

South Australian Council of Social Service

63rd Annual Report

2009/2010



Our Vision

Our Vision

Justice, opportunity and shared wealth for all
South Australians

Our Values

Accountability Collaboration Courage Diversity
Dignity Inclusion Respect Sustainability

Our Purpose

To harness the views of the community to achieve:

- a strong and independent voice for fair and just public policy;
- progressive improvement of the quality of life for vulnerable South Australians;
- a healthy, clean and safe environment;
- equal access to social, political, economic, spiritual, and cultural opportunities and benefits;
- a vibrant and dynamic community sector;
- a strong and representative organisation.

Goal One

Fair and Just Public Policy

Goal Two

A Strong and Credible Voice

Goal Three

A Strong and Cohesive Sector

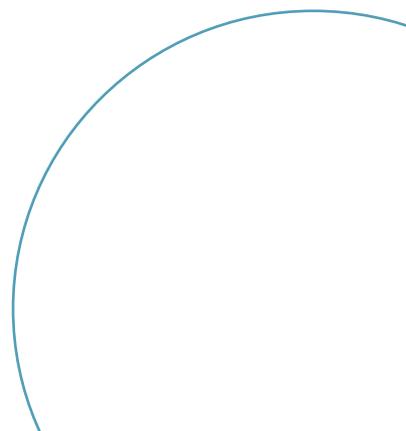
Goal Four

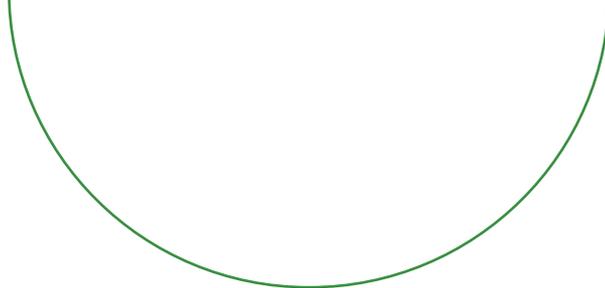
A Well Managed Organisation



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“We must become the change we want to see in the world.” Mohandas Gandhi

As I look back over the past year for SACOSS it becomes clear that in the midst of our continuing advocacy for justice, opportunity and shared wealth for all South Australians, we have as an organisation seen many changes. As with each AGM, at the 62nd last year some members of the Policy Council and Board were farewelled and new members welcomed, but the 2009/10 year turned out to be just the beginning of twelve months that proved that old adage: change brings both challenge and opportunity to our world. Change is necessary if poverty is to be eliminated — indeed our advocacy is promoting change all the time — it's just that sometimes it feels the community services sector is the only sector under pressure to change.

For SACOSS this past year so many changes have occurred that I will try my best to just remember the key ones, and apologise in advance for all those I have forgotten!

In October our much esteemed Executive Director of five years, Karen Grogan, moved to a new role at the University of South Australia. I suspect the change in working hours has provided Karen with an opportunity to live a life without the media ringing at 6am! Karen's time with SACOSS was itself eventful, not least the move from the Torrens Building to Marjorie Black House, but this obvious change was by no means all that Karen achieved during her time with us. Karen set a new course for the SACOSS ship, building proactive new advocacy and policy relationships and directions, developing a strong vein of commissioned research, and reorganising the fundamental structure of how the organisation manages



Simon Schrapel (former Chair) with Karen Grogan (former Executive Director) at her farewell, October 2009

its funding bases. Knowing the demands of the job we did worry how we would find another person willing to give up a good chunk of their life for the SACOSS cause. As it happened that challenge was more easily overcome than expected, and we were very pleased to welcome in November Ross Womersley, already known to many of us through his position on Policy Council, as the new Executive Director. With his strong credentials in advocacy and management, strong social justice values, and wealth of experience in promoting the rights and interests of the vulnerable and disempowered, Ross has certainly been drawing on all his talents in this diverse and demanding new role. Ross may have thought through this change in his employment, but I am fairly certain he did not expect the number of changes he was to contend with in his first year... beginning with a new Chairperson!

For me, learning that a South Australian was the newly elected President of ACOSS was a real thrill. I could see immediately the opportunity this presented for greater representation of the issues facing the people living in poverty west of the NSW border, but then the challenge hit home as I realised that our very own Chairperson could not maintain his role at SACOSS and take on the national leadership! Simon

Chair's Report

Schrapel excelled as Chair for six years; his commitment to the goals of SACOSS, to the sector and those living in poverty and hardship, coupled with his deep knowledge of government and leadership, is now legendary. Simon has remained on the Board, despite the challenge of his new ACOSS role and the additional change in his career on becoming CEO of UnitingCare Wesley Adelaide so soon after. These changes created an opportunity for someone to step into the role as Interim Chair for the remainder of Simon's term, a challenge I accepted. As a long term member of the Board I hoped to provide an avenue for minimal change in the Board makeup, while allowing time to undertake a thorough process to fill the position.

If Ross and I thought these were to be the only changes we would face, we were wrong! Our Deputy Chair of the Policy Council, Jennifer Duncan, also took up a new job, and, although able to continue on the Board she was thus no longer the YACSA representative on the Council. Policy Council saw an opportunity to appoint Phillip Beddall to the role of Deputy Chair. A Life Member for his long service to SACOSS, Phil brought his experience in advocacy and knowledge of the housing, health and disability fields to his new role, and has met the challenges with great aplomb.

With the new leadership all sorted, other changes were before us. As a peak body SACOSS well reflects the community services sector it represents, and shares similar issues in relation to limited resources. One of those is a capacity to attract wonderful and committed people, who after serving us so well are destined to move on to other challenges. After many good years Senior Policy & Research staff Tom Stead and Richard Cannon, and Policy & Research Support Officers Lucas de Boer and Amy Kaim, found other opportunities too good to miss, and we welcomed Dr Greg Ogle, Kate Braham, and Kari Bowling. Lucas moved to YACSA

and so now attends Policy Council as a member, rather than the minute taker on staff!

To each of the wonderful people named above, thank you for the tremendous contribution you each made to SACOSS. Each of you now hold a place in the history of SACOSS, and your participation has been greatly appreciated by us all.

But not everything changed! Mavis continued to consult and work with our members and the sector with training and development, and Libby and Celia to hold the fort for SACOSS' finance, administration and communications. The government was returned in both state and federal elections — although the latter certainly finds itself in very different circumstances that may yet give new definition to the word "challenge". Ministers and senior government positions have changed, but SACOSS has renewed or forged new relationships, our advocacy has continued, and our *Blueprint for the Eradication of Poverty in South Australia* provides consistent advice to our leaders.

The community services sector continues to face the daily challenge of meeting demand for services while preparing for a new industrial system. Long an industry that delivers an enormous amount to the community and the economy, the people who work within it have not enjoyed the remuneration or conditions of their counterparts in the public sector or other industries. Change in this area is both essential and welcome, but equally the sector is exposed to great risk should funding bodies not recognise and address the expected increase in employment costs, and it faces this great unknown with trepidation.

The risk is shared by those least able to defend themselves, the people who need these services: some to be able to participate in their community, some to maintain dignity in their daily lives, others just to survive. SACOSS has provided leadership in the sector

through the Strong Community Healthy State campaign, which is working hard to ensure that vital services to South Australians are maintained. SACOSS has also contributed to the national pay equity campaign and has joined with over 300 organisations across Australia concerned to ensure that the one in three Australians who use these services every year will not be abandoned.

What else has not changed? Poverty and disadvantage seem constant in our community and in the lives of far too many South Australians. *South Australia's Strategic Plan* has established many goals, and the state government can demonstrate the gains it has made in many areas. But as a state we have not made the gains we had hoped for in those measures relating to SACOSS' key concerns. Tracking progress against social and welfare targets is challenging because the SASP does not always match our concerns explicitly; poverty is an example. Average progress in areas related to our concerns was almost 5 per cent behind the achievements as a whole, while housing targets were the worst performing — particularly in housing affordability and housing stress, where ground was lost. That we have a state government committed to planning for a better South Australia and prepared to set targets is a good thing. We would like to see targets that challenge everyone to improve the lives of South Australians who continue to experience poverty and disadvantage. That progress has not happened as we might have wanted it to in these areas means that further change is needed in our collective efforts, across both the government and community sectors.

My time as Interim Chair of SACOSS has been a wonderful experience: challenging, scary and rewarding! My sincere thanks to everyone for their contribution and support, in particular my own organisation. As a relatively small NGO it is a big ask that their CEO be shared in this way. By supporting me in this role, the leadership of the St John's Youth

Services Board reflects a wider sector where community service organisations struggle on a daily basis to meet the needs of the people who turn to them, and each and every one plays a critical role in making our community stronger.

To Ross — we have survived some interesting times, faced many changes and met many challenges. It has been a joy to share the ride with you these past months. You have achieved an enormous amount in your first year, and your commitment and concern for people is amazing. Thank you for your support when it should have been the other way around, and for the privilege of working with you.

In closing, my best wishes to the new Policy Council and Board, and not least to the new Chairperson. May you enjoy the ride!



Wendy Malycha

Board 2009/10

Attendance in the 09/10 electoral year

	Year Elected	Total Meetings Attended	Out of Total Meetings
Yvonne Bentham	2008	7	11
Michael Dawson	2009	9	11
Jenifer Duncan	2009	9	11
Marj Ellis	2009	9	11
Leigh Garrett Deputy Chair	2008	8	11
Peter Hall Treasurer	co-opted	8	11
Karen Hannon	co-opted	6	11
Wendy Malycha Interim Chair <i>from December 09</i>	2008	10	11
Simon Schrapel Chair <i>resigned December 09</i>	2008	7	11
Fiona Verity	2009	8	11
Ross Womersley	ex-officio	11	11

By the time you are reading this report I will be fast approaching the end of my first year in the role of SACOSS Executive Director. I am struck by what a year this has been.

When I first joined SACOSS there were a whole range of things already in train thanks to outgoing Executive Director Karen Grogan, the secretariat, Board, and Policy Council. We were trying our very best to get key issues on the table in the lead up to the state election through the *Create a Better State* campaign. Anti-Poverty Week had just run its course for another year. We were working with the state government, on behalf of the Health and Community Services Sector, to finalise our formal partnership in the *Stronger Together* agreement, the successor to *Common Ground* of 2004. We were in the final stages of representations and negotiations on the latest iteration of the Master Agreement with the state government, designed to provide a broad framework within which funding could flow to the sector. We had taken the lead on behalf of the COSS network in submissions to the Productivity Commission's review into Gambling in Australia. We were working on developing a new methodology for keeping track of the Cost Of Living. And amidst a range of other activities — like supporting an active Board, Policy Council, a range of more specialised Policy and Advocacy Groups, the Strong Community Healthy State Campaign Group, and roundtable gatherings — we were continuing a raft of advocacy and capacity-building work around developments in the national energy marketplace.

