

Annual Report 2009-10



NCOSS



**Council of Social Service
of New South Wales**



The Council of Social Service of New South Wales (NCOSS) is the peak body for the social and community services sector in New South Wales. NCOSS works with its members on behalf of disadvantaged people and communities towards achieving social justice in New South Wales.

NCOSS was established in 1935 to promote cooperation in the provision of community services and influence social legislation. Today our constituents are:

- our members
- other peak community service agencies in NSW
- service providers
- other agencies working in the social policy and social services field
- individual members interested in social policy and social service issues
- disadvantaged and low income people and communities in NSW.

NCOSS provides an independent voice on welfare policy issues and social and economic reforms and is the major co-ordinator for non-government social and community services in NSW.

We act as a channel for consultation with government and between parts of the non-government sector with common interests and diverse functions.

NCOSS is a membership organisation. Members range from the smallest community services to the largest major welfare agencies, state and regional level peak councils, churches, hospitals, local government and consumer groups.

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■ Council of Social Service of New South Wales

Who we are

The Council of Social Service of New South Wales (NCOSS) is the peak body for the social and community sector in NSW. We were established in 1935 to promote cooperation in the provision of community services and influence social legislation.

Today NCOSS provides an independent voice on social and economic policy issues and reforms and is the major co-ordinator for non-government social and community services in NSW. We act as a channel for consultation with government and between parts of the non-government sector with common interests and diverse functions.

NCOSS also provides and facilitates organisational development services and products designed to improve the effectiveness and viability of not for profit human services organisations.

Statement of Purpose

NCOSS will provide leadership to the social and community services sector in NSW by working with our members and others to influence public policy to achieve social justice for disadvantaged people and communities.

Our vision

NCOSS has a vision for a society where there is social and economic equity, based on co-operation, participation, sustainability and respect.

Our guiding principles

NCOSS is committed to:

1. Integrity and Respect
2. Collaboration, partnership and cooperation
3. Distinction through enterprise and initiative
4. Community partnership and mutual development
5. Diversity of cultures, ideas, organisations and peoples
6. Accountability, transparency and accessibility

Our goals

1. Influence and advocate for public policy on social issues in NSW
2. Develop the knowledge and capacity in the community sector
3. Build a well resourced and capable organisation that is a recognised and respected leader on social issues

■ President's Message

NCOSS will celebrate its 75th anniversary in August this year. It is an important milestone. Both a time for celebration as well as a time for reflection; a time to consider our past and also look towards our future.

To help us look towards our future we have planned a 75th Anniversary Conference; *Fairness in NSW* at which we will be considering presentations from our political and industry leaders on our progress towards a more fair and just state.

To help us consider our past we have published a brief history of NCOSS. This history canvasses our beginnings in 1935 when Australia was reeling from the impact of the Great Depression. Unemployment had risen to 28% as our nation struggled to assist those facing widespread social dislocation with the presence of only a small number of government programs and charitable agencies. NCOSS began as a body to better coordinate these social agencies which were not prepared to meet the unprecedented social and economic needs of our citizens.

Over 75 years NCOSS has both responded to and has also set some of the key social agendas of our times. An important example of this is a major research study we undertook in the 1960s into the experience of war widows. This resulted in a high profile report "*Widows in Australia*", which sparked much public debate and was referred to by both Federal and State politicians as informing changes to legislation and welfare entitlements. As well as growing and developing as an organisation NCOSS has started many other agencies. These agencies often began as subcommittees of NCOSS and were then supported to grow and become independent organisations. We now



often work closely with these agencies, which include the Local Community Services Association and the Network of Community Activities. NCOSS was also a key player in the formation of the Australian Council of Social Service in 1951.

The work of NCOSS during the last year to influence public policy towards greater social justice for disadvantaged people and communities is detailed in this report. Several key aspects of our work however, require particular

mention; these include the development of the document to support our election campaign – *Vote 1: Fairness in NSW*. This publication is the result of extensive consultation across our industry and will guide our work over the term of the next State Government. Another important initiative was our first Indigenous Women's Leadership Program for Aboriginal women in our sector. A key aspect of this project was a number of presentations from Aboriginal women, who were all leaders in their own fields.

None of the work detailed in this Report would have occurred without the NCOSS staff. Our staff are both highly professional in their work and passionate about social justice. Our Director, Alison Peters, continues to provide thoughtful and incisive leadership, both to NCOSS and to our industry.

My thanks to my fellow Board members for challenging debates, thoughtful discussions and committed leadership.

Pam Batkin
President

■ Director's Message

Coming out of the Great Depression a group of charitable and welfare organisations that had been providing support to the most impoverished got together. They believed that they could do better in their efforts to make a difference in the lives of people and they also believed that governments could do more to address the causes and consequences of poverty. They decided to establish a Council of Social Service with two purposes; firstly to co-ordinate their own activities and secondly to lobby governments about social policy to address the needs of the most marginalised and vulnerable people in our society.



NCOSS in its 75 years has always stood for social justice. Our work is firmly grounded in a belief that a fairer and more equitable society based on participation and respect and one that is sustainable is important - not just for those doing it tough but for us all. Our focus is resolutely on those who are vulnerable, marginalised, disengaged and voiceless because we believe that improving the life circumstances and opportunities for the most disadvantaged people improves the quality of, and opportunities for, the whole of our society.

Our advocacy is about pursuing public policy that raises the average by focusing on the bottom rather than increases at the top.

This is often a big ask in an environment where it sometimes seems that the focus is more on "me" than "we" and public policy seems to focus on everybody being treated the same rather than accepting that real equity comes from supporting those who most need it. As Australia's economy continues to outshine many others, the public focus remains on those who are doing well with virtually no consideration of the growing gaps between the well off and those at the bottom. When there is an acknowledgment of the "two speed economy" it is couched in economic terms with no real understanding of the impact on people - the human and social cost.

This annual report highlights the many and varied issues analysed, researched, consulted on, discussed, debated and advocated for by NCOSS. At the heart of every matter is a focus on making a real difference for the most vulnerable and disadvantaged people and communities so that they can take advantage of opportunities to lead decent, safe and fair lives - opportunities that many of us take for granted.

None of this work would be possible without the knowledge, expertise, wisdom and commitment of the NCOSS staff.

The high regard in which NCOSS is held by politicians, government officials, the sector and the general public is in no small part the result of their efforts and is a tribute to their dedication. I would like to thank them all for the work they do in making NCOSS the best it can possibly be.

It is also important to acknowledge the contribution of the NCOSS Board, the members of the various policy advice groups and forums and those who have participated in our consultations and work over the year. Such input is of immense value to NCOSS in ensuring that our advocacy is based on the broadest understanding of the issues and takes into consideration a diversity of options, views and opinions when developing our policy positions. The capacity to have robust discussion about the best way forward is fundamental to maintaining NCOSS as a strong, authoritative, independent and respected organisation.

Some seventy five years after the establishment of NCOSS our goals remain to advocate for sound public policy that meets the needs of the most vulnerable and disadvantaged people and communities and to be the best we can possibly be in our contribution towards achieving a fairer society. This annual report is a testament to our ongoing work to deliver the vision of our founders all those years ago.

Alison Peters
Director

■ NCOSS Board

The NCOSS Board is a vital link between the social and community services sector as a whole and the NCOSS staff. Around half the Board is elected each year, with Directors' terms set at two years. During the year, additional Board members are co-opted to fill vacancies and to ensure that as many major community interests as possible are represented.

