



SACOSS

72ND ANNUAL REPORT

South Australian Council of Social Service
2018-19





SACOSS is the South Australian Council of Social Service, the peak body for the non-government health and community services sector in South Australia.

We **envision** a future of justice, opportunity and shared wealth for all South Australians. To actualise this vision, we **speak out** on issues that affect our community, our State, our Nation and our world. We **lead and support** our community to take action. We hold governments, business and communities to account when their actions disadvantage vulnerable people.

We believe that developing a fair and just community is possible. We believe that a thriving community sector will help to address poverty and disadvantage. And we will continue to speak with, alongside and for all South Australians - no matter who you are, where you live or what your current circumstances are.

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FROM THE CHAIR AND CEO

Hello.

This year was a year of change. We have begun working with new governments at both State and Federal levels, though naturally much of our work has focused on our relationships within the State. Premier Marshall's Government arrived with what we believed to be strong commitments to endeavours that we endorsed enthusiastically: renewing investments in activities that drive early intervention in major social concerns and, thus, start to prevent major costs. This renewal included progressing the vast range of issues that the previous government had identified in the areas of child protection as well as rebuilding investments in community and primary health services.

In their first budget, the Marshall Government enjoyed large GST inflows and delivered on an election promise to reduce taxes. In their second budget, the State was confronted by major reductions in GST revenue and thus instituted a range of cuts and additionally did not make much needed investments in those areas noted above. We are acutely aware that our State has very limited revenue raising capacity and remain alarmed that there is seemingly no appetite to address this. What this inevitably results in is that the *vital services we need as a community don't ever appear* where they are needed or they simply disappear as any funding pool shrinks.

The economy in South Australia is changing. Some time ago, we recognised that many of the future opportunities for economic progress and, indeed, social cohesion hinge on our capacity to ensure all South Australians are skilled and equipped to capitalise on, and benefit from, the rapid transition of digital technologies in the world today. We were encouraged that the Marshall Government brought a commitment to the development of a digital audit and developed a state wide strategy focused on digital inclusion – so that everyone would receive the benefits of this ever expanding digital landscape, and no one would be left behind. Because of the urgency and the opportunities we see in this issue, we have been enormously disappointed to be, thus far, waiting for any real action!

We have seen a year pass where both “unemployment” and “under-employment” have become strong features of the economic landscape. The evidence of the limited jobs available makes nonsense of suggestions that a vast number of unemployed people simply don't want to work. There are a very high number of people aged over 45 finding themselves stranded, unsuccessfully searching for work and reliant on payments like Newstart to survive. Further, there has been more than 25 years of utter stagnation on the rate of Newstart and other related payments. Without a doubt, these should be increased. In this context, we have continued our strong support for ACOSS' #RaiseTheRate campaign.

To bring a specific focus on the impact of these types of issues for South Australians, SACOSS made a major submission to the Legislative Council Select Committee on Poverty in SA. We were encouraged when this cross party Committee concluded in line with our recommendation: that raising the rate of Newstart and related payments would be one of the most powerful actions that could be taken to address poverty in SA. We will be working closely with all of our members and with local groups such as Anti-Poverty Network SA and the SA Branch of the Australian Unemployed Workers' Union to drive change in this area. One key way which we are seeking to drive this is by ensuring people who are having a direct experience of poverty can speak openly and honestly about what a struggle it is to be in those circumstances.

We welcome the increasingly strong support of a wide range of groups, including those with philanthropic interests, who have joined in supporting this important campaign over the last few years. We join with them in, yet again, asking our Federal Government to move immediately to raise the rate of these base payments by an absolute minimum of \$75 per week and then host a review into whether they should be raised even more. We urge the South Australian government to add its voice to this campaign. Not only will it be good for people who are unemployed, and those who surround them, it would be a terrific form of economic stimulus, especially across South Australia's regional communities where we know the rate of poverty is twice as high as it is in Adelaide.



We continue our significant focus on the disproportionate impacts and hardship that low income households experience- waged and unwaged - particularly in the area of energy costs. We are aware of the stifling costs of these services for many low income households, as well as the relative incapacity of the income quintile of “waged poor” to access the benefits of efficiency opportunities. Amidst many other activities advocating for changes to costs, efficiency and concessions, we hosted another successful conference focused on putting consumer interests at the heart of energy businesses and lodged a significant challenge about costly proposed grid changes. Our approach to energy costs, and their impact on disadvantaged South Australians, is multi-tiered and addresses inequity at all levels.

Previously, the Weatherill government collaborated and worked with our sector through their Stronger Together Commitment which was enacted, though not always well, through the Human Service Partnership Forum. As yet, there has been no such formal partnership agreement with the current government. We are convinced that if our government is genuinely interested in advancing the health and wellbeing of all South Australians, as it has communicated strongly it wishes to, this will best be achieved through a commitment to, and engagement in, practices that forge a strong partnership with the not-for-profit health and community services sector.

Our focus on communal wellbeing encompasses all ages and continues to promote prevention and early intervention as the key strategy. In this endeavour, we have continued our advocacy for young people, especially within the work that needs to be done to ensure all children have the best chance to grow up in families equipped to provide them with a loving home. We have maintained our engagement with our health system to try and support genuine investments in creating a platform for wellbeing. Similarly, we have maintained a focus on the various systems that are in a transition of funding which could drastically affect communal wellbeing: for people who live with a disability, for our elders and particularly for those impacted by mental health issues. We are aware that many of these sectors, particularly mental health, are fighting to secure adequate supports. SACOSS continues to bring together the sectors’ peak bodies through our Policy Council and the new “peaks alliance” in an effort to drive our agenda for change - and we speak with the government often to communicate these agendas.

Further to our working relationships within the State, we became aware this year that the Federal Government’s support for the implementation of the Equal Remuneration Order (ERO) was to be cut. This would leave huge numbers of organisations in a position where they will have to cut services – and thus jobs. We cannot overstate the impact of this measure on the capacity of many of our services to deliver their current levels of day-to-day support to vulnerable community members. It is crucial that the sector itself makes this plain to our Federal politicians. We have been supporting our members and ACOSS to advocate for this to be reversed but we are yet to receive any confirmation to this end.

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As we look ahead, we are disappointed to see the hardening of political rhetoric towards our sector in general but particularly to some marginalised groups, including people who might be unemployed, refugees, migrants, members of the LGBTQI community, our elders and more. In many settings, this rhetoric is one of cruelty, and can often be assumed to say that it is right to discriminate against “them”. We reject this absolutely. It is crucial that those of us who are proponents of tolerance, inclusion and equality must renew our efforts to ensure these qualities mark our community going forward. Community organisations play an important role in promoting these messages of solidarity, support and acceptance – we must not be “made quiet”.

From two not-so-quiet Australians,

Ross Womersley
SACOSS CEO

David Panter
SACOSS CHAIR





SACOSS MEMBERSHIP

173

TOTAL
MEMBERSHIP

131

MEMBER ORGANISATIONS
INCLUDING
9 PEAK BODIES AND
10 OF SA'S LARGEST CHARITIES.

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EVENTS

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MAJOR ENERGY CONFERENCE,
*WHAT DOES IT MEAN TO PUT
CONSUMERS AT THE HEART?*

120 DELEGATES

1

TREASURER'S BREAKFAST

100 DELEGATES

9

SECTOR DEVELOPMENT
EVENTS

7

SECTOR NETWORKING
EVENTS

1

END OF YEAR PANCAKE
BREAKFAST



POLICY AND COMMUNICATIONS

42

SUBMISSIONS PRODUCED

26

MEDIA RELEASES

11

SACOSS SNAPSHOTs

12

REPORTS PRODUCED
INCLUDING
5 ENERGY AND WATER REPORTS
4 COST OF LIVING UPDATES
2 BUDGET REPORTS
1 STUDY ON HEALTH IN
SOUTH AUSTRALIA

52

SACOSS SMALL CHANGE
RADIO SHOWS
WITH
25 SACOSS MEMBER
ORGANISATIONS PROFILED
162 CONTRIBUTORS AND
104 PODCASTS

22

eBULLETINS

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MEMBER ADVISORIES

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FACT SHEET

SACOSS conducts cutting edge and relevant research. From this research we publish reports and fact sheets on issues affecting the community and social services sector, or which impact low income and disadvantaged people.