Within what felt like seconds of my arrival the media were ringing, wanting to know what Karen might be thinking about an unbelievably wide range of issues. "Yes, I am the new Executive Director", I explained in a slightly deeper voice, knowing full well that

I was about to be thrown in the deep end with whatever query was coming my way. Just weeks later I was doing my first early morning interview with Matt & Dave on ABC Radio 891, as they interrogated me on the implications of the Labor Party's pre-election promise to increase concessions. By the end of the (financial) year we had issued 23 media releases and commented on hundreds more issues: SACOSS appeared, was quoted, or mentioned 250 times between July 2009 and June 2010, 99 of which were in the press, and 151 on radio, TV, or online.

It wasn't long and the staff shuffle began: students reached the end of their internships, Policy & Research Support Officer Amy Kaim was offered a graduate officer's role with Health SA; Senior Policy & Research Analyst Richard Cannon found the job he'd been wanting for a while; Policy & Research Support Officer Lucas de Boer and Senior Policy & Research Analyst Tom Stead left for opportunities too good to pass up. By the end of June we still had Training & Development Manager Mavis Zutshi, and thankfully Libby and Celia have continued to be happy in their roles; student intern Kari Bowling was able to step in to help out on staff for a while (and new student interns came along); and Greg Ogle and Kate Braham had been appointed, both looking for opportunities remarkably like those we had available.

I always knew this job was not going to be without challenges but to be honest, I guess I had hoped it wasn't going to be quite this tumultuous. In the meantime the work just kept on coming.

As I look back, and then ahead to the coming year, I know we have a mighty collective challenge. Not just to help our member organisations, the wider community, and governments at both a state and federal level understand the trouble with a policy like Compulsory Income Management, but also to shine a light on all those other areas of activity



that so profoundly impact on people who live with social disadvantage.

We need to capitalise on opportunities to shape *South Australia's Strategic Plan* so as to ensure the interests of this state's most vulnerable citizens are front and centre. We need to monitor and try to influence the most significant health reform process ever undertaken in this country. We need our state and federal governments to make commitments to funding the outcomes of the pay equity case. We need to ignite a genuine focus on early intervention across many health and social policy domains. We need to join with our member organisations and the Aboriginal community and support them as we work together to close the still terrifying gap in life expectancy and health status. We need to ensure there is a plan in place that sees good quality, energy-efficient, safe, affordable and adaptable housing available for everyone. We need to work with our members, and the organisations they belong to, to build a much greater understanding about what is happening in essential services like energy, water, and communications. We need to help inform and shape understanding about the impact of permanent water restrictions on communities throughout the Murray-Darling Basin.

And that's without talking about the trouble with gambling, or the continuing opportunities to create a more restorative justice system that, despite our best efforts, seem to be constantly ignored. Nor have I raised the damaging impact of drugs, alcohol and violence on so many people's lives, or the profound challenges of getting our child protection system to operate in favour of both children and their families.

Last but not least I haven't talked about SACOSS' need to continue being supported to do the vital work we do. We need to support our members but we also need support *from* our members. We need to advise, respond to and consult with

government, but we also need government to consider helping SACOSS to extend our capacity to undertake the work they ask of us.

I am extremely proud of the quality and productivity of our work over the last year. In the midst of all the change I have been very fortunate to have always had extremely gifted colleagues in our secretariat and some fantastically willing contributors drawn from our Board, Policy Council and membership. I am particularly grateful for the support of Wendy as interim chair, Simon as the outgoing chair, and Leigh and Phillip in their deputy roles. I also want to acknowledge the outstanding work of those who left us through the year in Amy, Lucas, Richard, & Tom, as well as the fabulous contributions of Libby, Celia, Mavis, Kari, Greg, and Kate who either stayed or joined us.

While Wendy's quote from Ghandi commands that we must become the change we want to see in the world, changing the world is rarely a one person job. I am grateful to you all for the generous welcome you've shown me, and look forward to the work and the gains we can achieve together in the year ahead.



Ross Womersley

Executive Director

Karen Grogan contract ended October 2009

Ross Womersley commenced November 2009

Senior Research & Policy Analysts

Richard Cannon resigned January 2010

Dr Greg Ogle commenced March 2010

Tom Stead resigned May 2010

Research & Policy Support Officers

Amy Kaim resigned January 2010

Kari Bowling January - June 2010

Lucas de Boer resigned March 2010

Kate Braham commenced March 2010

Manager, Development and Training

Mavis Zutshi

Communications Officer

Celia Brissenden

Office & Finance Coordinator

Libby Connell

Student Interns

Dani Atkinson (Flinders University of SA)

Penny Williams (Flinders University of SA)

Kari Bowling (University of Adelaide)

Job Placement Intern

Amanda Breese

Create a Better State

July 2009 saw the launch of the *Create A Better State Campaign*, focussing on five issues that our members decided underpinned the social fabric of our state, and on how individuals could make a difference when the state election arrived in March 2010. A dedicated, interactive website was established with information, downloads, tools and tips: in its first month it had nearly 1000 hits, and by March more than 3,500.

Principles papers and accompanying fact sheets were released as an integral part of the campaign's information and advocacy role, on the five issues of Child Protection, Concessions, Health & Wellbeing, Housing, and Social Infrastructure. The Housing paper proved the most popular (downloaded 86 times), with Child Protection coming second (downloaded 64 times).

The campaign also featured several highly successful events, the output of which continues to inform our policy work.

On 31 August *Starting from Scratch: Re-imagining South Australia's Concessions System* provoked stimulating discussion and debate within the community services sector, as well as building a case for reform to the current concessions system.

We ran two Advocacy Days at Parliament House: Law & Justice on 11 September, and Affordable Housing on 30 November. Designed to bring together people from a variety of perspectives who would not normally be involved in politics, these events were a chance to bring people with lived experience face to face with politicians in small, facilitated groups, exposing our participants to the political process and politicians to the personal stories that so often can make the difference to policy. Feedback from all participants, including the politicians, indicated how beneficial they found

this chance to exchange knowledge, experiences, and ideas. They were also an exceptional organisational challenge for the SACOSS staff, who rose superbly to the occasion, twice.



The Labor government was re-elected on 20 March and Premier Rann promised a government that would be more engaged with the community.

We deferred hosting a child protection forum until post-election so as not to politicise such an important topic. In April 2010 we held *Imagine If...*, bringing together a number of leading minds working in or alongside the South Australian child protection system, to re-imagine what it would look like were it working optimally for all those it affects. The discussions ran an hour over time, the key findings of which will guide further work by SACOSS and its newly formed child protection working group.

On the policy front

In the meantime we were working with the Policy Council to prepare yet another compelling State Budget submission; working on a range of submissions including to the *30 Year Plan For Greater Adelaide* and to the Productivity Commission's Enquiry into the Contribution of the Not For Profit Sector (the Enquiry's final report was publicly released in February 2010); keeping the sector and government informed about the implications of the introduction of Modern Awards;

completing several key pieces of research, including a potentially seminal piece on the role and function of Peak Bodies in South Australia and some commissioned work about alternative employment models for the South Australian community sector; working with several members on the development of their own strategic plans; as well as building understanding right throughout government and the sector generally about the ASU's national pay equity case for community sector workers.

At a national level social policy has been moving quickly on many fronts. It is clear that the ground is moving: some issues that previously would have been naturally ACOSS' domain are now increasingly crossing the borders. The federal government has been engaging in all sorts of ways, with significant implications for what is happening in the states and territories. Energy, housing, disability and health reform, gambling, and refugee issues are all policy areas where clarity about national vs local influence and control is vanishing.

Nowhere is this more evident than with the federal government's decision to seek to potentially extend Compulsory Income Management for welfare recipients beyond the borders of the Northern Territory. From the outset the COSS network has been raising concerns that this constitutes a regressive form of social policy. It is an untargeted and thus

expensive intervention for which, to date, there is limited supportive evidence of its efficacy.

Using the government's own projections the scheme is estimated as costing a minimum of \$4,100 per person per year to implement, and SACOSS' analysis of what would happen if it were applied in South Australia raised a range of implementation problems and side-effects. We argued that the funds could be used far more productively by providing people likely to be captured by this scheme with real support to move from welfare dependence into work. The SACOSS information paper *Compulsory Social Security Income Management in South Australia* and its associated fact sheet were released in June 2010.

Another key area of policy work in the 2009/10 year was the release of the *Cost of Living Biannual Update*, which in July and December each year breaks down the Consumer Price Index totals, revealing the real, not averaged or equalised, costs of living. Senior Policy & Research Analyst Tom Stead worked on the mammoth task of creating the report structure and analysing the data for the first *Update*, released July 2009, and the second in December. His successor Greg Ogle has now taken on the mantle for July 2010 and into the future.

Utilities — in particular rising electricity charges — have dominated the agenda again, with numerous consultations and meetings throughout the year, followed often by submissions or briefing papers across a range of issues including the National Energy Customer Framework, retail pricing guidelines, hardship indicators, direct load controls, and distribution price review, amongst others. A series of fact sheets on these issues was released in April 2010. This crucial capacity-building work continues to be funded through our agreement with the Consumer Advocacy Panel.



*Hands Up against Poverty!
End of Anti-Poverty Week, Adelaide Central Market
17 October 2009*



Lower Lakes, Murray River

Water has also become an increasingly urgent issue, with SACOSS attending several of the various Murray-Darling Basin Authority forums, as well as a tour in April of the newly under construction desalination plant south of Adelaide, and the community consultation work outlined below.

SACOSS continues to have a presence, and indeed take the lead in the COSS network, in the gambling field. We prepared and submitted our own *Submission to the Productivity Commission Review into Gambling in Australia Draft Recommendations*, and then on behalf of the COSS network a final *Submission to the Productivity Commission Review into Gambling in Australia*.

How is the sector faring?

The 2009 Community Sector Survey, released in February 2010, revealed that, yet again, services are under pressure from a greater number of clients with growing and more complex needs. Key findings of the survey included:

- South Australian agencies provided services on 132,222 occasions, a 6 per cent increase from the previous year. Nationally, organisations recorded a 4 per cent increase from last year's service provision.
- The CPI increased by 4.5 per cent in the survey period, but SA government funding to community sector organisations was indexed at only 2.6 per cent. More than a third of respondents indicated that they received no indexation on their government funding, highlighting the inconsistent approach to

indexing between departments even within the same government.