The members of our 2009-10 Board were:

Pam Batkin, President

Bernard Boerma, Vice President, CatholicCare

Mary Perkins, Vice President until November 2009; then Director, Shelter

Bill Pritchard, Vice President, Aboriginal Child, Family & Community Care State Secretariat (AbSec)

Paul Drielsma, Treasurer (retired November 2009), UnitingCare Burnside

Denele Crozier, Treasurer, Women's Health Inc

Helen Campbell, Secretary, Redfern Legal Centre

Jane Allen, Director (retired November 2009), Community Programs Inc

Helen Backhouse, Director, Illawarra Forum Inc

Karen Bevan, Director (appointed November 2009), UnitingCare Children, Young People and Families

Matthew Bowden, Director, People with Disability Australia Inc

Michael Coffey, Director, Youth Accommodation Association

Sarah Fogg, Director (appointed November 2009), The Benevolent Society

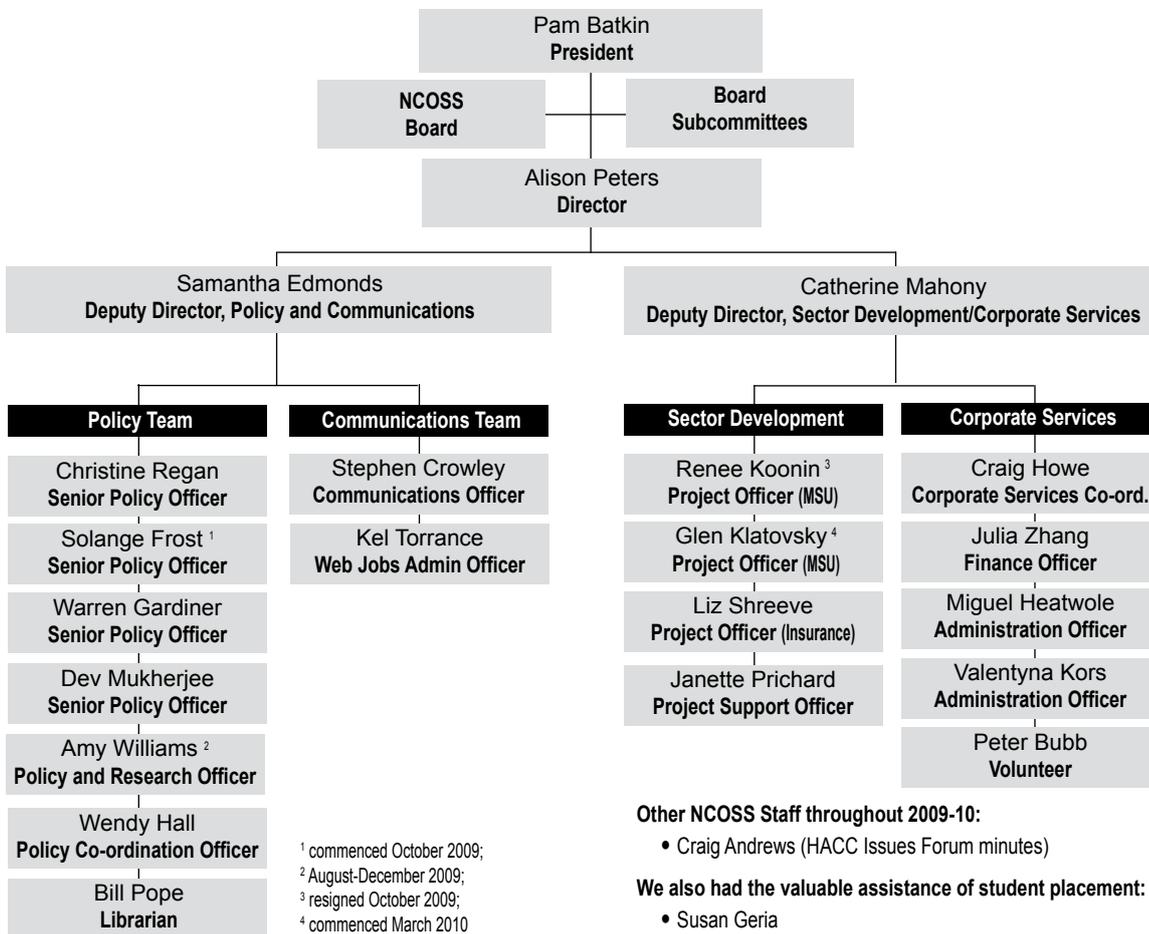
Susan Heyne, Director, Lower North Shore Community Transport Inc

Bev Lange, Director (retired November 2009), Bobby Goldsmith Foundation

Simone Payne (retired November 2009), Director, Canterbury Youth Services

Elizabeth Priestley, Director, Mental Health Association NSW Inc

■ NCOSS Staff 2009-10



Back row (l-r): Liz Shreeve, Craig Howe, Bill Pope, Stephen Crowley, Wendy Hall, Dev Mukherjee, Julia Zhang
Front row (l-r): Sophie Partridge, Valentyna Kors, Christine Regan, Alison Peters, Samantha Edmonds, Susan Geria



Above (l-r): Glen Klatovsky, Janette Prichard, Miguel Heatwole, Solange Frost

■ 2009-10: The year in review

Policy and advocacy

NCOSS has a long history of advocating and influencing social issues in NSW. Our aim is to advance the interests of disadvantaged people and communities, and the non-Government (NGO) Sector, to the NSW Government and, with increasing importance, the Commonwealth Government. This means working with ACOSS and other State and Territory Councils of Social Service (the COSS network) on national issues that impact on disadvantaged people and communities and the NGO sector in NSW.

The policy and advocacy work of NCOSS covers a broad range of issues including those that are not normally addressed as part of the 'human services' arena. This includes such things as planning, transport, climate change and the environment. These issues have a major impact on the lives of disadvantaged people. For example, without transport other services cannot be accessed.

NCOSS believes that it is essential that we continue to develop and articulate clear positions on a wide range of issues to ensure that decisions are made taking into account the needs of the most vulnerable and disadvantaged and that the consequences of policy in this area does not have unintended negative consequences.

NCOSS also advocates on significant industry issues on behalf of the sector. Through policy development, research, advocacy and industry services we proactively support a high quality and effective sector. One of our key objectives in this area is to influence key government policies so that they have a positive impact on the sustainability, capacity and vitality of the community sector.

Throughout 2009-10 the Council of Australian Governments (COAG) met and announced major changes across a range of policy areas. There were significant ramifications in terms of the Commonwealth/States relationship. While the Rudd Government claimed a new era of co-operative federalism, the Commonwealth continued to exert control over expenditure and service delivery in a growing range of areas, previously the domain of the states and territories. This meant that it was more important than ever for NCOSS and the COSS network to ensure good collaboration and information sharing to ensure the best possible outcomes for low income and vulnerable people and communities. Areas that NCOSS took a specific and active role in were the National Health and Hospital Network reforms, where our concerns were on the focus of the reforms on GPs and Hospitals rather than the whole 'health' system and the proposed HACC split whereby the Commonwealth will, from 1 July 2011 take full responsibility (funding, management and oversight) for community care for people over the age of 65 (or 50 for Aboriginal people).

NCOSS continued our strong advocacy role around funding of the NGO human services sector. New service specifications for Community Services (CS) funded peaks (CSGP, OOH, SAAP) were introduced. All CS funded peaks were transferred into the new "Sector Development" program. During negotiations with CS, NCOSS was able to ensure the inclusion of "Sound Public Policy", as well as "A Sustainable Sector" and "A Well Informed Sector" as our key outcomes.

NCOSS along with the CSGP Peaks continued to be involved in discussions with Community Services and the Minister regarding the future of CSGP. It was pleasing to see additional funding for CSGP finally announced in the State Budget, albeit long overdue. The future of CSGP has seen the program split into two streams:

- a community strengthening stream (aligned with the Community Builders program); and
- a families, young people and children stream (aligned more closely to the *Keep Them Safe* Action Plan).

NCOSS and the other sector peaks (LCSA, YAPA, NSW Fams and Western Sydney Community Forum) were involved in discussions about how these two streams might best work and also consulted with members about the proposed changes and the implications of this approach. NCOSS and the CSGP peaks made it clear to Government that they will continue to advocate for adequate funding for both streams to ensure the crucial work that the program currently allows can continue.

NCOSS also continued to be invited to participate in a range of IPART hearings and workshops around utility and transport costs. While IPART officers acknowledged the importance of NCOSS contributions on behalf of low income and disadvantaged people in their deliberations, this contribution is often not valued by our funders who are looking at ever narrowing departmental priorities to frame their requirements of NCOSS funding agreements. NCOSS has recognised it as important that we continue to argue for funding that allows us to contribute to increasingly important policy discussion and debate outside of the human service agency focus.

The other key area of work that NCOSS was involved with has been the Pay Equity Case. At a state level NCOSS was involved with lobbying the Government and the Opposition to secure support for adequate and fair funding to meet the costs of any increase that might be awarded. This work has been part of the COSS Network advocacy with other State and Territory Governments and the Commonwealth Government led by ACOSS. NCOSS has also been part of discussions with sector stakeholders and a range of NSW Government agencies, led by ADHC, to consider the implications of the case. The Government were keen to consider how best to control their costs and to achieve productivity improvements

to offset any increased expenditure. However NCOSS and the COSS Network agreed that our focus would be on achieving sustainable funding from both tiers of government and other sources to allow for decent pay and conditions in the sector.

The most significant work done during the year was the production and launch of *Vote 1 Fairness in NSW*, our election platform which was launched in March 2010. This work was a major effort by staff and the election platform will guide our work over the term of the next Government. NCOSS sent the document to all members of Parliament and has received positive responses around many of the recommendations. Particular aspects of the Campaign that were held in the first months of 2010 included:

- Pru Goward attending the Sector Development Forum and responding to a range of issues.
- A politician's panel at our regional visit to Merimbula. The local member, Andrew Constance (representing the Liberal National Party Coalition), Penny Sharpe (representing the ALP) and Sylvia Hale (representing the Greens), spoke about how their party would make NSW fair.
- Submissions to the NSW Liberal/National Social Policy Framework.

