean-spirited policies targeting

those receiving income support from Centrelink; to be a voice for and of people living in poverty; and to highlight the personal experiences and insights of people on low incomes, so as to challenge myths about poverty, income support, and unemployment.

During 2017-18, SACOSS supported and worked alongside Anti-Poverty Network SA on many issues of shared concern, most significantly the campaign to raise Newstart and other payments. We also worked together to ensure the voices of people with lived experience are heard in mainstream and other media.



External Committees

Representatives and nominees of SACOSS sat on the following boards and committees in 2017-18. SACOSS thanks them all for their time and commitment.

ACOSS Board of Governors
David Panter

AGL Energy Customer Council
Jo De Silva

Australian Gas Networks' SA Reference Group Jo De Silva

Australian Energy Market Commission System Security Technical Working Group Jo De Silva

Child Safety & Wellbeing Advisory Panel Ross Womersley

Courts Community Reference Group
Dr Susan Errington

Dame Roma Mitchel Trust Fund for Children and Young People Colleen Fitzpatrick

ElectraNet Consumer Advisory Panel
Jo De Silva

Energy Consumers Australia Reference Group Jo De Silva

Energy Security Board National Energy Guarantee Technical Working Groups (Retail, Contracts, Compliance, Forecasting)
Jo De Silva

Essential Services Commission of SA (ESCOSA) Consumer Advisory Committee Mark Henley, Ross Womersley

SA Dental Service Consumer Advisory Panel Phillip Beddall

SA Power Networks Community Reference Group Jo De Silva

SA Water Residential Customer Council Ross Womersley

UniSA School of Psychology, Social Work and Social Policy Advisory Group Ross Womersley

SA National Framework for Child Protection Partnership Group
Simon Schrapel

TREASURER'S REPORT

SACOSS had another successful year, with an operating income of \$1,362,142 and expenses of \$1,385,974, leaving a small deficit of \$23,832 at year end.

Income generally matches previous years, however sadly we were unsuccessful in obtaining funding to extend important work we had been undertaking on tax reform and despite a number of worthy applications we were not able to convert these to attain the same levels of income for research and development over the year.

Membership income remained stable but after more than a decade during which our membership fees had not risen, the Board undertook a wholesale review of both the current membership value proposition, as well as the ways in which fees are structured. The review concluded that reform was overdue and necessary on both fronts. While this has resulted in general increases for almost all member organisations, the Board believes our fees are still modest and great value for money.

We are currently transitioning to new fee schedules in the 2018-19 financial year, with the expectation this will yield extra and vital income in future years.

Expenses also generally mirror the previous year's patterns, with the most significant difference being the decrease in expenses related to consultancy fees. This is directly connected with the project mix and reduced income being available to engage consultants. On the other hand, there is an increase in depreciation associated with the building improvements that were made to Marjorie Black House in the previous year.

We again note that while travel costs are a substantial expense, these almost all result from the role SACOSS plays in convening and coordinating the work of the National Consumer Energy Roundtable – a regular strategic leadership gathering of consumer advocates engaged in energy advocacy from across the country. This represents the great majority of these relatively large travel and accommodation costs. SACOSS receives a specific grant from Energy Consumers Australia to coordinate and fund this work, and makes a substantial in-kind contribution to assist coordination.

It is simply not possible to deliver the outstanding work outlined in other parts of this report without the support of my fellow Board members and the terrific work of our small staff group including our new Manager of Corporate Services, Jane Zadow, in strategically making use of the modest resources we have available.

We again thank all of our member organisations, supporters and sponsors, along with the Department for Human Services (previously Communities and Social Inclusion), Energy Consumers Australia, the Department for Energy and Mining (previously State Development), and SA Department for Health and Wellbeing (previously Health and Ageing) for their continued support in 2017-18.



SACOSS Treasurer Emma-Louise Crosby

Our auditors, Nexia Edwards Marshall, have issued an unqualified report and while these are summary reports, the detailed audited financial statements are available on request or via the SACOSS website.

This has been another successful year for SACOSS and as we look to the future in this rapidly changing world context, the Board is acutely aware of the challenges of ensuring the long-term sustainability, development and independence of both SACOSS and the sector more broadly. We look forward to working on this with you.

Income and expenditure statement for the year ended 30 June 2018

SOUTH AUSTRALIAN COUNCIL OF SOCIAL SERVICE INC.