- 87 per cent of respondents indicated that government funding does not cover the true cost of delivering contracted services.
- 77 per cent of respondents indicated that their funding agreements did not allow them to plan adequately for their organisation's future.
- Only 43 per cent indicated that their state government funding was ongoing or recurrent.

As a sector we have the challenge of ensuring governments understand that they should fund the vital work we do because of our diversity, our adaptability, our various sizes, our openness to inquiry and reflection. It is these qualities, and our long-term presence in local communities, that establish, sustain and nurture deep social capital.

Shaping relationships with government

December 2009 saw the release of *Stronger Together*, a document that outlines the potential for the relationship between the sector and the government, and builds and extends on the intentions from its predecessor *Common Ground*. We remain extremely hopeful that strong and supportive relationships flourish in line with the agreement.

During the year important work also began with the Health and Consumer Complaints Commissioner, on the development of a new charter of rights for consumers. This should be completed in late 2010.



Ministers for Education, Families & Communities, and Health, with SACOSS Chair Simon Schrapel at the *Stronger Together* launch

June ended with the first of a series of briefings, co-hosted by SACOSS and the Office of the Guardian for Children and Young People, on the new Information Sharing Guidelines, which will be implemented by government agencies and NGOs that provide family services and have a service agreement with the South Australian government. You can read more on this important initiative in the external committee report from our representative on the Steering Committee, Gill McFadyen.

Strength across sectors

SACOSS will always need allies, and in the lead up to the March 2010 state election we forged an important connection and alliance with South Australia's three other major peak organisations: the Local Government Association, the Conservation Council, and SA Unions. While not always unanimous in our positions and concerns, there is much we have in common, and the power of being able to advocate for the interests of vulnerable South Australians with a strong and united voice should never be underestimated. We remain very hopeful that this alliance will thrive into the future.

Sector development

In 2009/10 SACOSS offered a range of training through a variety of public courses, as well as customised training and consultation to many SACOSS member organisations. Together with the Department for Families and Communities in April 2010 SACOSS hosted community consultations in Mt Gambier and Pt Augusta, on improving access to training and skills development in the community services sector in rural and remote areas. Training & Development Manager Mavis Zutshi also represented SACOSS working with colleagues from the Australian National University and Flinders University, contracted by the The Murray-Darling Basin Authority to talk

with people and organisations within the Basin about their views on climate change and its likely impact. As we all now know, this was but a first small step in a process the federal government has conceded will require much more comprehensive community consultation.

SACOSS joined also with the Julia Farr Association in conducting the Loop conference. Events were held regionally and in Adelaide themed around the issue of 'who decides what quality is?' in the context of human services.

SACOSS continues to be represented on the SA Health and Community Services Skills Board (SAHCSSB), has engaged this year again in consultation with the Industry Skills Board, and has worked closely with the Department for Families and Communities on workforce development issues, including the research and completion of the *Alternative Employment Models for the South Australian Community Sector* Information Paper. Other valuable collaboration has occurred around the SA Unions project on retraining injured workers.

SACOSS continued to provide a wide range of ad hoc support and referral for our members, as well as the broader community sector, throughout the year. Assistance was sought in areas including award modernisation, strategic planning, organisational development and support (including constitutional advice and governance), conflicts within boards, financial planning/financial problems, assistance with setting up a peak body, advice regarding volunteers, requests for data, requests for individual assistance, and enquiries about insurance.

Highlights of 2009-10

July 2009 - March 2010	<i>Create A Better State</i> campaign
August 2009	'Starting from Scratch' concessions forum
September 2009	Law & Justice Advocacy Day
October 2009	Anti-Poverty Week opening and closing events
November 2009	Affordable Housing Advocacy Day
December 2009	<i>Stronger Together</i> launch with Department for Families and Communities and Department of Health
March 2010	Alliance formally forged between key peaks: SACOSS, LGA, Conservation Council, SA Unions
April 2010	'Imagine If...' child protection event

Create A Better State documentation July 2009

Child Protection: shift the focus to child health and wellbeing
(Principles Paper no. 1) and Fact Sheet

Concessions: shift the focus to equity
(Principles Paper no. 2) and Fact Sheet

Housing : shift the focus to access and affordability
(Principles Paper no. 3) and Fact Sheet

Law & Justice: shift the focus to crime prevention
(Principles Paper no. 4) and Fact Sheet

Social Infrastructure: shift the focus to human capital
(Principles Paper no. 5) and Fact Sheet

Information, Briefing and other Papers

Cost of Living – Biannual Update No.1: July 2009

Cost of Living – Biannual Update No.2: December 2009

*Compulsory Social Security Income Management in South Australia:
SACOSS Information Paper June 2010 and Fact Sheet*

*Alternative Employment Models for the South Australian Community Sector:
SACOSS Information Paper June 2010*

*The value of peak organisations in the South Australian Health and Community Services
sector: SACOSS Information Paper June 2010*

*Peak Demand and Direct Load Control in South Australia:
SACOSS Briefing Paper June 2010*

Peak Demand and Smart Meters: SACOSS Briefing Paper June 2010

Essential Services Factsheets, Energy April 2010

- *Memorandum of Understanding (MOU)*
- *Electricity Pricing*
- *The National Energy Customer Framework (NECF)*
- *Consumer Protections*
- *The Australian Energy Market Commission (AEMC) Review of Energy Market Frameworks in light of Climate Change Policies*

Submissions and Responses to government

July 2009 *The National, State and Territory Councils of Social Service (COSS) Submission to the Industrial Relations Commission*

August 2009 *Submission to the AEMC Review of Energy Market Frameworks in Light of Climate Change Policies*

August 2009 *Submission to the Australian Energy Regulator: ETSA Utilities Distribution Price Review 2010-2015*

August 2009 *Submission to the Legislative Council Select Committee on SA Water*

October 2009 *Submission on the 30-year Plan for Greater Adelaide*

December 2009 *Submission on the Water Industry Act*

December 2009 *Submission to the Productivity Commission Review into Gambling in Australia Draft Recommendations*

December 2009 *Submission to the ESCOSA Review of Retail Price Setting Methodology*

March 2010 *State Budget Submission 2010-11*

April 2010 *National, State and Territory Councils of Social Service (COSS) Submission to the Productivity Commission Review into Gambling in Australia*

May 2010 *Submission to the Senate Inquiry into Planning Options and Services for People Ageing with a Disability*

June 2010 *Submission to the National Advisory Council on Mental Health on income and living with mental illness*

June 2010 *Submission to ESCOSA's 2010 Electricity Standing Contract Price Path Inquiry*

August 2009 *Response to the Attorney-General's Donor Protection Legislation*

September 2009 *Response to the Statutes Amendment (Children's Protection) Bill*

September 2009 *Response to the Attorney-General's Department Disability Action Plan 2009-2012*

October 2009 *Response to the SA Health Mental Health and Wellbeing Policy 2009-2014*

Response to Quality Improvement Council's Consultation on Good Practice Guidelines for Community Services

Training Provided

Note that many of these sessions ran more than once through the year

Public programmes

- Risk Management
- Financial Planning
- Law & Justice Advocacy Day Training
- Housing Advocacy Day Training
- Governance
- Strategic Planning
- Managing Successful Groups
- Preparation for Climate Change adaptation workshops
- Introduction to leadership issues



Consultancy and tailored training

- Governance
 - Identifying difficult behaviour
 - Leadership & Management
- Developing effective communication
 - Strategic planning
 - Developing & writing policies
 - Developing a volunteer policy
- Developing workable policies and by-laws

Forums and other Events presented or hosted by SACOSS

- Law & Justice Advocacy Day
- Affordable Housing Advocacy Day
- Imagine If...* Child Protection Forum
- Starting from Scratch* Concessions Forum
- *Anti-Poverty Week Opening Event
- *Anti-Poverty Week Closing Event
- **The Loop* Conference Mt Gambier, Murray Bridge, Adelaide
- *Electricity: accessing information
- *Electricity: customer protections
- Strong Community Healthy State Award Modernisation Forum
- Stronger Together* Award Modernisation Presentation
- *ASU/SACOSS Award Modernisation Forum
- *Public Health Association/SACOSS Health Reform Forum
- Workforce Development ‘Knowledge Café’
- Regional consultations in Mt Gambier & Pt Augusta re: skills, training & workforce development
- *Riverland Public Forum for *Climate Change and Adaptation in the Murray-Darling Basin* Community Consultation
- *CEO Briefing on Information Sharing Guidelines
- Honorary Life Members Soirée

*co-hosted



Attendance in the 09/10 electoral year

Representative	Organisation	Category	Year Elected (2-year terms)	Total Meetings Attended	Out Of Total
Phil Saunders	Carers SA	Peak	2008	10	11
Gill McFadyen	CANH	Peak	2008	7	11
Ian Yates	COTA	Peak	2008	11	11
Ross Womersley <i>Resigned November 2009; replaced by Prue Gorman</i>	Disability Alliance	Peak	2008	6	11
Geoff Harris	Mental Health Coalition	Peak	2009	6	11
Andris Banders	SANDAS	Peak	2009	5	11
Gary Wilson	Shelter SA	Peak	2009	10	11
Jennifer Duncan Deputy Chair <i>until April 2010</i>	YACSA	Peak	2009	9	11
Katrine Hildyard	ASU	Metro NGO	2009	5	11
Phil Farrow	Bedford Industries	Metro NGO	2009	7	11
Marilyn Lennon	Legal Services Commission	Metro NGO	2009	6	11
Tina Karanastasis	Migrant Resource Centre	Metro NGO	2008	5	7
Meg Lees <i>Resigned from MS Association April 2009. Organisational membership expired Sept 2009.</i>	MS Association	Metro NGO	2008	0	0
Liz O'Keefe	OARS	Metro NGO	2009	4	11
Ryan Bullivant	St Johns Youth Service	Metro NGO	2008	11	11
Sue Arwen	Shine	Metro NGO	2008	1	11
Ed Carson	UniSA Social Policy	Metro NGO	2008	7	11
Libby Craft	UCW Port Adelaide	Metro NGO	2008	6	11
Rob Foggo	AC Care	Regional NGO	2009	9	11
Anthea Pavy	UCW Port Pirie	Regional NGO	2009	7	11
David Scrigmeour	Aboriginal Health Council	Aboriginal NGO	2009	3	11
Phillip Beddall Deputy Chair <i>from April 2010</i>	Individual	Individual	2008	11	11
Angelina Edwards	Individual	Individual	2008	1	6
Charlene Kent	Individual	Individual	2008	0	0
Marj Ellis	Individual	Ind/Board Rep	2009	5	11
Michael Dawson	Board Rep	Board Rep		9	11
Wendy Malycha Chair	Board Rep	Board Rep		11	11