NCOSS continued to have productive meetings with Ministers, Shadow Ministers and members of the cross benches regarding our 2010-11 Pre-Budget Submission, "*A Community Services Stimulus Package*" as well as the election platform.

Other key areas of NCOSS Policy and Advocacy work over the 2009-10 year include:

Ageing, Disability and Community Care

- Seeking the release of consultation and research papers produced by Ageing, Disability and Home Care. There are a number of significant papers that remain confidential to ADHC despite having been promised to be made available to a wider audience. This unfortunately hinders transparency and the building of strong robust relationships between ADHC and its funded NGOs.
- Ongoing involvement around *Stronger Together 2*, especially seeking a clear commitment from Government to funding beyond 2010-11.
- NCOSS joined the campaign to make the use of adjustable height examination tables a mandatory standard in General Practice surgeries.
- Continued to convene the NSW PADP Community Alliance which is calling for the PADP (Provision of Appliances to Disabled People) to become an entitlement program, quadruple the funding base and abolish the prohibitive co-payment.
- Continued work with The Futures Alliance, a select group of providers and advocates working on solutions for people with disability as they grow older and reach retirement. A very successful meeting with

Bill Shorten in October 2009 resulted in the proposed development of a plan of options for this emerging group.

Out of Home Care

- Out of Home Care (OOHC) providers have grappled with the consequences of the Boston Consulting Group review. The review, commissioned by DPC, Treasury and DoCS (as it then was), resulted in the suspension of negotiations regarding several significant OOHC contracts and a "reform" program to essentially contain the burgeoning costs of OOHC. This approach put budgetary considerations above the outcomes for children and young people and was causing significant disquiet in the sector. NCOSS considered that the implications of such a process were wider than OOHC and would further reduce what little goodwill had been established around *Keep Them Safe*. NCOSS monitored the situation and considered options to support the OOHC providers and peaks.

Associations Incorporations Act 2009

- The development and introduction of the new Associations Incorporations Act 2009 was a major issue as this legislation provides the regulatory framework for the vast majority of NGOs in our sector. NCOSS campaigned consistently to ameliorate some of the less useful aspects of the draft Bill and regulation. We also advocated harmonising, where possible, aspects of the new Act, with the funding policies of the various funding agencies.

Corrective Services

- The Legislative Council Inquiry into the Privatisation of Prisons recommended that the NSW Government consider the need to have an independent health service provider at all NSW prisons. This was the position advocated in the NCOSS submission to the Inquiry.

An Industry Plan for the Sector

- The NCOSS Industry plan, which includes the development of a comprehensive workforce profile, an industry-wide needs assessment, a marketing/communications strategy and the development of a standard funding agreement/policy, continued to be a key focus of our industry policy advocacy. While some progress has been made and the plan has the full support of the sector, the lack of financial commitment from Government for this proposal has been disappointing. The continuing tendency of Government to undertake industry development initiatives within the structural 'silos' of agencies has also proved challenging. Further, as the Equal Pay case progressed it became much clearer, just how vital it is to have solid, reliable data regarding the sector's workforce.

Utilities

- IPART's latest terms of reference for review of electricity tariffs included a specific reference to customer impact which was something NCOSS had been advocating for.
- Gosford and Wyong Water joined the Energy and Water Ombudsman as recommended by NCOSS in our submission to the IPART Water Pricing Review of the Central Coast.

Housing and homelessness

- The draft *NSW Homelessness Action Plan 2009-14*, while a long time in coming, foreshadowed a clear change agenda, which NCOSS and the other Housing and Homelessness peaks had been advocating for.
- The announcement by the then Housing Minister, David Borger, that the Government agreed to transfer title of 7,000 social housing properties to the community housing sector was an historic advance that the sector had been seeking since the very inception of the community housing program.
- The Housing Ministers Plibersek (Commonwealth) and Terenzini (NSW) announced a further stage of public housing estate redevelopments backed by Commonwealth funding for planning and initial site works. The manner of this announcement reinforces the NCOSS election campaign proposals on public housing redevelopment, including our demand for the Government and Opposition to develop a formal protocol, based on the Bonnyrigg experience, to outline an agreed process of engagement by Housing NSW with tenants, NGOs and councils.
- The Commonwealth Minister for Housing, Tanya Plibersek, also released a discussion paper on the Regulation and Growth of the Not-for-Profit Housing Sector. The discussion paper proposed a range of possible models for a national system of regulation and prudential supervision of non-profit housing providers, as well as other changes to policies regarding both mainstream and Aboriginal community housing. NCOSS was in contact with ACOSS and other COSSes about the short and long term implications of this agenda.

Juvenile Justice

- A very successful launch of the *Releasing the Pressure on Remand; Bail support solutions for children and young people in NSW Report* was held in Parliament House. This report was the product of collaboration between Uniting Care Burnside, NCOSS, the Youth Justice Coalition and a number of other organisations. Minister Graham West in launching the report announced that the Government would trial the key recommendation of a Residential Bail Support Program.

- The NSW Government released the Noetic Report on the State's juvenile justice system. The Report recommended that, rather than investing in more detention centres, more should be done using the concept of "justice reinvestment" which seeks to take a community based approach to addressing the causes of juvenile crime. Unfortunately, there is not significant Cabinet support for this approach at this time. NCOSS continues to advocate for this issue.

Transport

- NCOSS welcomed the announcement of the MyZone travel tickets. NCOSS had long argued the need for zone based, multi-modal tickets. MyZone is a good initiative (even if it doesn't go far enough) in that it is simpler for passengers, it brings private buses into a more uniform fare system and does not penalise those who travel the furthest (in fact the fare structure will provide savings for those travelling longer distances). NCOSS continues to argue for a fully integrated fares and ticketing system.

Women

- The NSW Government introduced legislation to establish The Domestic Violence Death Review Team - a special panel of experts with new powers to review deaths caused by domestic violence and recommend ways to reduce these incidents. This had been a longstanding item in the NCOSS PBS and a key part of our advocacy on women's issues.
- Early in June 2009 a young woman in Queensland was charged under the Queensland Crimes Act for procuring an abortion. If upheld she can face up to 10 years in prison. In response to this ProChoice Victoria, in conjunction with women MPs from across the NSW political spectrum agreed to start a campaign in NSW to remove abortion from the NSW Crimes Act. NCOSS agreed to lead the group on coalition building.

Health

- The draft report from the NSW Health Review of its NGO Program was provided to members of the NGO Review Reference Committee for comment. While the general thrust of the draft report was in line with the NCOSS submission (on behalf of the Review Reference Committee NGO members) there is some scepticism about NSW Health's capacity to deliver the necessary culture changes to make this a success. NCOSS co-ordinated the response to the draft report on behalf of the Review Reference Group NGO members. While we continue to work with NSW Health on these issues, the impact of the COAG Health Reform agenda for NGOs, and on the NGO Review, is still unclear.