Reports usually arise from issues identified by the sector. In some cases the research might be funded by government, while in other cases (eg Cost of Living Reports) we have developed the research from our own resources. The reports and fact sheets for 2018-19 are listed below.

REPORTS AND FACT SHEETS

June 2019

- Annual SACOSS Briefing to the Minister for Human Services 2018-19: Water Pricing Issues Affecting South Australian Consumers
- Annual SACOSS Briefing to the Minister for Energy 2018-19: Energy Pricing Issues Affecting South Australian Consumers
- SACOSS State Budget 2019-20

May 2019

- Cost of Living Update No. 38, March Quarter 2019

February 2019

- Cost of Living Update No. 37, December Quarter 2018
- Briefing Note: Standard NFP Funded Services Agreement and Standard Grant Agreement

December 2018

- Multicultural South Australian Water Consumer Project

November 2018

- Cost of Living Update No. 36, September Quarter 2018: Petrol

October 2018

- Consumer Engagement and Regulatory Determinations: Report on a 2018 United Kingdom Study Tour
- Utility Scale Storage in the Move to Zero Carbon: A review of the first 9 months of HPR Operation

August 2018

- Cost of Living Update No. 35, June Quarter 2018: Newstart
- A study of lived experiences, service interactions and social determinants of health in South Australia

July 2018

- SACOSS State Budget 2018-19



One of our core roles as an organisation is to provide input to government and other policy makers in an effort to represent our members and South Australians who are often underrepresented. This input 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. Our submissions range from broad statements of principle to detailed and technical policy advice, and are often used as platforms for further advocacy. The submissions for 2018-19 are listed below.

SUBMISSIONS

June 2019	<ul style="list-style-type: none">Submission to Energy Security Board Consultation Paper on Converting the Integrated System Plan into Action
May 2019	<ul style="list-style-type: none">Submission to the Department of Environment and Water Discussion Paper on the Review of the Water Industry ActSubmission to the AER Issues Paper on the SA Power Networks Electricity Determination 2020 – 2025Submission to Health Care (Governance) Amendment Bill 2019
April 2019	<ul style="list-style-type: none">Submission to AusNet Services on the Draft Electricity Distribution Regulatory Proposal 1 January 2021 to 31 December 2025Submission to the Energy Security Board's Consultation Paper on the Retailer Reliability Obligation Draft RulesSubmission to Review of Mental Health Governance in South AustraliaNational Electricity Rules Amendments – Retailer Reliability Obligation
March 2019	<ul style="list-style-type: none">Submission to AEMC Electricity Network Economic Regulatory Framework ReviewSubmission on SA Electricity Transformation RIT-T Notice of Dispute
February 2019	<ul style="list-style-type: none">Mental Health Services and the NDIS: Presentation to the Social Development Committee of SA ParliamentSubmission on SA Water Pricing Inquiry in line with the release of 'A Cautious Conclusion'
January 2019	<ul style="list-style-type: none">Registering Social Workers in SA: Presentation to a Joint Committee of the SA ParliamentSubmission to the AER on the Hardship Guideline Issues Paper(Joint) Submission to the South Australian Civil and Administrative Tribunal regarding AGAC Draft Guidelines for Australian Tribunals: Maximising the Participation of the PersonSupplementary Submission to Government Procurement Inquiry
December 2018	<ul style="list-style-type: none">Submission to SA Productivity Commission Inquiry on Government ProcurementSubmission to the Department of Energy and Mining on the Draft Ministerial Reliability Instrument Amendment BillSubmission on AER's standardised statements for use in customer hardship policies(Joint) Submission to the Australian Energy Regulator on the Default Market Offer Position Paper
November 2018	<ul style="list-style-type: none">Submission to SA Water Pricing InquirySubmission to New Reg Process: Towards Consumer-Centric Energy Network Regulation, a Joint Initiative of the Australian Energy Regulator, Energy Consumers Australia and Energy Networks Australia



SUBMISSIONS

October 2018

- Submission to the Energy Security Board on its Market Making Requirements in the NEM Consultation Paper
- Submission to the Energy Security Board on its OTC Transparency in the NEM Consultation Paper
- Submission to the Australian Energy Market Commission on the Coordination of Generation and Transmission Investment Options Paper
- Submission on the Australian Energy Market Commission's Draft Rule Determination: National Energy Retail Amendment (Strengthening Protections for Customers in Hardship) Rule 2018

September 2018

- Submission on the Treasury Laws Amendment (Improving the Energy Efficiency of Rental Properties) Bill 2018
- Submission to the Housing Safety Authority on the Housing Improvement (Prescribed Minimum Housing Standards) Variation Regulations Review
- Submission on SA Power Networks' Draft Plan 2020-2025
- Submission to the Department for Energy and Mining on the Regulatory Impact Statement for a South Australian variation to the National Construction Code to increase energy efficiency requirements for Class 2 residential buildings
- Submission to the Essential Services Commission of South Australia on the SA Power Networks 2020 reliability standards review Draft Decision
- Submission to the Treasury on the Exposure Draft Treasury Laws Amendment (Consumer Data Right) Bill 2018
- Submission to the Australian Energy Regulator on the Review of the Application Guidelines for the Regulatory Investment Tests - Draft Guidelines
- (Joint) Submission to the Energy Security Board on the NEG Reliability Requirement Pre-condition Options

August 2018

- Submission to the Legislative Council of South Australia Select Committee on Poverty in South Australia
- Submission to the Independent Gambling Authority on Online Gambling in South Australia
- Submission to ElectraNet on the South Australian Energy Transformation RIT-T Project Assessment Draft Report

July 2018

- (Joint) Submission to the Australian Energy Market Operator and Energy Networks Australia on the Open Energy Networks Consultation Paper
- (Joint) Submission to the Australian Energy Market Commission on the Enhancement to the Reliability and Energy Reserve Trader Rule Change
- (Joint) Submission to the Energy Security Board on the National Energy Guarantee Draft Detailed Design Consultation Paper
- ACOSS Submission to National Energy Guarantee Draft Detailed Design for Commonwealth Elements
- Submission to Wakefield Regional Council on Draft Hardship Policy

Raise the Rate Campaign

SACOSS has continued to contribute to the national campaign to Raise the Rate of Newstart and other allowances. We have supported this through a formal submission to the Legislative Council of South Australia Select Committee, through presence at rallies, including at the Labor Conference held in Adelaide in December 2018, and through ongoing media presence in concert with other Council of Social Services.

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As part of this campaign within South Australia, our SACOSS Radio show Small Change, has spoken to advocates and those with lived experience on 14 occasions. This has resulted in the following interviews, available on our website:

[Calls for SA Government to support Newstart increase](#) (aired 7 August 2018)

[Poverty line drawn for South Australia](#)
(aired 28 August 2018)

[Evidence presented to state poverty hearing](#)
(aired 28 August 2018)

[New report shows economic benefit of increasing Newstart](#) (aired 18 September 2018)

[Poverty conference to share lived experiences](#)
(aired 16 October 2018)

[Nursing students challenged to manage 'month' of poverty](#) (aired 23 October 2018)

[Local councils call on others to back Newstart raise](#) (aired 23 October 2018)

[Labor fails to commit to immediate Newstart increase](#) (aired 18 December 2018)

[The stigma of accessing welfare as a single mum](#)
(aired 18 December 2018)

[Network pushing hard for Newstart increase](#)
(aired 12 February 2019)