Disability

Phillip Beddall
Anne Bunning (YWCA)
Phil Farrow (Bedford Group)
Phil Saunders (Carers SA)
Prue Gorman (Community Living Project)
Rosemary Warmington (Carers SA)

Essential Services

Phillip Beddall
Kathy Binks (UnitingCare Wesley Adelaide)
Jane Fisher (COTA Seniors Voice)
Mark Henley (UnitingCare Wesley Adelaide)
Vivien Hope (Multicultural Council of SA)
Frank Lampard (Aboriginal Prisoners & Offenders Support Services)
Marilyn Lennon (Legal Services Commission)
Andrew Nance
Phil Saunders (Carers SA)
David Scrimgeour (Aboriginal Health Council of SA)
Ciaran Synnott (Community Housing Council of SA)
Pat Waria-Read (Aboriginal Prisoners & Offenders Support Services)
Te Raehira Wihapi (Conservation Council of SA)
Rosalyn Williams (UnitingCare Wesley Bowden,
SA Financial Counsellors Association)
Gary Wilson (Shelter SA)

Employment, Education & Training

Jack Anderson
Alison Arblaster (SA Health & Community Services Skills Board)
Ed Carson (UniSA)
Jennifer Duncan (Youth Affairs Council of SA)
Ann Francis (City of Salisbury)
Mark Waters

Gambling

Eve Barratt
Andrew Cockington (UnitingCare Wesley Port Pirie)
Mark Henley (UnitingCare Wesley Adelaide)
Tony Lawrence (Aboriginal Family Support Services)
Michael McCable (Nunkuwarrin Yunti)
Debra Nelson
Mergho Ray (Relationships Australia SA)
Nigel Skeates (Salvation Army)
Simon Schrapel (UnitingCare Wesley Adelaide)

Health

Andris Banders (SA Network of Drug & Alcohol Services)
Elsa Barton (Flinders University)
Phillip Beddall
Charmaine Gallagher (Mental Health Coalition of SA)
Marj Ellis (Families SA)
Jane Fisher (COTA Seniors Voice)
Deborah Forbes (Mental Health Coalition of SA)
Anna Gregory (UniSA)
Peter Laintoll (Australian Refugee Association)
Anne Magarey
Diana O'Neill (Health Consumers' Alliance SA)
David Scrimgeour (Aboriginal Health Council of SA)
Mark Waters

Law & Justice

Anne Bainbridge
Chris Charles (Aboriginal Legal Rights Movement)
Mike Dawson (resigned during the year) / David Kerr (Victim Support Services SA)
David Ferraro (UCW Adelaide)
Neil Gillespie (Aboriginal Legal Rights Movement)
Geoff Harris (Mental Health Coalition of SA)
Marilyn Lennon (Legal Services Commission)
Andrew Paterson (Flinders University)
Jillian Paull (Mission Australia)
Kirsten Sandstrom (Service to Youth Council)
Leonie Tremayne
Pat Waria-Read (Aboriginal Prisoners & Offenders Support Services)

Strong Community Healthy State Campaign Group Ross Womersley

The Strong Community Healthy State (SCHS) Campaign Group is convened by SACOSS and composed of representatives from the Australian Services Union (ASU), the LHMU, Australian Major Community Organisations, and SACOSS. The campaign group met regularly through the year in a context of major changes in the industrial relations arena.

On 4 December the Social and Community Services Sector was delivered a new national modern award by Fair Work Australia, which operates in conjunction with new National Employment Standards.

The modern award took effect from 1 January 2010, and has already had an impact for all organisations and workers in the sector, not least being that most have transitioned from the state to federal jurisdiction.

At the same time as the modern award was being implemented, the Australian Services Union was engaged in negotiations with the federal government about the importance of recognising and extending the precedent set by a historic decision handed down by the Queensland Industrial Relations Commission on 6 May 2009.

This decision saw the Queensland Industrial Relations Commission award wage increases of between 18 and 37 per cent to Queensland community services workers on the basis of “pay equity” principles. Importantly, the Queensland government agreed to fund the outcomes from this decision — albeit with limitations that are of some concern to sector organisations.

The federal government agreed that it would support the Union to mount the first ever national equal remuneration

(pay equity) case before Fair Work Australia. This case commenced in March 2010 and was scheduled to run through till November 2010. It now seems unlikely that a decision will be forthcoming before June 2011. Wage rates and other wage related matters, as determined by the modern award, have been temporarily put on hold while the pay equity case proceeds.

While the case is in train, much of the focus of the SCHS Campaign Group (and indeed sector employers, employees and unions from right around Australia) has moved to lobbying federal, state and territory governments to commit to funding the increased wages costs that are anticipated will flow from a positive pay equity determination.

The SCHS Campaign Group joined with the ASU in support of a very successful national day of action rally in Adelaide on 10 June, and continues to actively raise the issue in all discussions with state and federal politicians.

While this has been a key focus for the Campaign Group this year, work has been proceeding on other fronts including supporting SACOSS to complete some research, commissioned by the state government, into alternative workplace arrangements that will support the sector in its efforts to attract and retain a highly skilled workforce. This research should be publically available in late 2010.

The Campaign Group has also had a number of discussions focused on issues of the development of career paths and career identities for the sector. Work on all these fronts is likely to extend into 2010/11.

List of External Committees on which SACOSS had a representative in the 2009/10 year

ACOSS Board of Governors

Centrelink Community Consultative Committee

Community Foodies Alliance

Courts Administration Authority Community Relations Committee

Dame Roma Mitchell Trust Fund for Children and Young People

Department of Health Data Linkage Steering Committee

DFC Steering Committee on Information Sharing Guidelines

Domestic Violence Death Review Advocacy Committee

Energy Consumers' Council

Essential Services Commission of SA (ESCOSA) Consumer Advisory Committee

Ethics Centre of SA

Food Access and Health in SA (Flinders University) Statewide Reference Group

Health and Community Services Complaints Commission Charter of Rights Reference Project Group

Human Services Peaks Forum

Legal Services Commission Board

Magill Youth Detention Centre Campaign Steering Group

OPAL (Obesity Prevention and Lifestyle) Strategic Advisory Committee

SA Dental Service Consumer Advisory Panel

SA Water Customer Council

SA Health & Community Services Skills Board (SAHCSSB)

South Australian Works Review Reference Group

*Reports from some of those listed above may be found on the following pages.
SACOSS is grateful to all its representatives for their time and commitment.*

ACOSS Board of Governors Wendy Malycha

From a South Australian perspective the greatest news from ACOSS is that a South Australian has been elected as President of ACOSS. Our former Chairperson and ACOSS representative Simon Schrapel took up this position in January, and I am thrilled to extend to him my congratulations via this report. Simon's wonderful leadership in advocating for justice in our community will continue unabated in his new role.

Simon's elevation to his new role had an unexpected outcome for me, in that I became the SACOSS nominee to ACOSS! Being quite new to ACOSS I am still very much trying to get my head around the national body as a Board member. My first impressions are of a group of people with a staggering breadth of knowledge of the Australian community, and I am looking forward to being part of the excitement of ACOSS in the coming year. If change has been a constant at SACOSS, it seemed it was to be replicated at ACOSS when CEO Claire Martin resigned to return to the Northern Territory.

Following is a summary of the key work undertaken by ACOSS over the past year. For further detail please visit the website www.acoss.org.au

ACOSS' Election Platform outlined the key priorities to build a fair Australia that ensures people on low incomes are not excluded because of social or economic disadvantage. ACOSS sought commitments from our political leaders on issues including work and income support; affordable housing, oral health, indigenous health, tax, climate change, and measures to strengthen the community sector. ACOSS participated in the National Oral Health



Alliance calls for more affordable and timely dental services, particularly for low-income Australians who are more likely to suffer from poor oral health.

ACOSS provided a submission to the Henry Review, a compiled a summary of the Review's key tax reform proposals comparing them with those advanced by ACOSS and the government's response. The report provided a robust framework for future reform of the tax system. Many ACOSS proposals were adopted by Henry — for example the proposal to reform the tax treatment of superannuation contributions, along with more consistent tax treatment of investment income generally.

In February 2010 ACOSS consulted its members about the development and introduction of a standard chart of accounts, a tool for reporting financial information to governments across the country. We consulted with our national member organisations; the Councils of Social Service in each state and territory; and COSS members at the state and territory levels. The report of that consultation that was provided to COAG.

ACOSS' annual Australian Community Sector Survey found that:

- Community and welfare organisations provided crucial support to keep struggling Australians afloat during the financial crisis, reports ACOSS' Australian Community Sector Survey 2010.
- Surveyed organisations provided services to Australians on 4.3 million occasions in 2008'09, an increase of 4 per cent on the previous year.
- Young people, sole parents and Indigenous Australians were among the groups with the highest need for services. There were over half a million requests for help from people needing youth employment and youth welfare services during the year.

ACOSS called for the withdrawal of the compulsory income management provisions in the Welfare Reform Bill,

and offered an alternative approach to reducing poverty and social exclusion, including adequate income support payments, improved employment assistance for long-term unemployed people, paid work experience, enhanced support services, and voluntary income management on an individual or community basis.

In a Submission to the Senate Select Committee on mental health, ACOSS raised concerns regarding the estimated 3 per cent of Australians who have a serious mental illness and the one in five who will experience a clinically definable mental illness at some stage in their lives.

Energy and Equity, a report produced by Australia's leading environmental, consumer and welfare organisations, argued that energy efficiency is potentially the quickest and cheapest way to cut greenhouse pollution. Energy savings of 30 per cent are possible using immediately available effective technologies. The report recommends that efficiency improvements be complemented by appropriate utility tariffs and safety net measures. The report was the result of a joint project between the ACOSS, the Australian Conservation Foundation and CHOICE.

ACOSS supported a joint submission by the Councils of Social Service across Australia to the Australian Industrial Relation Commission's Award Modernisation process. The submission highlighted the significant pay inequity faced by workers in the not-for-profit social and community sector, and argued that the sector must be given time and support to ensure that award modernisation achieves improved outcomes for its workforce.