NCOSS Submissions and Reports	
July 2009	National Health and Hospital Reform Commission: Summary of Final Report
	NGO Report on the Implementation of the Convention on the Elimination of All Forms of Discrimination Against Women (CEDAW) in Australia - Prepared by YWCA Australia and Women's Legal Services Australia, with the endorsement of NCOSS and 134 other organisations
	Submission on the Harmonisation of Disability Parking Schemes in Australia
	Submission to Office of Fair Trading re: training of the sector about changes to the Associations Incorporation Act 2009.
	Submission to the Department of Water and Energy regarding the Proposed Customer Assistance Policy
	Submission to the Independent Pricing and Regulatory Tribunal Review of Regulated Retails Tariffs and Charges for Electricity 2010 to 2013
September 2009	Joint COSS submission on a Compact between the Australian Government and the not-for-profit sector
	Submission to NSW Rural and Remote Health Priority Taskforce Second NSW Rural Health Plan
October 2009	2010-11 Pre-Budget Submission A Community Services Stimulus Package
	Report Releasing the Pressure on Remand: Bail support solutions for children and young people in NSW - report by UnitingCare Burnside, Youth Justice Coalition, NCOSS and others
	Submission on the Discussion Paper, Operation of the Health Care Complaints Act 1993 prepared by the NSW Parliamentary Joint Standing Committee on the Health Care Complaints Commission
	Joint COSS Submission on the Migration Treatment of people with disability
	Submission to NDS Good Governance DVD
	Submission to NSW Health Disability Action Plan
	Submission to the Draft Valuing Diversity: Building Cultural Responsive Services Strategic Framework 2010-2013
	Submission to the NSW Health NGO Program Review
November 2009	Statement of Support for Same-Sex Adoption
	Submission to proposed changes to ADHC Funding Agreement
	Submission to the Commonwealth Government on the Consultation Discussion Paper, Development of a New National Women's Health Policy
December 2009	Australian and NSW Councils for Intellectual Disability Position Statement on the health of people with intellectual disabilities (endorsed by NCOSS)
	Briefing Paper on COAG meetings - analysis of the health communiqués
	Joint COSS Submission to the Productivity Commission's Draft Report on Gambling
	Submission on the Department of Human Services Sector Development Program Draft Guidelines
	Submission on the draft Residential Tenancies Bill 2009
	Submission on the NSW Disability Advocacy & Information consultation papers
	Submission to Department of Industry & Investment NSW regarding the Energy Customer Hardship Regulatory Amendments
	Submission to Royal College of General Practitioners consultation on Standards in General Practice Surgeries
	Submission to the Region 1 Bus Network Review
	Submission to the Region 3 Bus Network Review
	Submission to the Region 6 Bus Network Review
	Submission to the Region 7 Bus Network Review
	Submission to the Regions 2 and 4 Bus Network Review
January 2010	Joint COSS Submission (WACOSS, TASCOS and NCOSS) to the National Climate Change Adaptation Research Plan: Social, Economic and Institutional Dimensions - Consultation Draft
	Joint COSS submission to the Commonwealth Government on the Healthcare Identifiers Bill 2010
	Submission on draft NSW Youth Health Policy 2010-2015: Healthy bodies, healthy minds, vibrant futures
	Submission to the Legislative Council's Inquiry into the NSW Taxi Industry



Submissions and reports (cont.)	
February 2010	Joint Submission of the Health NGO Reference Committee members to NSW Health on the draft Health NGO Program Review Recommendations Report
	NCOSS Health Policy Advice Group submission to the NSW Liberals and Nationals Social Policy Framework, Smarter, Stronger, Healthier, Safer
	Submission on the draft Associations Incorporation Regulations under the Associations Incorporation Act 2009
	Submission to NSW Health on the draft Health NGO Program Review Recommendations Report
	Submission to the NSW Liberals and Nationals Social Policy Framework, Smarter, Stronger, Healthier, Safer
	Survey responses to DELPHI National consultation on research priorities for community care
March 2010	NCOSS Platform for the 2011 NSW State Election Vote 1 Fairness in NSW
	Review of the Royal Australian College of General Practitioners Standards for General Practice.
	Submission to the Joint Standing Committee Inquiry into the Health Care Complaints Commission
	Submission to the NSW Department of Premier and Cabinet on the proposed National Standard Chart of Accounts (SCOA)
April 2010	Submission by the NSW Aboriginal Gathering Committee to the National Disability Standards consultation
	Submission to ADHC Lifestyle Planning & Policy Guidelines
	Submission to the NSW Government on the discussion paper, A National Health and Hospitals Network for Australia's Future
	Survey response to NSW HACC workforce surveys: paid workers and volunteers.
	Survey response to the National Disability Standards consultation
May 2010	Briefing Paper: COAG Reforms to the HACC Program
	Briefing Paper: Key elements of the COAG National Health and Hospital Network (NHHN) Agreement
	Briefing paper: National health reform - outcomes of the 29th Council of Australian Governments (COAG) meeting 19-20 April 2010
	NSW Oral Health Alliance call to action to all Federal and NSW Members of Parliament and log of responses
	Preliminary analysis of the health measures in the Federal Budget 2010-11
	Proposal to Office of Fair Trading to fund a revised edition of the Associations Act Handbook to include changes to the Associations Incorporation Act 2009 and the Association Incorporation Regulation 2010
	Submission to ADHC Revised Guidelines for Community Participation & Transition to Work Programs
	Submission to Office of Fair Trading for a Training Program for the NSW Community Services Sector (Changes and Implications of the Associations Incorporation Act 2009)
	Submission to the Metropolitan Strategy Review Sydney Towards 2036
	Submission to the Statutory Review of the Commission for Children and Young People Act 1998
	Summary analysis of the COAG National Health and Hospital Network Agreement
June 2010	Analysis of the 2010-11 NSW State Budget
	Briefing note on the Joint Government Stakeholder Consultation on National Health Reforms
	Recorded Submission to Productivity Commission Inquiry: Caring for Older Australians
	Submission to ADHC Draft HACC Learning and Development Framework
	Submission to NSW Health - final Health NGO Program Review Recommendations Report
Survey response to NSW Mental Health Drug and Alcohol Office on research priorities for mental health	

Keep Them Safe

- NCOSS and the *Keep Them Safe* peaks (AbSec, ACWA, Create, FaMs, LCSA, YAPA) launched the *Keeping Accountable* campaign. This campaign is to chart progress against the *Keep Them Safe* Action Plan by Government and the sector to ensure that the Plan leads to real and lasting change for children and young people.

NCOSS made many submissions to Parliamentary and other Inquiries and to other agencies. A full list of these submissions appears elsewhere in this report.

Advice and information

NCOSS believes that an essential part of its role is in ensuring that the sector is provided with advice and information. Not only will this help the NGO sector with its own work and advocacy but it will strengthen NCOSS policy and advocacy work. NCOSS continued to produce its newsletter *NCOSS News*, which is published 11 times a year. NCOSS is also increasingly using electronic media to distribute information broadly through the sector. This includes the Sector Development e-Bulletin, HACC email distribution list, the Health e-Update, and the Transport e-Update. Each update is being sent to a growing list of subscribers showing that there is an increasing need for this information and that NCOSS has a clear role in being a clearing house for relevant information to the sector. Our website also remains a significant source of information and resources.

The Management Support Unit (MSU) continued to provide expert advice on management and governance to NGOs. Additional funding provided by ADHC enabled the service to become full time from March 2010 and to provide services to ADHC funded NGOs, as well as those funded by NSW Health. Part of this service also includes regularly updated web based registers of training opportunities and consultants that specialise in management and governance issues.

NCOSS Community Cover also provided advice and information to over 150 inquiries on insurance and risk issues. This part time service, developed in partnership with Aon Risk Services, is fully funded by NCOSS, and meets a growing need for advice about risk assessment at the organisational level.

NCOSS, together with ACWA, AbSec, Create Foundation, LCSA, FaMs and YAPA, ran a number of "Keep Them Safe" forums to ensure the sector was well briefed regarding *Keep Them Safe* implementation matters and providing a mechanism for feedback from the sector to Government. Forums were very well attended reflecting the great interest by the sector in the progress of the various KTS initiatives.

NCOSS began trialling webcasting of some events to try and reach a broader audience. We webcast the politicians panel at Merimbula, an information update session at Cooma and the Sector Budget Briefing. The feedback about these webcasts

has been positive and NCOSS intends to continue to expand and improve its webcasting of events.

The NCOSS Budget Briefing to the Sector in June was again very successful. This was the second time that NCOSS had held such an event and the feedback was very positive. People especially found hearing about budget information relevant to other parts of the sector useful.

A complete list of submissions, reports, publications and other forms of advice can be found in this Annual Report.

Consultation

NCOSS continues to convene a variety of policy advice groups and forums to inform our work. This includes regular meetings of the NCOSS Regional Forum and the Forum of Non-Government Agencies (FONGA). FONGA brings together sector peaks and state-wide organisations to develop a consistent whole of sector position on key issues.

NCOSS also continues to be represented on a wide range of Government and other bodies and roundtables. Having this two-way communication ensures that NCOSS is able to raise the views and concerns of the sector at a variety of levels. It also adds significant value to the work we do.

A full list of all the forums, roundtables, alliances and other bodies that NCOSS was involved with are contained later in this report.

Consultation also happens on an ad hoc basis and this year NCOSS was involved with:

- A meeting convened by the Minister for Housing, Tanya Plibersek with the sector about the Homelessness White Paper and progress in NSW. Meetings were held in each state and territory. In NSW, the NSW Homelessness Community Alliance was considered the appropriate vehicle for this process and the Minister indicated that she had found the meeting to be very productive. NCOSS chairs the Alliance and is an active participant in its work.
- A stakeholder roundtable and the convening of a consultation with the Productivity Commission regarding the Commission's draft report on the Contribution of the Not-For-Profit Sector. Discussion was wide ranging with a focus on the need to ensure that recommendations "worked" for the wide diversity of organisations encompassed within the NFP sector.
- The Stakeholder Advisory Group for the Low Income Household Refit Program being managed by the NSW Department of Environment & Climate Change (DECC).
- The revision of the NSW Government's *State Plan*. NCOSS became aware that the Government was undertaking a series of community consultations regarding a revised *State Plan* and that it had produced a consultation draft. Consultation through the community forums was by invitation only and there

was no publicly available list of where and when such forums were taking place or who had been invited. NCOSS raised concerns about the process and sought advice from the Government about how the sector could provide feedback on the consultation draft as part of the Government's process. A subsequent forum was held for peak organisations, including those from the sector, at Parliament House where NCOSS was able to express our views about the *State Plan* priorities.