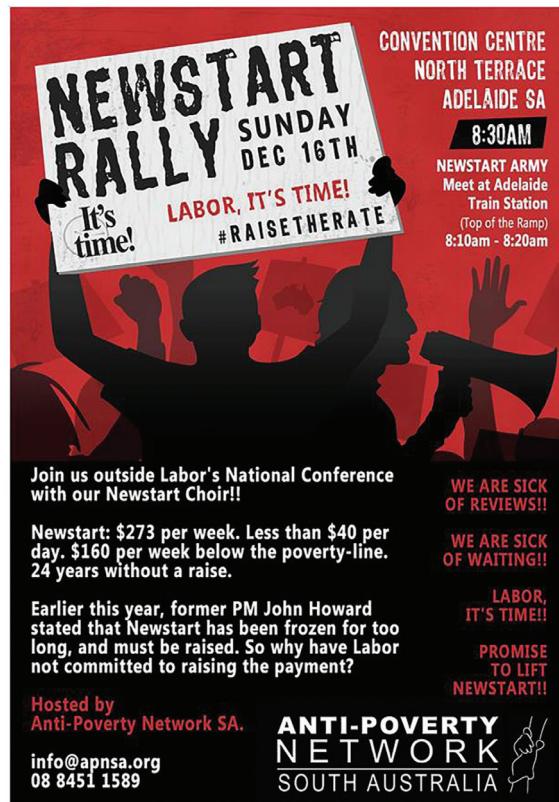
[Single mothers take fight to the UN](#)
(aired 26 March 2019)

[Community invited to Raise the Rate BBQ](#)

(aired 26 March 2019)

[Budget fails to Raise the Rate](#) (aired 9 April 2019)

[More support for Raise the Rate](#) (aired 7 May 2019)



We continue to pursue this issue.



Poverty

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72ND ANNUAL REPORT 2018-19 | A FAIR AND JUST COMMUNITY FOR SOUTH AUSTRALIANS

Preventing and alleviating poverty is always at the centre of SACOSS' work, however, this year drew a particular focus on the issues when the Legislative Council established a Select Committee Inquiry into Poverty. SACOSS put considerable effort into a major submission to the Inquiry – *SACOSS Submission to the Legislative Council of South Australia Select Committee on Poverty in South Australia*. With this submission we were hoping to help frame the understanding of poverty and provide a resource for other Inquiry participants, while also utilising the opportunity provided by the Inquiry to bring poverty to the attention of both the public and the State Parliament.

As part of our research, SACOSS interrogated hitherto unused ABS data to establish a new poverty line for South Australia. We found that 65,000 SA households, incorporating 132,000 people, were living below the poverty line. Among those in poverty, single people and renters were over-represented; 64% of these households relied on government pensions and benefits as their major source of income. Further, households outside of metropolitan Adelaide were twice as likely to be in poverty as those within the capital and surrounds although, by weight of population density, Adelaide had more people in poverty.

The SACOSS submission highlighted the impacts on those living in poverty and the interconnectedness of the many dimensions of poverty – using telecommunications affordability as a particular window on this poverty cycle.

SACOSS' submission made a number of recommendations, including that the Select Committee on Poverty:

- calls for a substantial investment in public housing;

- recommends changing the current flat-rate energy concession to one based on a percentage of the bill in order to better help those with the highest bills;
- inquires of the government as to progress on the promised digital inclusion plan; and
- recommends a feasibility study into income-based fines (so that poor people are not doubly punished).

Most prominently though, SACOSS argued that the single most important thing that could be done immediately to help alleviate poverty would be an increase in Newstart and other base level allowances. We asked the Committee to note the inadequacy of these payments, call on the Federal Government to raise the payment rates, and recommend that the state government adds its voice to these calls. This was supported by many others who gave evidence to the Committee and, in particular, by members of Anti-Poverty Network SA who gave testimony of their own experiences of trying to make ends meet on these impossibly low allowances.

The Committee made its first report in November 2018 and we were delighted to see that they did recognise the inadequacy of Newstart and called for an increase – the first parliamentary committee consisting of members of all major parties (Liberal, Labor, Greens, SA Best) to make such a call.

This provided a boost to the campaign to raise the rate of Newstart. The report was well-timed, having been published the week before the ALP national conference (held in Adelaide) was to consider the issue. However, in the pre-election environment Labor only promised to review the rates, and the South Australian State Government has not (yet?) added its voice to the loud chorus calling for an increase.

The work of the Select Committee continues.



Energy

As the energy sector continues to grapple with issues of affordability, energy security and reliability, and the transition to low emissions future, 2018-19 was another big year in energy policy.

Improved protections for customers in hardship

SACOSS was heavily involved in a number of reforms to strengthen protections for energy customers experiencing hardship. Energy retailers must now implement and comply with the Australian Energy Regulator's (AER) new Customer Hardship Policy Guideline. The new requirements place greater onus on energy retailers to comply with their requirements under Retail Law to support customers experiencing payment difficulties due to hardship. This includes new 'Easy English' standardised statements to ensure hardship policy information is accessible, and clear processes for early identification and support customers in hardship. This will be an ongoing area of focus for SACOSS in 2019-20.

Waged Poor Energy Consumers

SACOSS also conducted a major piece of research into "Waged Poor" Energy Consumers – an often overlooked cohort who derive their main source of income from salaries and wages, live below the poverty line and experience difficulty paying their energy bills. These households face unique issues that, until now, have not been brought to light in a significant way. We are looking forward to launching this report.

Energy Events

SACOSS continued to host the National Consumer Roundtable on Energy (the Roundtable). In 2018-19, SACOSS convened and coordinated two face-to-face meetings of the Roundtable to engage in strategic policy discussions and collaboration: Hobart (28 Feb - 1 Mar 2019), Brisbane (27 - 28 June 2019).

The Roundtable underwent a strategic restructure in 2018-19. In addition to the regular function of coordinating face-to-face meetings of the Roundtable, the new structure saw the creation of "Enabling Groups". Each Enabling Group consists of a smaller subset of Roundtable members to progress



Energy Pricing

SACOSS prioritised a number of processes aimed at ensuring efficient pricing for customers, including SA Power Networks regulatory determination 2020-25 and ElectraNet's South Australian Energy Transformation project. On 15 March 2019, SACOSS lodged a dispute notice to the AER on the grounds that the South Australian Energy Transformation planning documents inadequately addressed system security risks associated with the retirement of three South Australian gas plants. While the AER's final determination on the dispute determined that ElectraNet's project was compliant on the matters raised in the dispute notice, SACOSS will continue to engage in the process to ensure the project SA-NSW interconnector delivers the best value for consumers.

collective action on agreed issues. To date, two Enabling Groups have been established in:

Payment Difficulty/Hardship: to develop a common, coordinated understanding on support and assistance for people experiencing payment difficulty; and

Distributed Energy Resources (DER): to identify opportunities and challenges facing consumers created by the continued uptake of DER (e.g. Rooftop PV, energy storage, electric vehicles), with a focus on inclusion and equity.

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 CARF, SACOSS is funded by the Department of Human Services (DHS) to undertake research and advocacy projects addressing the needs of South Australian water consumers. The research and advocacy projects from 2018-19 are detailed below.

Water Pricing Inquiry

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SACOSS was heavily engaged in the independent Inquiry into Water Pricing in South Australia, which examined the historical valuation of SA Water's Regulated Asset Base (RAB). The Inquiry found that SA Water's assets were inflated by at least \$500 million, leading to higher water prices for South Australian consumers over the past 15 years. A revaluation of the RAB, as part of the SA Water Regulatory Determination 2020-24, is expected to flow through to a reduction in SA Water bills. During the course of the Inquiry, SACOSS advocated for a revenue-neutral revaluation that, while bringing bill relief to South Australians, does not threaten the ability to pay for vital services due to reductions in State Budget revenue.