ACOSS has established an Employer Reference Group as a working group for the not-for-profit social service sector comprising employer organisations, peak representative bodies, and unions

involved in the equal remuneration case for Social and Community Services workers. Its objectives are to facilitate communication and collaboration across the sector through the lifetime of the case and of the campaign for funding any wage increases. The Reference Group will provide a focus for sector organisations to develop strategies and messages in relation to the campaign for funding, and a conduit through which they can be apprised of developments and provide input into the case. ACOSS will be communicating regularly with members as the campaign for funding develops.

Courts Administration Authority Community Relations Committee Community Reference Group **Gabrielle Canny**

In the year under review the Community Reference Group (CRG) of the Community Relations Committee, which represents community views to the Courts Administration Authority (CAA), met on three occasions: 23 September 2009, 19 November 2009, and 24 March 2010. This reference group is designed to maintain trust and confidence in the courts and provides useful information and opportunities to submit community views directly to the CAA.

The CRG has been in existence for five years, starting with nine members, now increasing to 17. The September 2009 meeting was devoted to meeting the Thinker in Residence, Judge Peggy Fulton Hora, and discussing the concepts of restorative justice, diversion courts (such as the South Australian Mental Impairment Court and Drug Court), and strategies for delay reduction in South Australian courts. The CRG had been instrumental in the appointment of Judge Hora as the Thinker in Residence and this discussion was a good opportunity for the CRG members to air the views of their respective organisations on issues of concern in the justice sector.

The November meeting discussed the Thinker in Residence preliminary proposals, including a re-entry court, treatment plans, and the concept of a Family Treatment Court. The group discussed and updated the Courts Community Involvement Plan, noting the report from the Courts Community

Relations Committee on steps taken to open up the functioning of the courts to the public through Courts Open Day; Judges and Magistrates delivering talks to community groups; arranging mock

public sentencing demonstrations; civics and citizenship forums.

Group members observed that community sentiment was turning away from endorsing the government's emphasis on being 'tough on crime'. They commented that not only can the community not afford that stance, there appeared to be more interest in being 'smarter' about law and order.

The March 2010 meeting met with Gary Thompson, Chief Executive of the Courts Administration Authority, and reviewed the video presentation that is shown to jurors when selected for jury duty. This was a good opportunity for this resource to be critically examined by a wide representation of community members. The group expressed concern about the need to teach children about the law whilst they are still at school, and noted that the Thinker in Residence report may include recommendations on this issue.



Dame Roma Mitchell Trust Fund Christine Halsey

The Dame Roma Mitchell Trust Fund, set up in 2003 as an initiative of the South Australian government and SACOSS, continues to be a significant source of funding for both necessities and “extras” for children and young people who are or have been under the guardianship of the Minister for Families and Communities. The Trust Fund is overseen by a Board and funds are administered by the Public Trustee, who informs the Board of the amount of funds available for distribution in the two funding rounds held each year.

In 2007, an additional \$1 million was made available via a separate Deed specifically for children and young people with a disability who are, or who have been, in State care. This might have relieved some pressure off the original Deed distributions, but applications for assistance have continued to increase, as several avenues have decreased or disappeared.

In 2009, a third Deed called the Dame Roma Mitchell Foundation was established to gain deductible gift recipient status allowing donations to be tax deductible and potentially lengthen the life span of the Trust Fund. The Dame Roma Mitchell Foundation Deed operates alongside the existing Deeds, collectively known as the Dame Roma Mitchell Grants. The Board oversees each deed.

During 2009-2010 the Board held two funding rounds, in January-February and August-September. Consideration outside these rounds was also given where necessary, to applications for assistance with further education.

A total of \$223,000 was distributed to 183 applicants, including \$91,692 to children and young people with a disability. The main expenses funded included driving lessons (vehicles are no longer funded, except in exceptional circumstances under the Disability Deed), furniture, crucial health and dental expenses, and

computers.

The Board’s application for Deductible Gift Recipient (DGR) status was approved by the Australian Tax Office, and the Board hopes that this will attract donations from a range of sources so that the Trust Fund can continue to assist applicants.

The Board was grateful for the assistance of Department for Families and Communities staff in the process of applying for DGR status. Their support in the last 12 months has been invaluable and we have appreciated their commitment to seeking to ensure the continuation of the Dame Roma Mitchell Grants.

The Dame Roma Mitchell Foundation for Children and Young People, including a workplace giving programme, has now been established and will be officially launched later this year. The Board has established links with other entities to facilitate the channelling of funds into the Foundation.

The Dame Roma Mitchell Trust Fund has come a long way since 2003, and hopefully, with these things now set in place, it will continue to be successful in delivering much needed assistance to children and young people in South Australia. I commend the newly formed Foundation to SACOSS members, so that the life of the Fund may be successfully extended.



Energy Consumers' Council Rosalyn Williams

The Energy Consumers' Council (ECC) provides high level policy advice to the government on energy policy issues, including pricing and the reliability of supplies and services in the South Australian energy sector. During the past year the Council provided advice to the Minister for Energy on a range of topics, including solar access issues, wholesale price rebidding practices, the Smart Meter Bill, and emerging generation technology.

I was appointed as SACOSS representative to the ECC in January 2010 to replace Karen Grogan as representative of household consumers. Tom Stead attended as proxy for part of the year.

The SACOSS role on the ECC particularly focuses on accessibility, affordability and protections of energy supply for all household consumers, especially those who are most vulnerable including people who are aged, disabled, have low literacy or are living on a low income. SACOSS representatives have contributed to discussions on consumer protections, security of supply, energy efficiency, networking, and affordability of energy, as summarised below.

Consumer Protections

- Monitoring developments in the National Energy Customer Framework (NECF) legislative package, especially the development of national hardship provisions and Retailer of Last Resort.
- Ongoing coordination of a *Memorandum of Understanding (MOU) for Better Practices in the Provision of Assistance to South Australian Energy Customers Experiencing Financial Hardship and Having Difficulties in Meeting Payments for Energy Debts*.
- Researching barriers to accessing energy concessions and developing strategies to overcome these barriers.
 - Responding to the Essential Services Commission of SA's review of Consumer Information Requirements for the Energy Retail Market in South Australia.



Security of Supply

- Gaining information about the development of new generation energy production including geothermal exploration, wind farms, wave technology, cogeneration, and solar photovoltaic issues and opportunities.
- Monitoring the level of increases to generation required to meet growing demands and ensure security of supply.

Energy Efficiency

- Investigating energy efficiency impacts on vulnerable customers.
- Monitoring implementation of the Residential Energy Efficiency Scheme (REES).
- Monitoring developments related to the proposed Emissions Trading Scheme.

Networking

- Reviewing ETSA Utilities Electricity Distribution Determination for 2010-2015.
- Monitoring progress in the development of Smart Grids in South Australia.
- Maintaining an active interest in the costs and benefits of a possible rollout of Smart Meters in South Australia.

Affordability

- Monitoring impacts on price due to existing market structures, including market price spiking.
- Reviewing and reporting on price comparisons between South Australia and other states.
- Monitoring of the Standing Contract prices for electricity and gas.
- Providing input into ESCOSA's 2010 Electricity Standing Contract Price Path Inquiry.

More detail on discussions, reports, publications, presentations presented to the ECC including minutes of meetings are located on the ECC's website:

www.dtei.sa.gov.au/ECC/energy_consumers_council

Essential Services Commission of SA (ESCoSA) Consumer Advisory Committee Mark Henley

What does ESCoSA do?

The Essential Services Commission of South Australia (the Commission) was established under the *Essential Services Commission Act 2002*, with the objective of "protection of the long term interests of South Australian consumers with respect to the price, quality and reliability of essential services". ESCoSA currently provides regulatory oversight for electricity, gas, water and sewerage, maritime, rail, and barley marketing, though it is electricity and to a lesser extent gas regulation that is of most interest to SACOSS members, and are the only aspects of ESCoSA's work considered in this report.

Why is ESCoSA participation important for SACOSS?

Since the advent of full retail contestability for electricity in South Australia, prices paid by residential consumers for this essential service have risen significantly. SACOSS is acutely aware that people on a low income pay significantly more for electricity (and other utilities), as a proportion of their income, than higher income households. This, coupled with almost certain continued large rises in electricity costs for the foreseeable future, means that utilities costs in general, and electricity costs in particular, are likely to be drivers of hardship and poverty for some time. Ameliorating utility price shocks, particularly for low income households, is an important activity that can be supported by sound and responsive regulation.

Important developments/activities over the year

Over the past decade regulation of energy has been moving increasingly to a national level, with changing roles for state regulators and increasing responsibilities for the national rulemakers, the Australian Energy Market Commission and the Australian Energy Regulator (AER). Of particular importance has been the final iterations of the National Energy Customer Framework (NECF), national legislation due to be introduced into the South Australian Parliament in October 2010. ESCoSA has provided useful input into this substantial process, the final

element of the national energy market reform process.

During the year the price path for distribution charges for electricity was determined for 2010 to 2015. This determination was effectively a transition from responsibility being taken by ESCoSA to the determination being made by the AER. Preparation was also made for the process of determining the next standing offer retail price path for electricity. ESCoSA undertook detailed work on alternative methodologies for determining this price path, leading to the development of an 'index approach' being used to determine retail price increases beyond the first year of price path period.

ESCoSA retains responsibility for non-price regulation for electricity retailing, and in this area developed a guideline prohibiting the disconnection during a heatwave of customers due to inability to pay. This has been strongly supported by SACOSS, and advocated for inclusion in the NECF.

Work also continues with ETSA Utilities seeking ways on improving the reliability of electricity supply, and a significant exercise was undertaken to seek stakeholder input. The comprehensive annual 'state of the market' report was released in November 2009.

Future Issues

Application of the National Energy Customer Framework in South Australia will be an important area of work during the next year. ESCoSA will also start taking a greater role in the determination of regulated water prices for South Australian consumers during 2010/11, another development welcomed by SACOSS.

ESCoSA continues to be an effective regulator that makes significant effort to obtain the views of consumers on all matters they consider, and to think through potential impacts on low income households. The close working relationship between ESCoSA and SACOSS is valued.



Information Sharing Guidelines Steering Committee Gill McFadyen

The *Information Sharing Guidelines for Promoting the Safety and Wellbeing of Children, Young People and their Families* (ISG) are overarching principles and practices for all relevant government agencies and non-government organisations that support children, young people and their families. The ISG give guidance to organisations to share information appropriately so that services are provided earlier and are better coordinated. The ISG provide clear and consistent steps to follow to decide if sharing information is appropriate, while maintaining the balance between the right to safety and wellbeing and the right to privacy.