Partnerships and collaboration

Partnerships and collaboration are an essential part of ensuring NCOSS can respond to the many issues and demands that arise over a year. NCOSS works in partnership with a broad range of organisations within the sector and with academics, state government agencies, local government, business groups, trade unions, environment groups and Parliamentary groups.

Many of these partnerships and collaborative processes have been referred to elsewhere in this annual report. Other highlights from 2009-10 include:

- Developing a relationship with the NSW Public Interest Law Clearing House (PILCH) which has led to holding joint seminars as well as the provision of legal advice on the changes to the Associations Incorporations Act and other issues.
- Working with the Women in Prison Advocacy Network, of which NCOSS is a member. WIPAN have received a grant from the Office for Women's Policy, enabling them to financially support their mentoring of women in prisons.
- Very successful workshops, in partnership with the NSW Parliamentary Legislative Committees team, held for the sector on participating in the Parliamentary Committee process effectively. These workshops were held in Parliament House and there was significant demand from people wishing to attend. Feedback

Resources, publications and other services

Fact Sheets and publications:

- A Community Services Stimulus package: Social and Economic priorities for a fair and sustainable community: 2010-2011 State Budget, Submission to the NSW Government by Council of Social Service of NSW, NCOSS, Oct 2009
- Management Support Unit Information Sheet, Board Financial Delegation, July 2009
- Management Support Unit Information Sheet, Board Performance Review, Sept 2009
- Management Support Unit Information Sheet, Strategic Planning, Nov 2009;
- NCC Insurance Information Sheet, Public Liability Insurance for Events, April 2010
- Vote 1 Fairness in NSW, NCOSS State Election 2010-2011, NCOSS, March 2010

Other current publications:

- Community Connexions: Addressing the Information & Communication Technology Needs of the NSW NGO Human Services Sector
- Insurance: What's it all about? A Guide for Not for Profit Organisations
- Sharing Financial Administration: A Feasibility Study of Potential Models for Small Non-Government Organisations
- Shifting Ground: Competition and tendering in community services

Newsletters

- Ageing and Disability Updates: fortnightly electronic resource collating articles and news of interest to NGOs and other workers in the Aged, Disability and Home Care sector
- Health e-Bulletins: monthly publication, collating articles and news of interest to NGOs and other workers in the Health Sector
- NCOSS News: monthly, printed resource, distributed to all NCOSS members, with original articles of interest to community sector organisations
- Sector Development e-Bulletins: bimonthly articles of interest for all workers in the sector with an interest in Sector Development issues. Includes contributions from Management Support Unit, from NCC Insurance, and about the Information Communication Technology Strategy

Resources and services

- Community Web Jobs - online listing of job vacancies in the community sector (ncoss.org.au/jobs)
- Information Communication & Technology Strategy - information and resources
- Management Support Unit- Board Vacancy Directory
- Management Support Unit- Consultants Directory
- Management Support Unit- Management and Governance Advice and Information Service
- Management Support Unit- Training Directory
- NCOSS Community Cover Insurance- Information and Referral Service

from the workshops was overwhelmingly positive. The Legislative Committees section has been given approval to hold more workshops and there is some prospect that this will lead to an ongoing program. Such a program will be significant in building the capacity of the sector to engage in advocacy and policy development.

- Continuing to work with the Australian Dental Association NSW and others on oral health issues. The ADA has provided financial support allowing specific research to be done and published.
- Re-establishing a working relationship with the Aboriginal Transport Network which will further support the work of the Transport Policy Advice Group.

Capacity development

Developing the capacity of the sector is an integral part of our work and we aim to comprehensively support the sector to effectively operationalise its social justice objectives and values. The work in 2009-10 continued to build on work from previous years. As commented in our last annual report 'following years of underinvestment by successive governments at both state and national level, the work of NCOSS on building the ongoing sustainability and capacity of the sector has never been more important'.

A number of initiatives were developed and delivered by NCOSS over the year including:

- The first NCOSS Indigenous Women's Leadership Program, specifically for Aboriginal women working in the community sector, was successfully completed by seven outstanding women in September 2009. Developed by NCOSS, in partnership with Tranby Aboriginal College, the leadership program was designed for Aboriginal women serving on Boards of Management of community services, as well as those working as managers of services. The aim was to support and develop the leadership skills of these women. A unique feature of the program was the inclusion of a series of guest speakers, all Aboriginal women who are leaders in their fields. This pilot program, funded by the NSW Department of Premier and Cabinet, was an important initiative and NCOSS and Tranby are keen to provide the program to more Aboriginal women in the future.
- NCOSS Community Cover, in partnership with Aon, conducted a series of insurance information evenings for small emerging community organisations and developed a number of targeted resources including the NCOSS information sheet Public Liability Insurance for Events.
- A series of seminars/workshops on models of shared services was delivered to NGOs by the MSU during the year in Marrickville and Bankstown. In addition four information sheets on high need areas were produced

including a resource on managing conflicts of interest in relation to the requirements of new Associations Incorporations Act 2009.

- Workshops on Parliamentary Inquiries with the Legislative Council Committee (as described above in partnerships and collaboration). These workshops aimed to build the capacity of the sector in responding effectively to parliamentary inquiries and appearing at Hearings.
- The Office of Fair Trading (OFT) has provided funding to allow NCOSS to update the Incorporated Associations Handbook to reflect changes to the Associations Incorporations Act. NCOSS has retained Graeme Wheeler, the author of previous editions, and this much needed resource should be available in early 2011.

Research

NCOSS believes that research is an integral part of the work we do and provides a sound evidence base for our policy development and advocacy. Often this involves utilising the research and learning from academic and other sources but NCOSS also conducts original research. Significant research initiatives this year include:

- NCOSS agreed to partner with researchers engaged with the Developing Your Board (DYB) project at the Australian Centre for Philanthropic and Nonprofits Studies (QUT).
- NCOSS was asked to partner with Cancer Council NSW in a research project on attitudes, policy and practice towards tobacco smoking in community services. NCOSS will support the research and provide advice on design, implementation, analysis and dissemination of findings to the community sector.
- The Director was invited to be part of the Advisory Group for the Cosmopolitan Civil Societies Research Centre based at UTS. This assisted NCOSS in strengthening our links with researchers and opened up opportunities to build our research capacity.
- NCOSS, in partnership with the UWS Social Justice and Social Change Research Centre, resubmitted a proposal for an ARC Grant on the topic of 'Strategic Communication in the Community Sector'. Unfortunately the application was unsuccessful. NCOSS continues to look for opportunities to undertake research through the ARC scheme.

Leadership and Innovation

NCOSS aims to provide leadership in all our work and to be innovative in our approaches to issues. In 2009-10 this can be seen through:

- Meetings of the Working Together for NSW Implementation Group that were held to progress

significant industry policy concerns of NCOSS and its members. A comprehensive industry plan for the sector has been the focus of our advocacy work for four years now and some progress was achieved at a meeting between Government agencies, NCOSS and FONGA members. In addition, a meeting was held to discuss options for reducing the amount red tape associated with the various funding policies of government agencies. As a result the NSW Government announced a range of red tape reduction measures for the sector; detailed in the Red Tape Reduction Report.

- Christine Regan, a Senior Policy Officer at NCOSS was appointed to the Anti-Discrimination Board as a part time member. This is a great honour and reflects the enormous contribution Christine is making in ensuring vulnerable and disadvantaged people (particularly those with a disability and older people) are treated fairly and with dignity and respect.
- Participation in the NSW Treasurer's Commonwealth GST Working Party. Facilitated by the Treasurer and attended by NCOSS, Unions NSW, NSW Business Chamber, NSW Minerals Council, Local Government and Shires Association, Civil Contractors, Urban Taskforce Australia and Real Estate Institute of NSW the Working Party addressed proposals to change the GST revenue sharing by the Commonwealth Grants Commission which would have resulted in NSW losing almost \$2 billion in revenue over three years. A Joint Statement was released by this Working Party at a press conference on 29 September 2009. This was an important working party to be involved with given the obvious impact on NSW Government funding decisions, especially in terms of growth and expansion of services.