SA Water Regulatory Determination 2020-24

SACOSS has participated in the regulatory process for setting the maximum revenues that SA Water may recover from customers and the service standards it will be required to meet in providing drinking water and sewerage services to customers over 2020-24. As the regulator ESCOSA has promoted a slightly different process to attempt to ensure consumer interests are brought forward much earlier in regulatory decisions. As a member of ESCOSA's Consumer Experts Panel, SACOSS contributed to a priorities report summarising key issues for SA Water to consider and respond to in its regulatory business proposal. Priorities raised by SACOSS included consumer protections for customers experiencing payment difficulties, supporting the needs of



customers living with disabilities, and SA Water's consumer engagement processes. SACOSS will remain engaged in this work into 2019-20.

CARF Projects

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 2018-19, CARF funded projects were:

- A project aimed at providing a consumer perspective on SA Water's proposed expenditure over the 2020-24 regulatory period;
- A project aimed at providing a consumer perspective on the Water Pricing Inquiry
- Research into the extent to which tenants are required to pay the water supply charge. The intended outcome is to ensure policy and regulatory decisions relating to tenants give full consideration to the extent to which tenants are now required to pay the water supply charge; and
- A follow-up to a 2016/17 CARF funded project, which documented the particular conditions for people living with disability which necessitate high use of water in South Australia.



Child, Family & Community Wellbeing

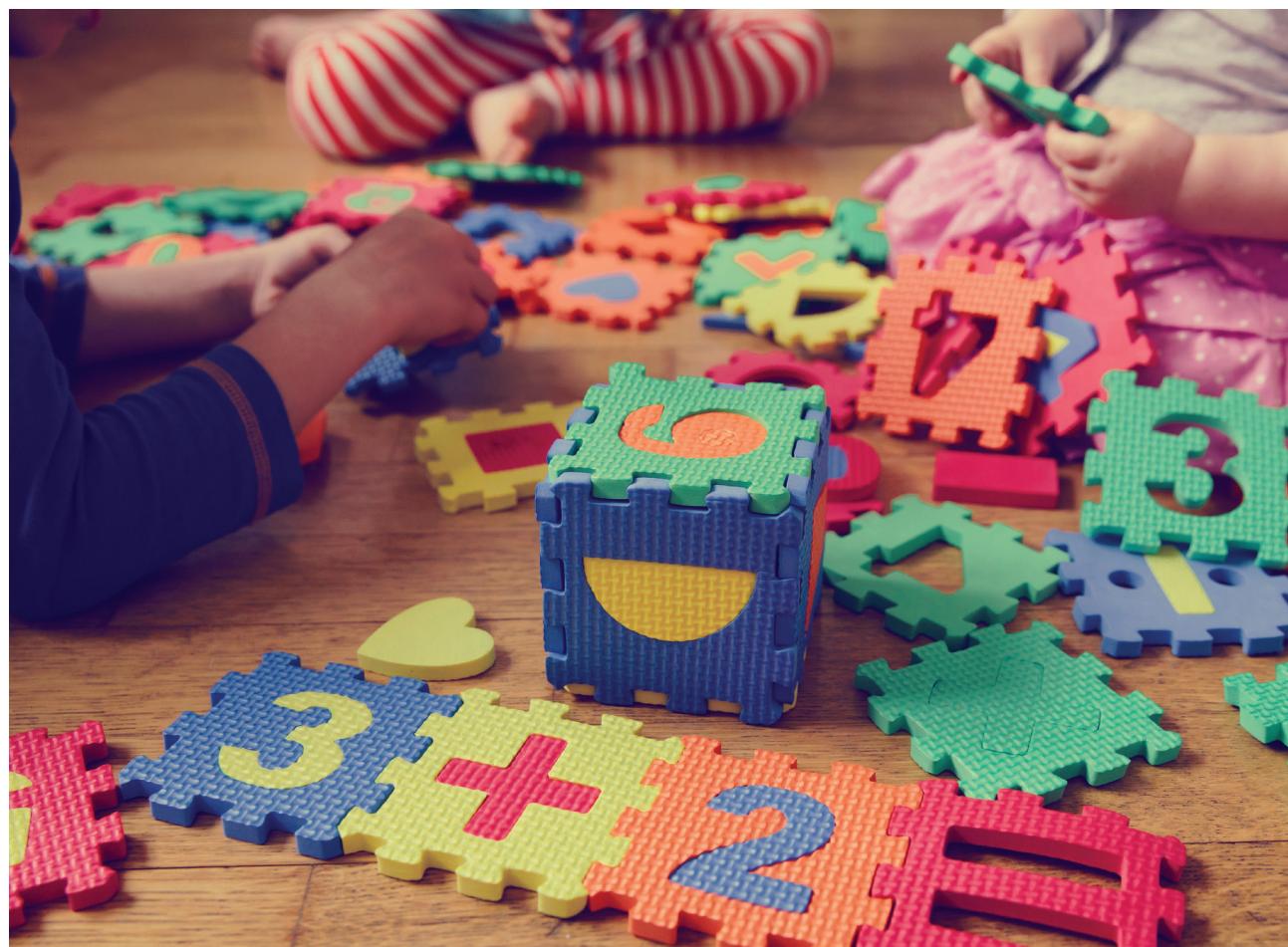
There have been countless forums and consultations in the area of child and family wellbeing over the past year with the Minister for Child Protection, the Minister for Human Services and the State Government continuing to reform the family support and child protection systems. This year, government change brought about the Early Intervention Research Directorate as well as some other relevant units and services into the Department of Human Services, forming the Intensive Support Unit. SACOSS has watched these changes closely and continues to advocate for a rebalancing of investment which would see families receive support earlier.

Agreed alterations to the legislation that underpins the work of the Department for Child Protection (DPC), i.e. the Children and Young People (Safety) Act 2017, were delayed by the Minister, until a review could be undertaken, after 12 months of the Act operating. While there may be some logic to this, we were disappointed that the Minister did not take the opportunity to make amendments that

would clarify the need for DPC to act in the “best interest of the child” as its primary concern, before unhelpful practises become embedded in the day to day work of the Department.

SACOSS has worked closely with Child and Family Focus SA on a number of other important issues for non-government organisations within the sector including the requirement for psychometric testing of staff caring for children under the Guardianship of the Minister (and issues of implementation,) as well as funding and contracting issues, for example related to an increase in foster care placements.

SACOSS also collaborated with a number of groups, including the Australian Medical Association (SA), the SA Network of Drug and Alcohol Services, Aboriginal Legal Rights Movement and the Guardian for Children and Young People against the Controlled Substances (Youth Treatment Orders) Amendment Bill 2018, which provided amendments to the Controlled Substances Act, which enables enforced treatment of drug dependence. Our position to advocate against the Bill was based, primarily, on the lack of evidence regarding enforced drug treatment as an effective measure and the shortage of investment in voluntary treatment programs in SA.



Health

SA Public Health Consortium

SACOSS has continued our formal collaboration with the Public Health Association of Australia (SA) and the Health Promotion Association (SA) to form the SA Public Health Consortium. The Public Health Consortium has engaged in joint advocacy built out of a shared concern regarding the worsening health and wellbeing of South Australians, particularly those living in disadvantaged circumstances.

The Consortium is aimed at shaping the new entity of Wellbeing SA within the South Australian Government Department of Health and Wellbeing. While hospital avoidance is a significant priority and rationale for the creation of Wellbeing SA, the Consortium continues to advocate for a strong focus on, and funding for, primary prevention activities to advance the health and wellbeing of all South Australians. The Consortium continues to work to reverse funding cuts made to health promotion programs over the last decade as there is a good evidence base for the successful outcomes of investment in these programs and a history of successful activities like this within South Australia.



Regional Public Health Plans and the needs of Disadvantaged People

To continue our role and work as a Public Health Partner Authority (under the SA Public Health Act 2011), this year SACOSS conducted research to explore to what extent Regional Public Health Plans (mandated by the SA Public Health Act 2011 and developed by local government) reflected the lived experiences and needs of disadvantaged South Australians living in the local area.

The project involved interviewing people about their experiences and health needs, mapping their interactions with government and non-government social services and using this information to analyse the Regional Public Health Plan in the area in which the person lived.

The project developed a framework for analysis that could be used to engage with people who experience disadvantage in order to incorporate their needs into future public health planning.