The ISG were developed by an across government and non-government working committee, and were endorsed by Cabinet in October 2008 for implementation in South Australia. They were developed through collaboration, and promote equitable rights and responsibilities for information sharing between government agencies and NGOs. Donna Mayhew, the Principal Advisor (Information Sharing) based with the Guardian for Children and Young People (GCYP) has a statewide role to oversee implementation and monitoring of the ISG.

In 2009 SACOSS was invited to nominate a representative for the steering committee. Mike Dawson held this position followed by Jennifer Duncan until her move from YACSA in April 2010. At this time I was nominated, commencing in June. Also represented are Australian Major Community Organisations, Department for Education & Children's Services (DECS), SA Police (SAPOL), Department for Families & Communities (DFC), SA Health and the Attorney-General's Department.

The initial focus has been on providing information and resources to assist organisations develop their Appendix, with Donna conducting a series of information sessions at SACOSS from July to

October including breakfast sessions for CEOs. Training has been conducted for DECS, SA Health, DFC and SAPOL.

ISG has been piloted in four NGOs: Australian Red Cross, Nunkuwarrin Yunti of SA, Centacare Catholic Family Services, and UnitingCare Wesley Adelaide. In recognition of the challenges for small NGOs in resourcing the implementation of the ISG, visits have been made by Donna and the SACOSS representative to two community centres to provide information and guidance for writing their Appendix.

In South Australia, ISG applies to all relevant funded organisations that have signed the Master Agreement, but irrespective of funding contracts the ISG is considered to be a good process for any organisation to work through when sharing information with consent. Evidence of compliance with the Information Sharing clause in the Service Agreement will be a completed ISG Appendix by the funded organisations, which has been approved by GCYP.

There has been some concern that the ISG contravenes national privacy laws. Crown Law advice is that a state funding contract for organisations also federally funded will override national privacy laws, however NGOs have been advised to still seek their own legal advice until new legislation has been passed.

In time, GCYP will provide DFC and Health with lists of organisations that have developed their Appendix, with those Departments adopting a staged approach to compliance to enable time for organisations to develop their own. Various resources have been developed including fact sheets and "A Guide to Writing an ISG Appendix", which can be downloaded from the GCYP website. An additional support for agencies writing their Appendix are the contacts for the NGOs currently piloting the ISG, also listed on the website.

www.gcyp.sa.gov.au/information-sharing-guidelines



Legal Services Commission Board Michael Dawson

The Legal Services Commission of South Australia (LSC) is concerned for the poor, disadvantaged and disempowered in its provision of legal advice and legal aid to members of the community. It also provides legal education and a number of access to justice programs. SACOSS puts a name forward as its nominee every three years to the Governor, who then makes an appointment as a community representative.

This role is a valuable and legitimate one for SACOSS. I am pleased to have sat as a Commissioner for several years and enjoy maintaining a 'social justice' input to the governance of the LSC.

The last two years have been extremely challenging financially for the LSC, and thankfully the government has recognised the increased costs in providing legal aid, with new and increased recurrent funding being announced in the recent State Budget. Commonwealth funding for the LSC work in the federal jurisdiction has been maintained, but not at an ideal level. Some key facts from a report by PricewaterhouseCoopers (2009) include:

- Australia spends only \$22 per capita per annum on legal aid, compared to \$77 in England and Wales.
- Expenditure on legal aid declined from 0.05 per cent of GDP in 1996/07 to 0.04 per cent in 2007/08
- Federal expenditure on legal aid has declined from \$176m in 1996/97 to \$155m in 2008/09 (about 12 per cent)
- Proportion of legal aid funding provided by the federal government has declined from 49 per cent to 32 per cent in the same period while state and territory funding has increased from 28 per cent to 40 per cent.

Some of the key achievements of the LSC in the financial year show the variety of services it offers, and have included:

- Four new duty solicitors in the Criminal Law Section.
- Family Law Division presented full day training to a children's support agency in the not-for-profit sector.
- Migration Section contributed to a number of successful visa applications by disadvantaged clients.
- Assignments Section continued to deal with an increased level of aid applications and an increased rate of approval of the applications.
- A new web-based Telephone Legal Help Line was established.
- Three Indigenous students completed placements under the National Indigenous Cadetship program.
- Client feedback surveys have continued to keep the LSC accountable and on track.
- The new Attorney-General has visited the LSC for strategic information and discussions with the Commissioners.
- Negotiations for the new National Partnership Agreement on Legal Assistance Services were progressed.
- Access Services have met an increased demand for education and general services.

It has been a very demanding year from a financial as well as an increased need perspective, during which the LSC has survived and kept standards high.

Access to services within existing and potentially shrinking resources has been able to be maintained by commitment, strong advocacy, careful planning and finally, a new injection of much needed state funds.



Magill Youth Training Centre Campaign Steering Group Lucas de Boer

The Magill Youth Training Centre is a juvenile detention facility located in the suburb of Magill, east of Adelaide. It houses boys and girls between the ages of 10 and 17. On an average day there are around 34 young people in Magill, four or five of whom are girls, and about 12 of whom are Aboriginal. Each year, around 500 children and young people spend time in Magill. Around half of the young people in Magill are on remand – in other words, they have been charged with a crime but not tried for it.

The Centre is constructed of sandstone and brick, with a large security-wire fence. Walkways between the separate buildings on the Magill site are caged, in direct contravention of the United Nations' *Rules for the Protection of Juveniles Deprived of their Liberty*. According to the state government, Magill does not meet modern building codes, occupational health and safety requirements, or the recommendations of the *Royal Commission on Aboriginal Deaths in Custody* and the *Australasian Standards for Juvenile Custodial Facilities*. It also contravenes the *United Nations Convention on the Rights of the Child*.

On 4 June 2009 the state government announced the cancellation of the Public Private Partnership (PPP) that would have seen the replacement of the Magill Youth Training Centre as well as the replacement and/or refurbishment of a number of other detention facilities within the state.

Following the announcement to cancel the replacement of Magill, the Youth Affairs Council of SA (YACSA), with the support of SACOSS, coordinated what eventually became a public campaign

designed to persuade the state government to reverse its decision and to go ahead with its previous commitment to replace Magill by 2011.

A campaign steering committee, consisting of representatives from a range of community sector organisations, was convened to coordinate and oversee the actions required. I was fortunate enough to be the SACOSS representative, and was able to witness first-hand the dedication and strength of the community sector as it mobilised to overturn the government's decision. The committee met approximately once a month from June to September 2009.

The campaign's most prominent piece of advocacy was an open letter to the Premier that appeared in the *Advertiser*, signed by over 40 experts, activists and organisations. Many individual South Australians, however, including many SACOSS members, took the time to contact the government, respond to online surveys, and convey their support to the campaign through YACSA's website.

This campaign, supported as it was by broad community action and the goodwill of the community sector, resulted in the state government's 23 September announcement to build a replacement facility for Magill, to open in the second half of 2011.



OPAL Strategic Advisory Committee Karen Grogan/ Ross Womersley

This committee was formed to provide strategic advice to SA Health to ensure the successful implementation of the Obesity Prevention and Lifestyle programme (OPAL) in South Australia. The programme is a key response by the SA government to increasing concerns about obesity and, specifically, the increasing incidence of childhood obesity.

Based on a French programme established in a series of prefectures (local government areas), it has been imported and adapted with the aim of improving eating and activity patterns in children and thereby increasing the proportion of 0-18 yr olds in the healthy weight range.

The programme works in regions and is co-sponsored by a growing group of local councils. A total of 20 local government areas will ultimately become involved, with each community committing to invest funds to support the roll out and to remaining an OPAL community for at least five years. Six communities — two regional and four metropolitan councils — were originally selected in 2009; a further four should become OPAL communities in 2010 with a further 10 to be identified and become involved in 2011/12.

The programme involves introducing a series of themes that directly set out to improve eating and activity patterns amongst children in the designated local government area. This year the focus has been on encouraging parents and caregivers to make water the drink of first choice for their children and families. This theme was “Water. The Original Cool Drink”. The next OPAL theme, “Reducing Screen Time”, focused on reducing the amount of time children spend watching a screen (TV, computer, DS), and replacing this with physical activity.

The committee has met regularly — approximately every four months — and is composed of representatives from a variety of interest groups including food retailers; chefs; local councils; sporting, community, medical and health interest groups; educators; and parents. A major focus of discussion has surrounded ways in which to enliven and embed the themes in communities.

Discussion has also revolved around ways to determine whether or not the programme is having the desired benefits, and the Committee is waiting on the availability of reliable data to help determine the efficacy of the investment.

SA Health & Community Services Skills Board Jennifer Duncan/Ross Womersley

The Health & Community Services Skills Board is composed of nominated employee and employer representatives from across the sector and has met regularly through 2009/10.

The Skills Board has a very small secretariat function in its role as a facilitator, catalyst and bridge between the health and community services industries, the government, the vocational education and training system and the community.

Over the last year, in addition to its ongoing consultation and reporting functions, the Skills Board has been focussed on a number of key activities — one in allied health, one related to culturally diverse workplaces, and one that involved laying the groundwork for the development of an Industry Workforce Action Plan.

The very successful allied health project, conducted in conjunction with the Department of Health, involved the development of a model to integrate allied health assistant roles into existing allied health career structures and to promote an allied health assistant career path.

On another front — following a number of concerns being raised with the Skills Board by employers, unions, peak bodies and training providers — the Skills Board hosted a Roundtable to consider the challenges associated with training and subsequent employment of culturally and linguistically diverse personal care workers and nurses in aged care.

Key stakeholders, including service providers, industry peak bodies, unions, training providers with aged care and language and literacy expertise, support and advocacy groups and relevant government agencies met to discuss issues and to generate ideas for response. Those

present at the Roundtable affirmed that:

- A culturally diverse workforce is to be celebrated and valued
- There are some complex challenges that require coordinated action from agencies with different expertise and responsibilities across the domains of policy, regulation, education and training, service provision, funding and workforce.

Yet another focus for Skills Board over the year was undertaking much of the groundwork that will ultimately result in the development of an Industry Workforce Action Plan for the health & community services sector. This builds on recognition that the sector is facing a range of serious challenges as we work to attract, build and retain a workforce with the skills and qualities we require if we are to continue delivering high quality services. This groundwork and consultation will lead to an industry endorsed plan to try and progress this across the health and community services sector.

SA Dental Service Consumer Advisory Committee Libby Craft

The Consumer Advisory Committee is made up of a group of people including health consumers, carers, community members and service providers who actively participate in health service planning, health policy, access and quality issues. It provides the opportunity for continuously improving consumer and community participation at the health site, the Directorate and the regional level.