	2018 \$	2017 \$
Income		
DCSI Grant	422,984	407,344
SA Energy Consumer Advocacy	205,000	200,000
Consumer Advocacy & Research	232,823	251,723
Tax Reform	-	137,918
Energy Consumer Australia	177,918	144,219
Other Grants	89,905	50,820
Member subscriptions	48,302	48,547
Research & Development	34,941	122,546
Conference & Sponsorship	108,462	97,922
Other Income	1,807	20,022
Total Income	1,362,142	1,480,971
Expenses		
Conference Costs	60,920	57,641
Consultancy Fees	126,643	240,944
Depreciation	31,537	13,784
Employment	913,866	911,013
Office Accommodation	40,990	30,659
Computers & IT	13,148	12,253
Printing, postage and stationery	11,667	14,201
Insurance	8,975	12,528
Professional services	37,190	32,632
Reference materials	6,029	14,034
Travel and accommodation	108,929	98,379
Equipment	5,186	5,590
Other	20,894	22,756
Loss on disposal of property	-	4,659
Total Expenses	1,385,974	1,471,073
Net Current Year Surplus (Deficit)	(23,832)	9,898
Other comprehensive income	-	-
Total Comprehensive Surplus (Deficit) for the year	(23,832)	9,898

SACOSS 2018 Audited Financial Report with accompanying notes is available on our website

Assets and liabilities statement for the year ended 30 June 2018

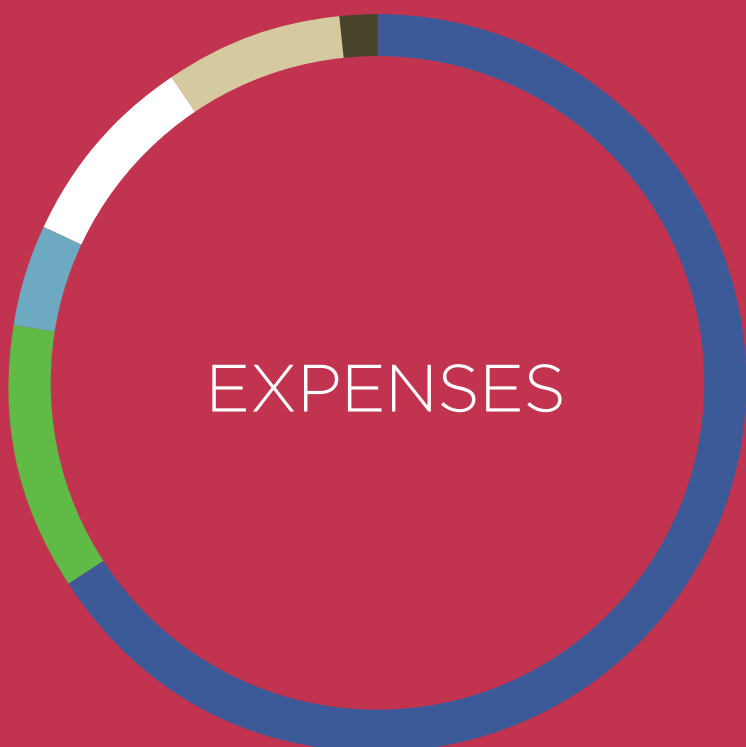
SOUTH AUSTRALIAN COUNCIL OF SOCIAL SERVICE INC.

	2018 \$	2017 \$
ASSETS		
Current Assets		
Cash and cash equivalents	730,602	744, 181
Accounts receivable and other debtors	35,870	31,937
Other current assets		
Total Current Assets	766,472	776,118
Non-Current Assets		
Property, plant and equipment	1,727,864	1,758, 211
Total Non-Current Assets	1,727,864	1,758, 211
Total Assets	2,494,336	2,534,329
LIABILITIES		
Current Liabilities		
Accounts payable and other payables	117,147	89,375
Employee provisions	154,315	128,731
Grants in Advance	92,220	152,715
Total Current Liabilities	363,682	370,821
Non-Current Liabilities		
Employee Provisions	15,321	24,343
Total Liabilities	379,003	395,164
NET ASSETS	2,115,333	2,139,165
EQUITY		
Reserves	1,626,211	1,626,211
Retained surplus	489,122	512,954
TOTAL EQUITY	2,115,333	2,139,165

SACOSS 2018 Audited Financial Report with accompanying notes is available on our website



Energy & Water	615,741
Peak Body Role	422,984
Other Income	185,210
Other grants	89,905
Memberships	48,302
TOTAL	1,362,142



Employment	913,866
Professional Advice	163,833
Conferences	60,920
Building & Administration	117,532
Travel & Accommodation	108,929
Other	20,894
TOTAL	1,385,974

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SACOSS

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of Social Service*