L-R Wendy Shirley, SAFCA EO, Ross Womersley, SACOSS CEO, Natasha Brown, PSA Assistant General Secretary.

Sector Development

Contracts

This year finally saw the adoption of the new standard funding and grant agreements for all State Government contracts with not-for-profit organisations. The new contracts are easier to use, should reduce red-tape by having standard terms and conditions that don't need re-examination and different compliances on every contract, and contain a number of improvements in those conditions to set the funding relationship up as more one of partnership than simply funder and service provider. While all new funding must now use the new templates, we expect there will be a long transition because old contracts will remain in place until they expire.

Fully realising the potential of the new contracts will require cultural change (from both government and sector organisations) which itself will take time. The Funding Principles set out in the '[PCO44' document](#)' should help guide this change, but SACOSS is also cooperating with Treasury and Volunteering SA&NT to review the implementation of the new contracts and make further improvements to the funding relationship.

Indexation

In 2018-19, we should also have seen indexation applied to the value of all multi-year contracts. This policy commitment was a significant advance for our sector, although SACOSS knows that implementation has not always been universal. Again, we are keeping an eye on progress in this area.

Late Payments

There were also substantive changes to access to interest payments for late payments of government debts – i.e. when government agencies do not pay contracts on time. In 2013, in a move called for and welcomed by SACOSS, the State Government introduced a law enabling small businesses and not-for-profit organisations to apply for interest on money owed if the government was more than 30 days late in paying bills. However, the application procedure was fraught and the provision was not used and so, in 2018, the Government moved to make the late payment interest automatic – which was a great change, except there was a problem in the drafting of the legislation which then excluded many state-registered not-for-profits from accessing the payments.

SACOSS worked with the Government and the SA Productivity Commission (through its inquiry into government procurement) and we are pleased to say that the problem was rectified through new Treasury Instructions. The end result is that any not-for-profit organisation are now entitled to interest on any late payment of funding from a government agency.



(right) The Hon. Rob Lucas MLC addressing the sector at the Treasurer's Budget Breakfast in September 2018.

CULTIVATING A THRIVING COMMUNITY SECTOR

Ross Womersley presents at the 2019 SACOSS Energy, Water and Telco Conference.



SACOSS Events

SACOSS Energy, Water and Telco Conference, What Does it Mean to Put Consumers at the Heart?

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72ND ANNUAL REPORT 2018-19 | CULTIVATING A THRIVING COMMUNITY SECTOR

Building on the success of SACOSS' energy, water, telecommunications and transport conferences over the past seven years, the 2019 conference brought together a broad range of stakeholders including international, national and local experts, business leaders, consumers, consumer advocates, service providers, policy makers, government officials, community service organisations and regulators from across the energy, water and telecommunications space. This conference explored the new 'consumer-centric' transformation evolving in essential services across Australia. It allowed delegates to consider what this transformation will require of businesses, their customers and of governments. It supported the essential services sector to better understand the needs, experiences and genuine priorities of customers, as well as explore how providers can work to integrate these views into their business practices. The conference also attempted to make transparent the different roles played by consumers, consumer representative organisations, consumer experts, and consumer panels and consultation forums.

This conference is one in a series of SACOSS Vulnerability and Affordability Conferences for the essential services sectors.

Infrastructure SA Events

When the Marshall Government came into office, it created a body called 'Infrastructure SA' which it charged with the development of a 20 year strategy for South Australia. SACOSS has been at pains to ensure that all infrastructure is designed to be inclusive, health promoting and sustainable.

There are two issues we have been keen to ensure are understood. The first is that the non-government sector plays a very significant role in creating infrastructure and, secondly, the concept of "infrastructure" must be broad enough to encompass "social infrastructure".

At the events, sector guests were invited to participate in either a lunch or teleconference to hear from both Infrastructure SA's Chair, Tony Shepherd, and its CEO, Jeremy Conway. To begin proceedings, guests were given a brief overview of work to date before moving into a broader conversation with sector leaders about infrastructure issues from the broader perspective of the social and community sector.



Treasurer's Budget Breakfast

The Breakfast provides an excellent opportunity to hear the highlights and explanation on sections of the budget which are most relevant to both the sector and to the vulnerable and disadvantaged people our members support. The Breakfast also provides our sector's leaders with an opportunity to engage with The Hon. Rob Lucas MLC Treasurer of South Australia and ask the questions that really matter.

SPONSORED BY





Other Sector events in 2018-2019

Encouraging Democracy, Dialogue & Activism

Delegates from the Democratic Institute of Israel were in Adelaide for a very brief study tour to learn how to better engage and activate citizens in the processes of democracy by exploring how this works in Adelaide. SACOSS spent some time talking about our work with them on 28 February with a broader group of our members. This was a rare opportunity to hear directly about their fascinating work as well as have a more open discussion about building engagement and encouraging activism.

New Sector Funding Contracts: Information and Training Sessions

After a long negotiation, the State Government finally introduced new standardised contracts for all new Service Agreements and Grants to the not-for-profit sector. These contracts apply to all new not-for-profit funding and provide an easier-to-use template with standard terms and conditions across all departments and agencies. SACOSS offered a number of information and training sessions to the sector on these new contracts.

SACOSS End-of-Year Breakfast

Every year, SACOSS hosts an end-of-year breakfast to thank our sector colleagues, members and supporters for their invaluable contributions over the last year. This is a tradition we enjoy offering and a great chance for us to get together in an informal setting.

SACOSS would like to acknowledge all event sponsors

MAJOR SPONSORS



EVENT PARTNER



INTERNATIONAL KEYNOTE SESSION SPONSOR

INDUSTRY SHOWCASE SESSION SPONSOR

CONSUMER SHOWCASE SESSION SPONSOR

KEYNOTE Q & A SESSION SPONSOR

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Public advocacy through media forums and our online presence is an important part of how SACOSS advocates for justice, equality and shared wealth for all South Australians. Communication through traditional and social media are central to achieving our strategic goals, celebrating our member organisations and promoting the ongoing work of the social service sector and the constituents that it serves.

Traditional and online media

SACOSS is recognised by media in South Australia for our expertise on issues around cost of living, energy, child wellbeing, digital inclusion, tax and unemployment, among other issues. Throughout 2018-19, we continued to build-on our already-strong media performance and profile. With over 1000 mentions across radio, TV, print and online media, we spoke to a combined audience numbering in the millions.

We had a number of media foci and efforts for 2018-19 including energy expenses, response to the proposed ElectraNet interconnector, blackout compensation, water pricing, digital inclusion, State budget priorities and other cost of living issues.

Social media

Our social media presence provides important platforms from which SACOSS can engage with the broader public, sector employees, politicians, journalists, community leaders as well as grassroots organisations and people experiencing poverty and disadvantage. We have continued to grow our presence on social media platforms – expanding our reach on Twitter and Facebook as well as branching out into LinkedIn. Our Twitter account was opened in 2009, Facebook in 2013 and LinkedIn in only June 2019 and it is evident that building a strong presence takes time, but is worth the effort.

Each of these social media platforms gives us a unique position to engage with different audiences and utilising a different tone. On Twitter, we tend to focus towards politicians and journalists. This platform requires pithy, punchy communication in which we can engage directly with frequently tweeting politicians. On Facebook, we aim to speak

to and with the public – those who we engage with who have lived experiences of injustice and disadvantage, South Australians who want to advocate for social change with us as well as those who seek to spar with us about issues. Facebook gives us a good platform to engage in longer form discussions and hold private conversations with people, while utilising the capacity to promote our events and advocacy visually and through the events calendar and formal advertising. On LinkedIn, we are seeking to engage with employees and connections within our member organisations. We're aware that our Snapshot and eBulletin are likely to reach a few people within each member organisation; we view LinkedIn as an opportunity to engage with a broader cross-section of our membership to inform them of our collective voice on their behalf and to help them engage with us in our shared advocacy. It is also a way for people to connect with our staff team in a professional online networking platform, without this invading personal social media accounts on Facebook and the like. On LinkedIn we are present as both an "administrator" and as a company page.