The aims of the committee, which meets monthly, include:

- Provide effective community and consumer participation.
- Provide consumer input into improving service safety, quality and access.
- Provide a voice for community and consumers to health site, directorate or regional office Executives and CEO about health needs, priorities and services.

Over the past year SA Dental has demonstrated many strategies that continuously improve its service delivery to the community.

This year all members of the committee were given the opportunity to visit the SA Dental sites; I visited the Adelaide Dental Hospital and the Somerton Park clinic. Feedback from the site visits included a heightened awareness of the valuable impact of programs for Supported Residential Facility (SRF) residents, the practical information for parents, and the engagement with the Aboriginal community. Overall, members were impressed with the staff and facilities and the efforts to reach as many people in the community as possible. Of course it was evident that the demand was high, and the sites work at capacity — with waiting lists. Workforce issues regarding the lack of dentists to meet the need was raised, and the organisation is implementing a range of strategies to address this issue.

A client survey has been developed to gain feedback from consumers regarding their experience of Adelaide Dental Hospital (ADH). The questions cover treatment,

costs, risks, and information dissemination. Surveys will be circulated to a random sample of some 3,000 clients who have recently attended the ADH, a community clinic or school dental service. The survey is on target to run sometime during September 2010, and the outcomes will be used to further improve service delivery to the community.

SA Dental Services have also been working their way through a process of refurbishing school dental clinics at the rate of about three clinics a year. In addition, funding was attracted to create new clinics including at Mt Barker, Victor Harbor, Salisbury, Nurioopta and Hindmarsh.

In April this year we were pleased to be informed that SA Dental Service (with Adelaide University as a partner organisation) was successful in attracting \$2.1 million Commonwealth funding for a new 10 chair dental clinic at the Adelaide Dental Hospital.

Given the strategic direction of greater integration of oral health and the wider health system, efforts are now being put into rejuvenating public dental clinics in the new large GP Plus/GP Super Clinics. In the coming year, GP Plus Centres at Elizabeth (with 20 dental chairs) and Marion (with 24 dental chairs) will be completed.

Balancing a tight budget for Dental Services across South Australia and the needs for the service is always an issue, and the committee has supported staff in developing some strategies to assist.

I would like to thank the staff who support the Consumer Advisory Committee, in particular Glenys Raveane, Stephen Bampton and Dr Martin Dooland.



SA Water Customer Council Karen Grogan/Ross Womersley

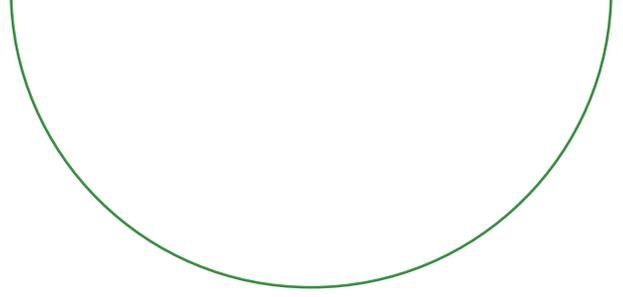
The SA Water Customer Council meets four or five times a year and is made up of a range of people representing residential, rural and commercial customers. Its role is to provide SA Water with guidance about issues from a broad customer perspective.

Water security remains a key area of concern right throughout South Australia, and SA Water plays a key role in planning for and delivering water security. Water security is inextricably linked to a number of other areas including food security and general community wellbeing. A key government response to extended drought was the introduction and imposition of water restrictions, and the impact of these measures was a key agenda item for the Customer Council over the year.

Another key part of SA Water and the state government's response to water security issues has been the development of desalination capacity in both metropolitan and regional SA, with a prime focus this year being on the development of the new desalination plant in the southern suburbs. Customer Council members had the opportunity to tour the new plant in April 2010. It is probably fair to suggest there are diverse views about the appropriateness of desalination as a way of increasing water security, particularly noting the costs involved, the subsequent flow on implications for water pricing, and the potential impact on the environment of the release of highly saline residues.

Through its involvement in the Council, SACOSS has actively sought to name and represent the likely negative impacts of the rising costs of water on people who have limited incomes. In the coming year

the Customer Council's attention is highly likely to move to consider the implications of the Murray-Darling Basin Authorities' report for SA Water's role in support of communities across South Australia.



Treasurer's Report Peter Hall

Having anticipated a small loss of \$1,916 for the 2009/10 year, it is pleasing to report that SACOSS has a surplus of \$5,346 — marginally higher than the previous year's result.

Income & Expenditure

We recorded an increase in overall income of \$7,4081, with income from our research and development work increasing significantly during the year. Fees for the use of Marjorie Black House are also continuing to increase as more organisations become aware of the facilities. Interest rates on deposits increased.

Expenses also increased, reflecting added staffing costs associated with the research and development activities. Other expenses were relatively consistent with the prior year.

Costs are constantly under review.

Balance Sheet

SACOSS maintains a healthy asset base; its net position has slightly increased from the previous year as a result of the operating surplus. Overall everything is positive for the current year.



Peter Hall

SOUTH AUSTRALIAN COUNCIL OF SOCIAL SERVICE INC.

FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2010

Board Statement

Income & Expenditure Statement

Balance Sheet

Notes to and forming part of the financial statements

Independent Auditor's Report

South Australian Council of Social Service Inc.

Statement by Board

The Board have determined that the South Australian Council of Social Service Inc. (SACOSS) is not a reporting entity.

The Board have determined that this special purpose financial report should be prepared in accordance with accounting policies outlined in Note 1 to the financial statements.

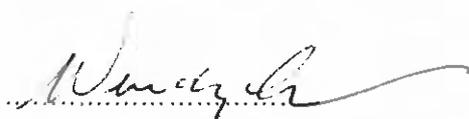
In the opinion of the members of the Board the financial report comprising the Income and Expenditure Statements, Balance Sheet and Notes to and forming part of the financial report:

- (a) Present fairly the financial position of SACOSS as at 30 June 2010 and its performance for the year ended on that date;
- (b) As at the date of this statement, there are reasonable grounds to believe that SACOSS will be able to pay its debts as and when they fall due.

During the financial year ended 30 June 2010:

- (a) No officer of SACOSS, a firm of which an officer is a member or a body corporate in which an officer has a substantial financial interest, has received or become entitled to receive a benefit as a result of a contract between the office, firm or body corporate and SACOSS; and
- (b) No officer of SACOSS has received directly or indirectly from the association any payment or other benefit of a pecuniary value.

Signed in accordance with a resolution of the Board and on behalf of the Board by:



Wendy Malycha
Chairperson



Peter Hall
Treasurer

Dated this 8 day of, OCTOBER 2010

South Australian Council of Social Service Inc.

Income & Expenditure Statement As at 30 June 2010

	Notes	2010 \$	2,009 \$
Income			
Grants		422,574	370,251
Member subscriptions		53,763	62,185
Donations		480	1,019
MB house fees		6,778	5,828
Sales and advertising		1,675	269
Interest		28,046	33,137
Expense recovery and transfers	4	-	1,338
Research and development		105,664	36,045
Conference and sponsorship		350	35,175
Total Income		619,329	545,248
Expenses			
Employment		471,758	396,891
Location		22,134	28,428
Supplies		22,724	18,411
Services		56,715	36,296
Reference materials		8,295	25,755
Travel		14,448	12,067
Equipment		16,673	21,529
General		1,236	1,516
Total Expenses		613,983	540,892
Net Operating Surplus (Deficit)		5,346	4,356
Transfer from Reserves		-	-
Marjorie Black House renovations and expenses		-	-
Net Surplus (Deficit)		5,346	4,356
Accumulated Funds at the beginning of the year		236,817	232,461
Accumulated Funds at the end of the year		242,163	236,817

These financial statements should be read in conjunction with the accompanying notes and the Auditor's Report

South Australian Council of Social Service Inc.

Balance Sheet As at 30 June 2010

	Notes	2010 \$	2009 \$
Current Assets			
Cash On Hand		349	3,748
Cash at Bank		487,226	566,353
Receivables		79,660	1,907
Prepayments		15,863	8,336
		<u>583,097</u>	<u>580,343</u>
Non- Current assets			
Property, plant and equipment	2	763,241	768,066
		<u>763,241</u>	<u>768,066</u>
Total Assets		<u>1,346,338</u>	<u>1,348,410</u>
Current Liabilities			
Creditors and Borrowings			
Creditors and Accruals		27,470	25,134
Grants and Funds Received in Advance		4,222	20,722
Membership Fees in Advance		-	5,952
Provisions			
Provision for Projects		36,287	10,500
Provision for Annual Leave		20,673	24,762
Provision for Long Service Leave		9,538	10,732
Provision for Staff Redundancies		17,272	25,079
		<u>115,463</u>	<u>122,881</u>
Total Liabilities		<u>115,463</u>	<u>122,881</u>
Net Assets		<u>1,230,875</u>	<u>1,225,529</u>
Accumulated Funds and Reserves			
Accumulated Funds		242,163	236,817
Reserves	3	988,712	988,712
Accumulated Funds and Reserves		<u>1,230,875</u>	<u>1,225,529</u>

These financial statements should be read in conjunction with the accompanying notes and the Auditor's Report

South Australian Council of Social Service Inc.

**Notes to and Forming Part of the Financial Statements
For the Year Ended 30 June 2010**

Note 1 : Statement of Significant Accounting Policies

This financial report is a special purpose report prepared in order to satisfy the financial reporting requirements of the Associations Incorporation Act. The Board has determined that the organisation is not a reporting entity

The financial report is prepared on a cash basis, is based on historic costs and does not take into account changing money values or, except where specifically stated, current valuations of non-current assets.

The following significant accounting policy, which is consistent with the previous period unless otherwise stated, has been adopted in the preparation of this report.

Income Tax

The organisation is exempt from income tax as a non-profit organisation and funds are not available for distribution to members.

GST

All income and expenditure are stated net of the amount of goods and services tax (GST).

Comparatives

Where necessary comparative figures have been adjusted to conform with the presentation of current year figures.

Fixed Assets

The depreciable amount of all fixed assets is depreciated over the useful life of the asset commencing from the time the asset is held ready for use. Assets purchased by grant funding are expensed in the year of purchase.

Employee Entitlements

Provision is made for the organisation's liability for employee entitlements arising from services rendered by employees to balance date. Employee entitlements include annual leave, long service leave, and redundancies where applicable.