■ NCOSS events and activities

July 2009

- NCOSS/Legislative Council/Parliament of NSW workshop Parliamentary Inquiries: *How to have your say and maximise your influence* (pilot)
- Bankstown NGO Forum Collaboration/Co-location Project Seminar 1: Features and requirements of Model
- Indigenous Women's Leadership Program Learning Block 2

August 2009

- Joint NCOSS/peaks Forum on the *Keep Them Safe* Action Plan
- Indigenous Women's Leadership Program Learning Block 3

September 2009

- Indigenous Women's Leadership Program Learning Block 4 and Closing Ceremony

October 2009

- NCOSS/Uniting Care Burnside Anti-Poverty Week Forum on *Poverty and Social Inclusion* at Parliament House
- Bankstown NGO Forum Collaboration/Co-location Project Seminar 2: Towards Co-location - NGOs Sharing Services and Resources
- Shared Services in the Marrickville LGA, final seminar and evaluation
- Joint NCOSS/UnitingCare Burnside Launch of report, *Releasing the Pressure on Remand: Bail support solutions for children and young people in New South Wales*
- Launch of NCOSS 2010-11 Pre-Budget Submission: *A Community Stimulus Package*

November 2009

- Forum for peaks on the *Keep Them Safe* Action Plan: *Keeping Accountable*
- NCOSS/Legislative Council/Parliament of NSW workshop Parliamentary Inquiries: *How to have your say and maximise your influence*
- NCOSS cross-sector consultation on the NSW State Election 2011
- NCOSS AGM and end-of-year-celebration
- NCOSS and Corruption Prevention Network Forum *Facing Up*

February 2010

- NCOSS Forum for peaks on the *Keep Them Safe* Action Plan: *Keeping Accountable*
- NCOSS Health Policy Advice Group Workshop on NSW Coalition social policy

March 2010

- Media launch of NCOSS Platform for the 2011 NSW State Election *Vote 1 Fairness in NSW*

April 2010

- Sector launch of NCOSS Platform for the 2011 NSW State Election *Vote 1 Fairness in NSW*

May 2010

- Forum for peaks on the *Keep Them Safe* Action Plan: *Keeping Accountable*
- NCOSS Regional visit to Eden, Cooma and Merimbula

June 2010

- NCOSS and NSW Treasury Briefing on the 2010-11 NSW Budget Papers
- NCOSS forum on the outcomes of the 2010-11 NSW State Budget
- NCOSS Forum for peaks on the *Keep Them Safe* Action Plan: *Keeping Accountable*

■ **NCOSS speeches and presentations**

July 2009

- *Working with the Community Sector*, Sydney Region School Principles Conference
- Launch of research paper "Common Cause", United Way Sydney
- *IMPACT and State Issues Updates*, Inner West (Sydney) HACC Forum
- *Challenges for the Sector*, Inner Sydney Managers' Network

August

- *Why NCOSS Supports Better Pay for the Sector*, ASU Day of Action
- *NCOSS Priorities*, NSW Health, Primary and Community Health Branch
- *NCOSS Priorities*, Inner SW Sydney Regional Development Council

September

- *Transport from here to where?*, QCOSS 50th Anniversary Conference
- *Human Rights*, Older Person's Reference Group
- *Shared Services for NGOs*, Australian Major Charitable Organisations (NSW)
- *What does it mean to be competent: a consumer perspective*, ADA NSW General Meeting
- *The central role NFPs play in a mixed model of public service delivery*, Chartered Secretaries of Australia Annual NSW Public Sector Conference
- *Food Security*, Macarthur Future Food Forum Workshop
- Neighbour Aid and Social Support Conference
- *Advocacy*, Brookvale TAFE Community Organisations Course

October

- *IMPACT and state issues update*, Central Coast HACC Forum, Tumbi Umbi
- *Why Poverty Matters*, Anti-Poverty Week Forum, Parliament House
- Delegation of NGO representatives from Japan

- *Self-directed Funding*, NSW Physical Disability Council AGM
- *NCOSS Priorities*, NSW Greens State Council

November

- *IMPACT (Wellness Approach)*, Hunter HACC Access Point Committee
- *Challenges for the sector and NCOSS Priorities*, Riverina SAAP Interagency
- *Award modernisation, pay equity and funding*, ACOSS Future of the Sector
- *Early years at WSCF*, Western Sydney Community Forum 20th Anniversary
- *State Issues Update*, HACC Development Officers Network
- *Women and the Global Economic Crisis: The impact for vulnerable and disadvantaged women*, Sydney University
- *Sector Development NCOSS and the work of the Management Support Unit*, NSW Community Care Training Service Network
- *How the non-government sector maintains ethical standards and manages risks associated with fraudulent and corrupt behaviour*, Corruption Prevention Network "Facing Up" Forum
- Older Womens Network State Conference

February 2010

- *IMPACT and State Issues Update*, Lower Hunter Community Care Forum, East Maitland
- *Broad overview of issues affecting the sector*, Leichhardt Interagency
- *Smile for the Camera*, Association for the Promotion of Oral Health: Dental Health Policy Forum

March

- *Industrial Relations Issues*, Ryde Hunters Hill HACC Interagency
- *Compacts*, Catholic Social Justice Political Forum
- *Industrial Relations Issues*, LCSA Board of Management

April

- *Innovation in Service Delivery panel*, NSW Government Forum on Australian Early Development Index (AEDI)
- *Self-Directed Funding*, Attendant Care Industry Association Conference

May

- *Presentation*, Australian Dental Association NSW Council meeting
- *Current Sector Issues*, Inner Sydney Managers Group
- *IMPACT, self-directed funding and state issues update*, Illawarra Community Care Forum, Dapto
- *Working with new models of delivering public services by NGOs*, Institute of Internal Auditors Conference
- *The MSU and some issues facing NGOs in 2010*, NSW HACC Development Officers
- *State Issues Update*, NSW HACC Development Officers Network
- UTS Cosmopolitan Civil Societies Seminar series on Human Rights
- *Community Engagement and Action Team - Models of auspicing and managing risk*, NSW Health Community Action Drug Teams
- *Insurance Information Evening*, Fairfield Migrant Resource Centre (to migrant groups)

June

- Newcastle Lake Macquarie Community Care Forum, Waratah
- St George TAFE Certificate III Community Services students
- Macarthur Disability Network
- Working Together for NSW- Sector Industry Plan
- Implications of the Associations Incorporation Act 2009- Mental Health Coordinating Council CEOs Forum
- Health and Intellectual Disability Seminar, Blacktown
- South Sydney Interagency

■ NCOSS sector and other involvements

Committees and groups convened by NCOSS

- FONGA Social Inclusion Working Group
- Forum of Non-Government Agencies (FONGA)
- Indigenous Women's Leadership Program Steering Committee
- NCOSS AON Partnership Meeting
- NCOSS Health Policy Advice Group
- NCOSS Regional Forum
- NCOSS Sector Development Forum
- NCOSS Transport Policy Advisory Group
- NSW Aboriginal Community Care Gathering Committee
- NSW Aged Care Alliance
- NSW Children's Services Forum
- NSW HACC Issues Forum
- NSW NGO Health Peaks and State-wide Services Forum
- NSW Oral Health Alliance
- PADP Community Alliance

NCOSS involvement in other community sector boards and committees

- ACOSS Board
- Anti-Poverty Week NSW Steering Group
- Australian Human Rights Group
- Australian Dental Association NSW Members Forum
- CARE Alliance
- CEDAW Advisory Group
- Coalition for Appropriate Supported Accommodation for People With Disability
- Community Justice Coalition
- Cosmopolitan Civil Societies Research Centre Advisory Board, University of Technology
- FairWear NSW Policy Group
- Home Modification and Maintenance Information Project Advisory Committee
- IMPACT Committee
- In Control NSW
- Mental Illness in Prisons Network
- NDS "It's Your Business" Project Governance and Stakeholder Committees
- NDS NSW Advisory Committee on people with disability who are ageing
- NDS Workforce Recruitment Project Governance and Stakeholder Committees
- NESB DV Network
- Network of Alcohol and other Drug Agencies Policy and Advocacy Sub Committee

- NSW Cancer Council Smoking Cares Project Steering Committee
- NSW Cancer Council Tackling Tobacco Expert Advisory Group
- NSW DV Coalition
- NSW Community Care Industry Council
- NSW Community Services and Health Industry Training Advisory Body (ITAB)
- NSW Disability Advocacy Network
- NSW Futures Alliance for people with disability who are ageing
- NSW Homelessness Community Alliance
- NSW Older Persons Reference Group
- NSW Strategic Carers Action Network
- NSW Users & AIDS Association Policy and Advocacy Sub-Committee
- Ostara Australia Board
- PIAC Energy and Water Consumers Advocacy Program Reference Group
- ProChoice NSW
- Public Interest Advocacy Centre Board
- Refugee Food Security Action Group
- Shelter NSW Board
- Tenants' Union Policy Council
- Women In Prison Advocacy Network
- Youth Justice Coalition