Social media continues to provide us with a constant engagement in public discourse and engages us with a broad audience in ways which will continue to fulfil our strategic signpost of having a Powerful Voice. By sharing these platforms with our members and with all of the other Councils of Social Service, we amplify our voice, and speak loudly with those who need to be heard the most. So please connect with us and join the social conversation!

SACOSS Social Media Presence in 2018-19



Twitter

Followers: 3500+
Impressions: 726.7K
@sacoss



Facebook

Page Likes: 2000+
Reach: 85,932
facebook.com/SACOSS



LinkedIn

23 Followers, 27 Visitors, 105 Impressions.
SACOSS Administrator – 332 connections
linkedin.com/company/sacoss



Website

In the past financial year we have hosted over 20,000 web users who have made more than 28,000 entries to our website. Of these, 54.62% were from an organic search, 32.46% were direct searches, 7.79% visited our site from one of our social media platforms, 5.08% were from referrals and 0.06% from emails including this detail. People spent between 1.5 minutes and 5 minutes with an average of 2:21 minutes session time. People viewed between 1.58-3.67 pages during their sessions.

We have continued to utilise this platform as a resource to inform our members and the public about current media releases, events, reports and key social justice policies. This is an ideal platform for people to RSVP for events and stay up to date on SACOSS' official positions on our broad ranging interests.

SACOSS Snapshot and eBulletin

SACOSS publishes 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. As well as eBulletin, we issue a combined monthly Snapshot and eBulletin aimed at members, supporters and the community sector

as a round-up of recent SACOSS news and views. This combined e-news includes links to our reports, media stories, upcoming events, current campaigns, and Small Change interviews – among other things. SACOSS distributed 11 combined Snapshots and eBulletins in 2018-19 plus 11 eBulletins on the opposing fortnights.

For the latest news from SACOSS around the sector? Sign up for Snapshot and eBulletin at www.sacoss.org.au/snapshot-and-ebulletin-subscribe

To submit an item for the eBulletin, go here: www.sacoss.org.au/ebulletin

Member Advisories & Fact Sheets

SACOSS sends out 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 23 Member Advisories in 2018-19. Further to Member Advisories, SACOSS Fact Sheets are distributed to offer a concise overview that informs members and the wider community on specific issues. In 2018-19 we published 1 Fact Sheet. You can read SACOSS' Fact Sheets at www.sacoss.org.au/publications/fact-sheets



.....
Thea and Hayden from the Australian Unemployed Workers' Union.

Small Change

Small Change is SACOSS Radio's weekly program, broadcast live every Tuesday night from 6-7pm, from the studios of Radio Adelaide.

Each week Small Change provides us with a unique 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 past year, 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 were so pleased to receive funding support from the Community Broadcasting Foundation between December 2018 and June 2019, for some of the wage costs for our producer/presenter, Lisa Burns. The support has also acted as an acknowledgement of the value of this project, which SACOSS has been funding on its own since 2013.

In April, we were one of 28 organisations across South Australia to receive the DHS 125th Anniversary of Women's Suffrage Community Grant. Our project has funded our hiring of young radio producer, Milly Schultz-Boylen, to produce a series of episodes for *Small Change* which will raise public awareness of the women of the South Australian suffrage movement. The show gives life to their histories and the broader social justice causes they dedicated their lives to, as well as investigating how these issues continue to have an impact on individuals and communities today. The series is scheduled to air December 2019.

www.radioadelaide.org.au/program/small-change

Interview topics

- | | |
|-----------|---|
| 18 | welfare/poverty/unemployment |
| 16 | disability |
| 11 | children and young people |
| 9 | indigenous issues, charities/not-for-profit/social services sector |
| 8 | cost of living |
| 6 | mental health |
| 5 | women's rights, housing and homelessness, elder's rights, access to justice, domestic and family violence |
| 4 | loneliness, friendship and social connection, substance use |
| 3 | digital inclusion, single mothers |
| 2 | culturally and linguistically diverse communities, incarceration, ageing well |
| 1 | advocacy and support for carers, lived experience of gambling |

If you have an idea for an interview or a story to share, contact Lisa Burns at lisa@sacoss.org.au



There aren't many opportunities for everyday people to be heard, especially in such a way that you feel supported if you're nervous or anxious about broadcasting your voice. I firmly believe that shows like *Small Change* are capable of fostering invaluable learning experiences, on top of providing a great service for local news and opinion on topical matters that affect South Australians.

AIDAN JARVIS

Anti-Poverty Network SA

SACOSS BOARD MEMBERS 2018-19

BOARD POSITION	NAME	YEAR TERM EXPIRES NOVEMBER
Chairperson	David Panter	2020
Treasurer	Emma - Louise Crosby	2019
Member	Nicole Chaplin	2019
Member (Co-opted)	Sabina Schaare	2019
Member	Nancy Penna	2020
Member	Pam Simmons	2019
Member	Rosemary Warmington	2020

POLICY COUNCIL MEMBERS 2018-19

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 the different categories noted below. These categories are set out in the SACOSS Constitution.

CATEGORY DESCRIPTION	PERSON ELECTED	ORGANISATION
Chair	David Panter	
Board Rep	No Board Rep for 2018-19	
Reps of Peak Orgs	Susan Lane	Child and Family Focus SA (left Nov 2018)
	Rob Martin	Child and Family Focus SA (from Nov 2018)
	Geoff Harris	Mental Health Coalition of SA
	Alison Harker	Community Centres SA (left Nov 2018)
	Kylie Ferguson	Community Centres SA (from Nov 2018)
	Anne Bainbridge	Youth Affairs Council of SA (left Jan 2019)
	Michael White	South Australian Network of Drug and Alcohol Services
	Carmel Rosier	Community Housing Council
Reps of Large NGOs	Robyn Sutherland	Uniting Communities
	Susan Errington	Legal Services Commission of SA
	Sue Thomas	Life Without Barriers
	Libby Craft	UnitingSA
Reps of Small NGOs	Nicole Chaplin	St John's Youth Services
	Louise Kelly	OARS Community Transitions
	Mark Waters	Reconciliation SA (left Feb 2019)
	Shona Reid	Reconciliation SA (from Feb 2019)
	Michelle Adams	Australian Association of Social Workers Ltd
Reps of Aboriginal NGOs	Craig Rigney	Kornar Winmil Yunti (from Nov 2018)
Reps of CALD NGOs	Kristin Johansson	Multicultural Communities Council of SA
Reps of non-metro NGOs	Anthea Pavay	Uniting Country SA
	Shane Maddocks	ac.care
Individual Members	Phillip Beddall	
	Paul Laris (left Nov 2018)	
	Jane Mussared	
	Phil Saunders	

Our Member Organisations 2018-19

Australian Association of Social Workers
Aboriginal Community Care (SA)
Aboriginal Health Council of SA
Anglican Community Care
Anglicare SA
Anti-Poverty Network SA
Australian Health Promotion Association SA
Australian Migrant Resource Centre
Australian Red Cross (SA Division)
Australian Refugee Association Inc
Australian Services Union
Baptist Care (SA) Inc
Barkuma Inc
Brain Injury SA
CARA Inc
Carers SA Inc
CareWorks SA
Centacare Catholic Country SA Ltd
Centacare Catholic Family Services
Child and Family Focus SA
City of Onkaparinga
Community Centres SA Inc
Community Housing Council of SA Inc
Community Living Australia
Community Living Project Inc
Connecting Foster & Kinship Carers - SA Inc
Disability Living Incorporated
DOME Association Inc
ECH Inc
Enhanced Lifestyles
Family Drug Support
Guide Dogs SA/NT
Health Consumers Alliance of SA Inc
Hepatitis SA Inc
HomePlace
Hutt Street Centre Ltd
Julia Farr Association
Junction Australia Ltd
Justice for Refugees SA
Kornar Winmil Yunti
Legal Services Commission of SA
Life Without Barriers SA
Lutheran Community Care
MarionLIFE Community Services
ME/CFS Australia (SA)
Mental Health Coalition of SA Inc
Mind Australia
Mission Australia - SA Region
Multicultural Communities Council of SA
Neami National
OARS Community Transitions
Office of the Guardian for Children and Young People