Contributions are made by the organisation to superannuation funds and are charged as expenses when incurred.

Revenue

Government and other grants are brought to account as income to the extent to which they have been applied to the intended projects. Amounts received and not yet applied are recorded as liabilities under Grants and Funds Received in Advance.

Membership fees are brought to account as income to the extent to which they represent fees for the current year. Fees received for subsequent years are recorded as liabilities under Membership Fees in Advance.

These financial statements should be read in conjunction with the accompanying notes and the Auditor's Report

South Australian Council of Social Service Inc.

**Notes to and Forming Part of the Financial Statements
For the Year Ended 30 June 2010**

	<u>2010</u>	<u>2009</u>
2. Property, Plant & Equipment		
Marjorie Black House	730,000	730,000
Office Furniture, Equipment & Software - at cost	165,991	159,966
Less: Accumulated Depreciation	<u>132,750</u>	<u>121,900</u>
	<u>763,241</u>	<u>768,066</u>

The property known as Marjorie Black House was transferred to SACOSS in 2006 (value \$600,000) and is disclosed at the Valuer General's valuation.

3. Reserves

Balance at beginning of year	988,712	918,712
Bequest - Marjorie Black House	-	-
Funds expended - Marjorie Black House	-	-
Asset revaluation reserve	<u>-</u>	<u>70,000</u>
Balance at end of year	<u>988,712</u>	<u>988,712</u>

4. Cost Recovery from Projects

SACOSS has a policy of recovering a portion of its administrative costs from projects.

These financial statements should be read in conjunction with the accompanying notes and the Auditor's Report

**INDEPENDENT AUDITOR'S REPORT
TO THE MEMBERS OF
SOUTH AUSTRALIAN COUNCIL OF SOCIAL SERVICE**

Report on the Financial Report

We have audited the accompanying financial report, being a special purpose financial report, of South Australian Council of Social Service which comprises the Statement by Board, Income and Expenditure Statement, Statement of Financial Position, and accompanying notes set.

Board's Responsibility for the Financial Report

The board of the association is responsible for the preparation and fair presentation of the financial report and has determined that the accounting policies described in Note 1 to the financial statements, which form part of the financial report, are consistent with the financial reporting requirements of the Associations Incorporation Act SA (as amended) and are appropriate to meet the needs of the members. The board's responsibilities also include establishing and maintaining internal control relevant to the preparation and fair presentation of the financial report that is free from material misstatement, whether due to fraud or error; selecting and applying appropriate accounting policies; and making accounting estimates that are reasonable in the circumstances.

Auditor's Responsibility

Our responsibility is to express an opinion on the financial report based on our audit. No opinion is expressed as to whether the accounting policies used, as described in Note 1, are appropriate to meet the needs of the members. We conducted our audit in accordance with Australian Auditing Standards. These Auditing Standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial report in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the committee, as well as evaluating the overall presentation of the financial report.

The financial report has been prepared for distribution to members for the purpose of fulfilling the board's financial reporting responsibilities under the Associations Incorporation Act SA (as amended). We disclaim any assumption of responsibility for any reliance on this report or on the financial report to which it relates to any person other than the members, or for any purpose other than that for which it was prepared.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Independence

In conducting our audit, we have complied with the independence requirements of Australian professional ethical pronouncements.

Auditor's Opinion

In our opinion, the financial report of South Council of Social Service presents fairly, in all material respects, the financial position of the entity as at 30 June 2010 and of its financial performance for the year then ended in accordance with the accounting policies described in Note 1 to the financial statements.



SOTHERTONS
Adelaide Partnership

42 Hurtle Square, Adelaide


ALEX READE

Dated 12 October, 2010.

Lifetime Members

Phillip Beddall
Grethe Brown
Harvey Brown
Brian Butler
Kym Davey
Colleen Fitzpatrick
Gael Fraser
Daphne Gum OBE
Peter Hall
Sheila Hall AM
Christine Halsey
Mark Henley
Margaret Hunter
Simon Kneebone
Wendy Malycha
Joy Noble
Louise Portway
Lange Powell
Ruth Prescott
Judith Roberts AO
Pam Simmons
Brian Ward
Mark Waters
Andrew BC Wilson AM
Michael Wooley
Ian Yates AM

Individual Members

Julie Adderley
Grahame Adkins
Jamieanne Albrecht
Maxie Ashton
Harold Bates-Brownsword
Jo Boulderstone
Arlette Beelitz
Lisa Beinke
Yvonne Bentham
Cynthia Betterman
Anne Bourne
Graham Brown
Jeremy Brown
Danielle Burford
Robert Caley
David Cappel

Anja Clark
Andrew Clarke
Scott Cowen
Truus Daalder
Pam Dale
Pamela Darwin
Jenny Dawes
Angela De Conno
Paris Dean
Mathew Deane
Sunil Kumar Dixit
Jennifer Duncan
Angelina Edwards
Marj Ellis
Chris Field
Jeffrey W Filsell
Robert Fletcher
Margaret Galdies
Pauline Gambley
Emma Gillett
Angela Gillingham
Ian Goodwin-Smith
Jacqueline Halabi
Kris Hanna
Karen Hannon
Patricia Hart-Dundon
Robert W Hayes
Robyn Herczeg
Jody Holdback
Lindsay Holmes
Leila Huebner
Richard Hughes
Elizabeth Hutchison
Deana Iveson
Michele Jarldorn
Amy Kaim
Michael Keenan
Charlene Kent
Deborah Keyatta
David Kilner
Kathryn Kingston
Victor Krawczyk
Peter Lake
Paul Laris
Ann Lawless
Anne Magarey
Bev Majda

Khurram Waqas Malik
Heidi Maurer
Scott McFarlane
Sara McLean
Margaret Mealor
Dennis Murton
Veronica Nagathota
Evelyn O'Loughlin
Mark Parnell
Roger M Porter
Felicity Prance
Arjun Prasad Kandel
Barry Pritchard
Kate Reynolds
Stephen Richards
Satchi Riehl
Elizabeth Rodda
Paula Rowe
Bahar Salenhi
Anne Sanders
Andrea Sargent
Phil Saunders
Jhunu Schrapel
Norma Shepheard
Scott Sims
Jenny Slape
Marie Sloan
Debra Snelson
Heather Southcott
Khali Stanton
Angela Stephenson
Barbara Stephenson
Anne Tepper
Gianna Tridente
Eugenia Tsoulis
Rhonda Turley
Alex Villacorta
Christopher Wainwright
Jan Wallent
Melissa Westbrook
Coral Wheaton
Michael White
Frances Wilde
Jayne Wrigley
Pauline Zanet

Organisation Members

AC Care
ACEDA
Adelaide City Council - City Community Program
Adelaide Day Centre for Homeless Persons
Aged and Community Services SA and NT
Aged Rights Advocacy Service
AIDS Council of SA
Alzheimer's Australia SA
Ambulatory and Primary Health Care Service
Anglicare SA
Archway Foundation SA
Assoc of Professional Engineers, Scientists & Managers, Aust
Australian Association of Social Workers Ltd (SA)
Australian Education Union (SA Branch)
Australian Red Cross (SA Division)
Australian Refugee Association
Australian Services Union
Australians for Native Title and Reconciliation SA
Baptist Care (SA)
Barkuma
Bedford Industries
Birthline Pregnancy Support
Body Mind Link Service
The Broughton Art Society
Camden Community Centre
Carers SA
Centacare Catholic Family Services
Central Domestic Violence Service
Churches of Christ CareWorks
City of Onkaparinga
City of Prospect - Prospect Library
Clubhouse SA
Community Business Bureau
Community Centres SA
Community Housing Council of SA
Community Living Project
Connecting Up Australia
COTA Seniors Voice
Country North Community Services
Darwin Health Library
Drug Arm Australasia
Edmund Rice Camps (SA)
Flinders University SA Community Health Research Unit
Gawler Community Services Forum
Gay and Lesbian Community Service of SA
Grandparents for Grandchildren SA
Health Consumers Alliance of SA
Health Promotion Branch - Health SA
Hepatitis C Council of South Australia
Hills Community Options
Homelessness SA
Hutt Street Centre Ltd
Individual Supported Accommodation Service
Interchange
Jewish Community Services
Julia Farr Housing Association
The Junction Community Centre
Legacy Club of Adelaide
Legal Services Commission of SA
Life Without Barriers SA
Lutheran Community Care
Marion Life Community Services
ME/CFS Australia (SA)
Mental Health Coalition of SA
Mental Illness Fellowship of South Australia
Migrant Resource Centre of SA
Milang Progress Association
Mind Australia
Mission Australia - SA Region

Members 2009/10

Multicultural Aged Care
Multicultural Communities Council of SA
Multiple Sclerosis Society of SA and NT
Muslim Womens Association of SA
Nanny SA
National Council of Single Mothers & Their Children
Network SA
Nexus Multicultural Arts Centre
Northern Suburbs Housing Co-operative
Northern Volunteering SA
OARS Community Transitions
Obsessive Compulsive Disorders Support Service
Office of the Guardian for Children and Young People
Palliative Care Council of SA
Paradise Community Services
Parkinson's South Australia
Partners of Veterans Association of Australia, SA Branch
People Living With HIV/AIDS (SA)
People of Logos
Playford Community Fund
Quality Management Services
Quit SA
Relationships Australia (SA)
Remote and Isolated Childrens Exercise
Renmark Paringa Community Centre
SA Council on Intellectual Disability
SA Unions
Safer Communities Australia
The Salvation Army
Service to Youth Council
Shelter SA
SHine SA
Skill Teaching and Resources
The Smith Family
Social Options Australia
Social Policy Research Group - University of South Australia
Soil Association of South Australia
South Australian Financial Counsellors Association
South Australian Network of Drug and Alcohol Services
South Australian Salaried Medical Officers Association
Southern Junction Community Services
SPARK Resource Centre
St John's Youth Services
St Vincent de Paul Society (SA)
Stable Help
Status Works
Time for Kids
Toc H South Australia
Tutti Ensemble
UnitingCare SA
UnitingCare Wesley Adelaide
UnitingCare Wesley Bowden
UnitingCare Wesley Port Adelaide
UnitingCare Wesley Port Pirie
Unity Housing Company
Victim Support Service
Volunteering SA
Welfare Rights Centre SA
West Coast Youth Services
The Women's Housing Association
Working Women's Centre SA
The Wyatt Benevolent Institution
Youth Affairs Council of SA
YWCA of Adelaide

South Australian Council of Social Service 63rd Annual Report 2009/2010

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