NCOSS involvement in government and private sector committees and advisory bodies

NSW Government

- Child Protection Advisory Group (convened by the Minister for Community Services)
- Ministerial Advisory Council on Ageing (MACA) Roundtable on Health Literacy Issues for Older People

Ageing, Disability and Home Care

- DADHC Quality Industry Reference Group
- DADHC Cultural and Linguistic Diversity Expert Advisory Group
- DADHC Community Participation and Transition to Work Expert Advisory Group
- DADHC Occupational Health & Safety Project
- DADHC Statewide HACC Issues Stakeholders Forum
- DADHC Statewide Services Forum on Ageing

Community Services

- Community Services Grants Program Round Table

Corrective Services

- Victims of Violent Crimes Grant Project Steering Group
- Women's Advisory Council Consultant's Group
- Funded Services Meeting

Education and Training

- Department of Education and Training Advisory Committee on Community Education
- Department of Education and Training Early Childhood Reference Group

Human Services

- Working Together for NSW Implementation Group

Premier and Cabinet

- Office of Women's Policy Women's Peaks Group

Energy Australia

- Energy Australia Customer Council

Health Care Complaints Commission

- Health Care Complaints Commission Consumer Consultative Committee

Housing NSW

- Housing NSW Accord Evaluation Working Group
- Housing NSW Living Communities Consultative Committee
- Housing NSW NGO Housing Partners Reference Group
- Housing NSW Property Transfer Program Industry Briefing Forum

Industry and Investment NSW

- Industry and Investment Consumer Representative Consultative Committee

NSW Health

- NSW Health Chronic, Aged and Community Health Priority Taskforce
- Justice Health Consumer and Community Advisory Group
- NSW Health NGO Advisory Committee

- NSW Health NGO Program Review Reference Committee
- NSW Health State Oral Health Strategic Advisory Committee
- NSW Oral Health Promotion Network
- NSW Oral Health Special Needs and Specialist Services Advisory Group
- NSW Population Oral Health Research Committee
- NSW Refugee Health Service Liaison Committee
- NSW State Oral Health Strategic Advisory Committee
- NSW Health Refugee Health Improvement Network (RHIN)

NSW Ombudsman

- NSW Ombudsman's Roundtable on Services to Older People and People with Disabilities

Office of the Privacy Commissioner

- Office of the Privacy Commissioner - Privacy and Consumer NGOs Meeting

Redfern Waterloo Authority

- Redfern Waterloo Authority Human Services Ministerial Advisory Committee

NSW Electoral Commission

- State Electoral Commission Disability Reference Group

Sydney Water

- Sydney Water Customer Council

Miscellaneous

- Charles Sturt University Institute of Land, Water and Society Advisory Group
- Energy and Water Ombudsman of NSW Council
- Insurance Council of Australia - National Consumer Reference Group

■ Treasurer's report

After returning a small surplus in the previous financial year, this year sees NCOSS ending with a deficit of \$94,599. While this is larger than that originally budgeted for, it represents a conscious decision by the Board to bring forward expenditure to secure an effective and sustainable organisation in line with our strategic plan. This saw, for example, additional short term staff resources which fed into the development of the NCOSS Election Platform and expenditure on developing a business case to secure future NCOSS accommodation needs which remain uncertain.

We also had lower income from membership and interest than in the preceding year, while income from conferences was also deferred to the 2010-11 financial year due to the timing of the NCOSS 75th Anniversary Conference (held in August 2010). The organisation's total equity remains healthy at \$625,988 and continues to provide a level of insurance against adverse financial outcomes.

The Board has worked to ensure that while recording a deficit for the year that steps are in place to return to a surplus as soon as practicable. This will be important in an environment where there is ongoing uncertainty about our future accommodation and the prospect of further salary increases arising from the Equal Remuneration case.

NCOSS acknowledges the core recurrent and project grants received during the year from:

- Department of Human Services, Community Services
- Department of Human Services, Ageing, Disability and Home Care
- NSW Health

While these grants provide the bulk of NCOSS revenue base we continue to seek funding arrangements that recognise the "whole of government" nature of the work of NCOSS. It is also important that NCOSS continue to develop its revenue stream from sources other than Government to guard against reliance on a single source of revenue.

I would like to thank the NCOSS staff and my colleagues on the Board for their support during the year. The staff, in particular, have again provided detailed and timely information and ensured that the day to day financial management is carried out in accordance with the usual high standards of probity and professionalism we expect from them.

I recommend our audited financial statements to the NCOSS membership.

Denele Crozier
Treasurer

Financial statements

Council of Social Service of New South Wales
ACN 001 797 137
Operating as NCOSS

Directors Report

Your directors present this report on the company for year ended 30 June 2010.

Directors

The names of each person who has been a director during the year and to the date of this report are:

Batkin, Pam	
Boerma, Bernard	
Pritchard, Bill	
Perkins, Mary	
Crozier, Denele	
Drielsma, Paul	resigned (16/11/2009)
Campbell, Helen	
Heyne, Susan	
Allen, Jane	resigned (16/11/2009)
Lange, Bev	resigned (16/11/2009)
Payne, Simone	resigned (16/11/2009)
Coffey, Michael	
Priestley, Elizabeth	
Backhouse, Helen	
Bowden, Matthew	
Bevan, Karen	appointed (16/11/2009)
Fogg, Sarah	appointed (16/11/2009)

Directors have been in office since the start of the financial year to the date of this report unless otherwise stated.

Company Secretary

The following person held the position of entity secretary at the end of the financial year: Campbell, Helen

Principal Activities

The company acted during the course of the financial year, as the major coordinator of non-government welfare and various community sector organisations in New South Wales.

No significant changes in the nature of the entity's activity occurred during the financial year.

Operating Results

The loss of the company for the financial year amounted to \$(94,599) (profit in 2009: \$8,209).

Dividends Paid or Recommended

NCOSS, as a non-for-profit community organisation, is not permitted to declare dividends at any stage.

Review of Operations

A review of the operations of the entity during the financial year and the results of those operations show total revenue decreased by 6.99% to \$1,497,069; expenses increased by only 0.61% to \$1,591,668 resulting in the loss for the year.

Significant Changes in State of Affairs

No significant changes in the entity's state of affairs occurred during the financial year.

After Balance Date Events

No matters or circumstances have arisen since the end of the financial year, which significantly affected or may significantly affect the operations of the company, the results of those operations, or the state of affairs of the company in subsequent financial years.

Future Developments

The entity expects to maintain the present status and level of operations in future financial years.

Environmental Issues

The entity's operations are not regulated by any significant environmental regulation under a law of the Commonwealth or of a state or territory.

Information on Directors

Batkin, Pam: President

Qualifications: BA, B. Soc. Stud

Experience: Board member since 2000

Special responsibilities: Member of Management and Finance Committee, Chair of Staff and Work Practices Committee

Boerma, Bernard: Vice President

Qualifications: B.A. (Psych), B.Soc.Stud (Hons), MBA, MAASW

Experience: Board member since 2005

Special responsibilities: None

Pritchard, Bill: Vice President from November 2009,

Director until November 2009

Qualifications: Over 30 years working in community sector

Experience: Board member since 2007

Special responsibilities: None

Perkins, Mary : Director from November 2009, Vice President until November 2009.
Qualifications: B.A. (History and Politics), DipEd, M.A. (Social Work, Social Policy and Sociology).
Experience: Board member since 2003.
Special responsibilities: Member of Staff and Work Practices Committee.