Relationships Australia South Australia Ltd
SA Country Carers
Save the Children
Second Chances SA Inc
SIN Inc
Skylight Mental Health
Sonder
South Australian Financial Counsellors Association Inc
South Australian Network of Drug and Alcohol
Services
St John's Youth Services Inc
St Vincent de Paul Society (SA) Inc
STTARS - Survivors of Torture & Trauma
The Broughton Art Society Inc
The Salvation Army
The Smith Family
The Wyatt Benevolent Institution Inc
Uniting Country Ltd
UnitingCare SA
UnitingCare Wesley Bowden Inc
UnitingSA
Victim Support Service Inc
West Coast Youth & Community Support Inc
Women's Safety Services SA
Working Women's Centre SA Inc

SACOSS Lifetime members

Beddall, Phillip
Brown, Harvey
Butler, Brian
Carson, Ed
Davey, Kym
Dawson, Michael
Ellis, Marj
Fitzpatrick, Colleen
Fraser, Gael
Hall AM, Sheila
Hall, Peter
Halsey, Christine
Henley, Mark
Kneebone, Simon
Malycha, Wendy
McKenzie, Margaret
Noble, Joy
Portway, Louise
Powell, Lange
Schrapel, Simon
Simmons, Pam
Ward, Brian
Waters, Mark
Wilson, Andrew
Yates AM, Ian



Secretariat 2018-19

Current Staff

Ross Womersley

Chief Executive Officer

Lisa Burns

Radio and Communications Officer

Catherine Earl

Policy Co-Director

Angela Gardner

Events & Membership Coordinator

Lucy Goodall

Finance and Office Assistant

Rebecca Law

Policy Officer, Energy and Water

Georgina Morris

Policy Officer, Energy and Water

Greg Ogle

Policy Co-Director

Caryn Rogers

Communications Coordinator

Jane Zadow

Manager, Corporate Services

Former Staff & Staff on Leave

In 2018-19 there was a number of changes within the staff team. We are grateful for the contributions and services of our former colleagues: Gabrielle Bond as Events Coordinator, Victoria Kurbis as maternity leave cover for Finance and Office Assistant, Vanessa Musolino as Senior Policy Officer and Michael Reardon as Communications Intern. We're also thankful for the work of Tania Baxter, Communications Coordinator, who is currently on leave.

We would particularly like to acknowledge and thank Jo De Silva, our Senior Policy Officer who worked with us for almost nine years. We wish her every success in her new role as Policy and Communications Lead at the Energy and Water Ombudsman of South Australia.

External Committees

Representatives and nominees of SACOSS sat on the following boards and committees in 2018-19. SACOSS thanks them all for their time and commitment.

ACOSS Board - **David Panter**

AEMC technical working groups - **Jo De Silva**

AEMO Consumer Engagement - **Rebecca Law**

AGL Customer Council - **Jo De Silva**

Australian Gas Infrastructure Group SA Reference Group - **Rebecca Law**

Australian Media and Communications Authority Consumer Consultative Forum - **Greg Ogle**

Courts Community Reference Committee -
Dr Susan Errington

Dame Roma Mitchell Trust Funds (DRMTF) Board -
Colleen Fitzpatrick

ElectraNet Consumer Advisory Panel - **Jo De Silva**

Energy Charter End User Consultative Group -
Ross Womersley

Energy Consumers Australia (ECA) Reference Committee - **Jo De Silva**

Energy Security Board technical working groups -
Jo De Silva

Essential Services Commission of SA (ESCOSA) Consumer Advisory Committee - **Ross Womersley**

Essential Services Commission of SA (ESCOSA) Consumer Experts Panel SA Water RD20 -
Ross Womersley

NDIS Key Influencers & Peak Industry Groups Stakeholder Forum - **Ross Womersley**

People at Risk in Emergencies Action Group -
Rebecca Law

Playford Data Observatory - **Catherine Earl**

SA Dental Service Consumer Advisory Panel -
Phillip Beddall

SA Power Networks Customer Council - **Jo De Silva**

SA Water Residential Customer Council -
Ross Womersley

School of psychology, social work and social policy Advisory group - **Ross Womersley**

Wardliparingga Aboriginal Health Equity PhD Advisory Group - **Catherine Earl**



COSS Directors: L-R Mark Henley, QCOSS; Emma King, VCOSS; Joanna Quilty, NCOSS; Ross Womersley, SACOSS; Kym Goodes, TasCOSS; Wendy Morton, NTCOSS; Cassandra Goldie, ACOSS; Louise Giolitto, WACOSS; Susan Helyar, ACTCOSS

The Councils of Social Service across Australia have unity of purpose and a compelling case to end inequality and poverty. That's what motivates us and where our power to influence is.

Our combined national network has almost 4000 organisational and individual members working with them: that's the foundation of who we are, that is our power to influence.

One purpose, one message, one goal, thousands of voices.

That's why our network is engaged with government in negotiating policies that will meet our goals – and theirs. Only by staying engaged can we achieve change.

That's why both community organisations and the business sector want to form alliances with us. Those alliances make our network even more formidable.

From these strategic alliances a bipartisan approach is blossoming that Australians want to see but which politics has failed to deliver. This time of crisis in politics is rich with possibility for the new way of working that the COSS network has embraced.

Australians are recognising that the COSS network can be a voice not just for people surviving on the lowest of incomes and experiencing inequality and disadvantage, but for everyone who has a stake in creating a more equal, prosperous and inclusive nation.

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 speak not only of the challenges faced by communities and individuals but, most critically, the successes. They are a critical part of the evidence for change.

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.

Each state and territory has an independent, non-partisan and well-respected Council of Social Service that advocates for their broader community's needs. Working together, alongside the national COSS, we speak to all levels of government to support the community sector and facilitate justice and equal opportunity for all Australians.

As nine independent organisations – one for each State and Territory in Australia and a National body – we work passionately and tirelessly together with each other and our communities to reduce poverty and promote social justice. It is our combined strength that amplifies our voices to improve the lives of all Australians.

Treasurer's Report

SACOSS had another successful year with an operating income of \$1,371,862 and expenses of \$1,318,446 leaving a surplus of \$53,416 at year end.

Income generally matches previous years with major grants continuing and some with modest increases. A notable smaller grant was received this year from the Community Broadcasting Foundation providing some welcome support for our *Small Change* radio program. An overall decrease in other grants revenue was compensated for by an increase in membership revenue following the transition to the new fee structure introduced this financial year.

Another successful Essential Services Conference was held, resulting in both sponsorship and registrations increasing and overall revenue for the event increasing by almost \$20,000. Other revenue reflects the major receipt of a \$35,000 insurance payout for our claim for repair to the Marjorie Black Function room due to water damage. Repairs are now successfully completed.

Expenses also generally mirror the previous year's patterns with the most significant difference being the decrease in expenses relating to *Employee Benefits Expense* mainly due to a reversal of annual leave provisions. Other material differences in expenses include a 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 *Office Accommodation* expenses associated with the water damage building repairs that were made to the Marjorie Black Function room, as previously noted.

We again note that while travel costs are a substantial expense, albeit reduced this year, 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. 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.



SACOSS Treasurer Emma-Louise Crosby

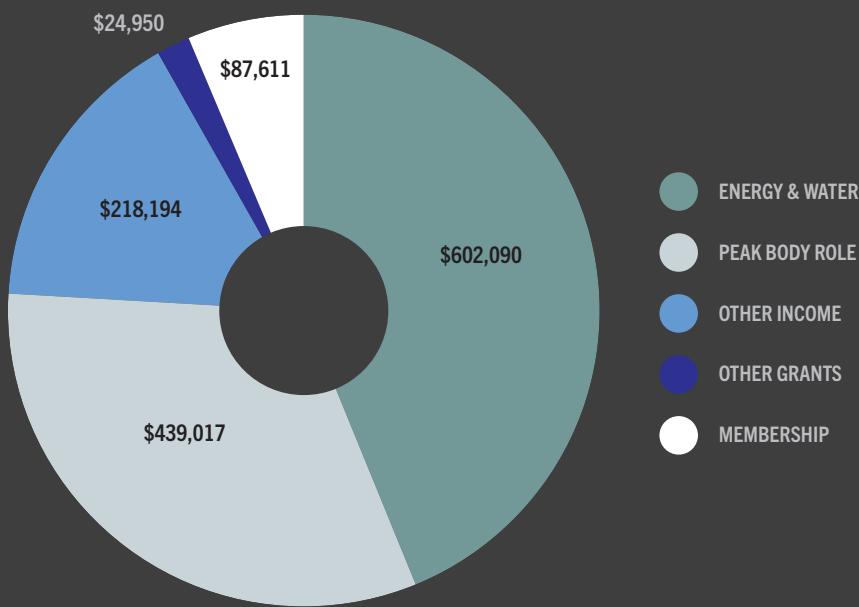
It is simply not possible to deliver the outstanding work outlined in other parts of this report without the support of my fellow Board members and the work of our small staff group in strategically making use of the modest resources we have available.

We again thank all of our member organisations, supporters and sponsors along with the Department for Human Services, Energy Consumers Australia and the Department of Energy and Mining Resources for their continued support in 2018-19.

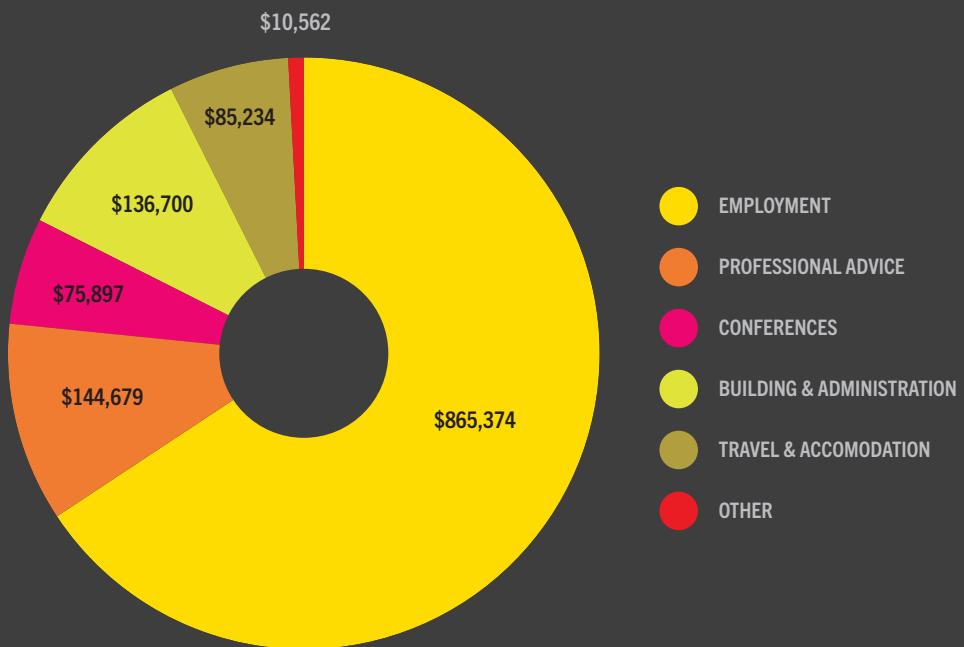
Our auditors, Nexia Edwards Marshall, have again issued an unqualified report and, while these are summary reports, the detailed audited financial statements are available on request or via the SACOSS website. It is pleasing to note that the annual financial statement audit has not revealed any issues with the accounting practices and financial management at SACOSS.

This has been another successful year for SACOSS, notwithstanding the challenges we face of ensuring the long term sustainability, development and independence of both SACOSS and the sector more broadly, but with the drive, expertise and passion extant within SACOSS and all our members, we will continue to make the impact that is required.

**INCOME TOTAL
for 2018-19**
\$1,371,862



**EXPENSE TOTAL
for 2018-19**
\$1,318,446



Income and expenditure statement for the year ended 30 June 2019

SOUTH AUSTRALIAN COUNCIL OF SOCIAL SERVICE INC.

	2019	2018
	\$	\$
INCOME		
DHS Grant	439,017	422,984
SA Energy Consumer Advocacy	210,000	205,000
Consumer Advocacy & Research	219,214	232,823
Tax Reform	-	-
Energy Consumers Australia	172,876	177,918
Other Grants	24,950	89,905
Member Subscriptions	87,611	48,302
Research & Development	23,275	34,941
Conference & Sponsorship	128,403	108,462
Other Income	66,516	41,807
Total Income	1,371,862	1,362,142
EXPENSES		
Conference Costs	75,897	60,920
Consultancy Fees	103,900	126,643
Depreciation	31,387	31,537
Employment	865,374	913,866
Office Accommodation	68,743	40,990
Computers & IT	11,900	13,148
Printing, Postage and Stationery	9,041	11,667
Insurance	10,001	8,975
Professional Services	40,779	37,190
Reference Materials	560	6,029
Travel and Accommodation	85,234	108,929
Equipment	5,068	5,186
Other	10,562	20,894
Total Expenses	1,318,446	1,385,974
Net Current Year Surplus (Deficit)	53,416	(23,832)
Other Comprehensive Income	-	-
Total Comprehensive Income (Loss) for the Year	53,416	(23,832)

SACOSS 2019 Audited Financial Report with accompanying notes is available on our website to available at sacoss.org.au/publications/annual-report

FINANCIAL REPORT

Assets and liabilities statement for the year ended 30 June 2019

SOUTH AUSTRALIAN COUNCIL OF SOCIAL SERVICE INC.

	2019	2018
	\$	\$
ASSETS		
Current Assets		
Cash and Cash Equivalents	847,308	730,602
Accounts Receivable and Other Debtors	58,963	35,870
Other Current Assets	8,803	-
Total Current Assets	915,074	766,472
Non-Current Assets		
Property, Plant and Equipment	1,696,477	1,727,864
Total Non-Current Assets	1,696,477	1,727,864
Total Assets	2,611,551	2,494,336
LIABILITIES		
Current Liabilities		
Accounts Payable and Other Payables	80,568	117,147
Employee Provisions	136,494	154,315
Other Liabilities	222,006	92,220
Total Current Liabilities	439,068	363,682
Non-Current Liabilities		
Employee Provisions	3,734	15,321
Total Liabilities	442,802	379,003
NET ASSETS	2,168,749	2,115,333
EQUITY		
Reserves	1,626,211	1,626,211
Retained Surplus	542,538	489,122
TOTAL EQUITY	2,168,749	2,115,333

SACOSS 2019 Audited Financial Report with accompanying notes is available on our website to available at
sacoss.org.au/publications/annual-report

Our Partners

SACOSS gratefully acknowledges the support of the following organisations through grant and activity funding:

PEAK FUNDING



Government of South Australia
Department of Human Services

PEAK FUNDING



Government of South Australia
Department for Energy and Mining



ENERGY & WATER ADVOCACY

29

72ND ANNUAL REPORT 2018-19 | OUR PARTNERS



Government of South Australia
South Australian Fire and Emergency Services Commission

DISASTER RESILIENCE PROJECT



PLAYFORD 10 PROJECT (PROGRAM EVALUATION)



SACOSS RADIO

GENERAL SPONSORSHIP





SACOSS

South Australian Council of Social Service

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w. sacoss.org.au

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SACOSS acknowledges traditional owners of country throughout South Australia, and recognises their continuing connection to lands, waters and communities. We pay our respect to Aboriginal and Torres Strait Islander cultures, and to elders past, present and future.