Crozier, Denele: Treasurer from November 2009, Director until November 2009
Qualifications: Over 28 years working in community sector
Experience: Board member since 2003
Special responsibilities: Chair Management and Finance Committee, Member of Staff and Work Practices Committee

Campbell, Helen: Director
Qualifications: BA LLb (Hons) MA (Womens Studies), Diploma of Business (Frontline Management)
Experience: Board member since 2005
Special responsibilities: Secretary

Heyne, Susan: Director
Qualifications: B.A (Welfare Studies), Master of Social Policy & Planning, Graduate Certificate in Personnel Management
Experience: Board member since 2005
Special responsibilities: Member of Management and Finance Committee

Coffey, Michael: Director
Qualifications: B Ed (Hons)
Experience: Board member since 2008
Special responsibilities: Member of Management and Finance committee

Priestley, Elizabeth: Director
Qualifications: B.A., Associate Diploma in Welfare Studies, Advanced Certificate in Personnel Management
Experience: Board member since 2008
Special responsibilities: Member of Staff and Work Practices Committee

Backhouse, Helen: Director
Qualifications: Bachelor of Social Work (USYD), Master of Social Work (UNSW), Cert IV Training and Assessment
Experience: Board member since 2008, previous Board member 1998-99
Special responsibilities: Member of Staff and Work Practices Committee

Bowden, Matthew: Director
Qualifications: B.A.
Experience: Board member since 2006
Special responsibilities: None

Bevan, Karen: Director
Qualifications: BA Communications (CSU) (1990) and Master - Legal Studies (UNSW) (2006)
Experience: Board member since 2009
Special responsibilities: None

Fogg, Sarah: Director
Qualifications: BSc (Hons), MA (Public and Social Administration)
Experience: Board member since 2009
Special responsibilities: Member of Management and Finance Committee

Meetings of Directors

During the financial year, seven meetings of directors were held. Attendees by each director were as follows:

Directors' Meetings

	No. eligible to attend	No. attended
Batkin, Pam	7	7
Boerma, Bernard	7	1
Pritchard, Bill	7	4
Perkins, Mary	7	4
Crozier, Denele	7	7
Drielsma, Paul	3	3
Campbell, Helen	7	5
Heyne, Susan	7	7
Allen, Jane	3	2
Lange, Bev	3	2
Payne, Simone	3	1
Coffey, Michael	7	5
Priestley, Elizabeth	7	6
Backhouse, Helen	7	3
Bowden, Matthew	7	4
Bevan, Karen	4	4
Fogg, Sarah	4	3

Directors' benefits

No director has received or has become entitled to receive, during or since the financial year, a benefit because of a contract made by the company or related body corporate with a director, a firm which a director is a member or an entity in which a director has a substantial financial interest. This statement excludes a benefit included in the aggregate amount of emoluments received or due and receivable by directors shown in the company's accounts, or fixed salary of a full-time employee of the company or related body corporate.

Indemnifying Officers or Auditor

During or since the end of the financial year the company has paid or agreed to pay an insurance premium of \$ 11,220 to cover directors and officers for professional indemnity.

No indemnities have been given or insurance premiums paid, during or since the end of the financial year, for any person who is or has been an auditor of the entity.

Proceedings on Behalf of the Entity

No person has applied for leave of Court to bring proceedings on behalf of the entity or intervene in any proceedings to which the entity is a party for the purpose of taking responsibility on behalf of the entity for all or any part of those proceedings.

The entity was not a party to any such proceedings during the year.

Auditor's Independence Declaration

The lead auditor's independence declaration for the year ended 30 June 2010 has been received and can be found on page 34.

Signed in accordance with a resolution of the Board of Directors.

Pam Batkin
President

Date: 11 October 2010

Auditor's Independence Declaration Under S 307c Of The Corporations Act 2001

I declare that, to the best of my knowledge and belief, during the year ended 30 June 2010 there have been:

- (i) no contraventions of the auditor independence requirements as set out in the Corporations Act 2001 in relation to the audit; and
- (ii) no contraventions of any applicable code of professional conduct in relation to the audit.

Name of Firm: Haywards Accountants
8/19-31 Pitt St., Sydney, NSW 2000

Name of Partner: John Newton

Date: 11 October 2010

Income Statement for the Year Ended 30 June 2010

	Note	2010	2009
		\$	\$
Revenue	2	1,437,521	1,528,199
Other income	2	59,548	81,432
Employee benefits expense		(1,182,604)	(1,147,985)
Depreciation and amortisation expense	3	(26,867)	(16,837)
Administration expense		(56,359)	(48,940)
Office overheads		(82,999)	(71,626)
Consultants		(37,406)	(39,739)
Premises		(37,676)	(39,527)
Travel		(47,786)	(49,015)
Insurance		(28,184)	(26,685)
Conference		(28,217)	(43,175)
Other expenses		(63,570)	(117,893)
(Loss)/ Profit before income tax	3	(94,599)	8,209
Income tax expense			
(Loss)/ Profit for the year		(94,599)	8,209
(Loss)/ Profit attributable to members of the entity		(94,599)	8,209

Statement of comprehensive income for the year ended 30 June 2010

	Note	2010	2009
		\$	\$
(Loss)/ Profit for the year		(94,599)	8,209
Other comprehensive (loss)/ income for the year, net of tax		-	-
Total comprehensive (loss)/ income for the year		(94,599)	8,209
Total comprehensive (loss)/ income attributable to members of the entity		(94,599)	8,209

Statement of Financial Position as at 30 June 2010

Assets			
Current assets			
Cash and cash equivalents	4	1,544,302	1,392,894
Trade and other receivables	5	24,668	14,503
Other assets	6	1,071	3,198
Total current assets		1,570,041	1,410,595
Non-current assets			
Financial assets	7	20,000	20,000
Property, plant and equipment	8	61,040	80,288
Total non-current assets		81,040	100,288
Total assets		1,651,081	1,510,883
Liabilities			
Current liabilities			
Trade and other payables	9	982,612	758,315
Total current liabilities		982,612	758,315
Non-current liabilities			
Long term provisions	10	42,481	31,981
Total non-current liabilities		42,481	31,981
Total liabilities		1,025,093	790,296
Net assets		625,988	720,587
Equity			
Retained earnings		625,988	720,587
Total equity		625,988	720,587

Statement of changes in equity for the Year Ended 30 June 2010

	Retained Earnings	Total
	\$	\$
Balance at 1 July 2008	712,378	712,378
(Loss)/ profit attributable to the entity	8,209	8,209
Balance at 30 June 2009	720,587	720,587
(Loss)/ profit attributable to the entity	(94,599)	(94,599)
Balance at 30 June 2010	625,988	625,988

Statement of cash flows for the year ended 30 June 2010

	Note	2010 \$	2009 \$
Cash flow from operating activities			
Receipt of grants		1,247,327	1,212,027
Other receipts		526,730	549,755
Payments to suppliers and employees		(1,674,578)	(1,707,285)
Interest received		59,548	81,432
Net cash provided by/(used in) operating activities	14(b)	159,027	135,929
Cash flow from investing activities			
Payment for property, plant and equipment		(7,619)	(44,386)
Net cash provided by/(used in) investing activities		(7,619)	(44,386)
Net increase/(decrease) in cash held		151,408	91,543
Cash and cash equivalents at the beginning of the financial year		1,392,894	1,301,351
Cash and cash equivalents at the end of the financial year 4		1,544,302	1,392,894

Notes to the financial statements

The financial statements are for council of social service of new south wales as an individual entity, incorporated and domiciled in Australia. Council of Social Service of New South Wales is a company limited by guarantee.

Note 1: Summary of significant accounting policies

■ Basis of preparation

The financial statements are a general purpose financial report that has been prepared in accordance with Australian accounting standards (including Australian accounting interpretations) and the corporations act 2001.

Australian accounting standards set out accounting policies that the AASB has concluded would result in financial statements containing relevant and reliable information about transactions, events and conditions. Material accounting policies adopted in the preparation of these financial statements are presented below and have been consistently applied unless otherwise stated.

The financial statements have been prepared on an accruals basis and are based on historical costs, modified, where applicable by the measurement at fair value of selected non-current assets, financial assets and financial liabilities.

■ Accounting policies

a) Revenue

Grant revenue is recognised in the statement of comprehensive income when the entity obtains control of the grant and it is probable that the economic benefits gained from the grant will flow to the entity and the amount of the grant can be measured reliably.

If conditions are attached to the grant which must be satisfied before it is eligible to receive the contribution, the recognition of the grant as revenue will be deferred until those conditions are satisfied.

When grant revenue is received whereby the entity incurs an obligation to deliver economic value directly back to the contributor, this is considered a reciprocal transaction and the grant revenue is recognised in the statement of financial position as a liability until the service has been delivered to the contributor, otherwise the grant is recognised as income on receipt.

Council of social service of new south wales receives non-reciprocal contributions of assets from the government and other parties for zero or a nominal value. These assets are recognised at fair value on the date of acquisition in the statement of financial position, with a corresponding amount of income recognised in the statement of comprehensive income.

Donations and bequests are recognised as revenue when received.

Interest revenue is recognised using the effective interest rate method, which for floating rate financial assets is the rate inherent in the instrument. Dividend revenue is recognised when the right to receive a dividend has been established.

Revenue from the rendering of a service is recognised upon the delivery of the service to the customers.

All revenue is stated net of the amount of goods and services tax (GST).

b) Property, Plant and Equipment

Each class of property, plant and equipment is carried at cost or fair values as indicated, less, where applicable, accumulated depreciation and impairment losses.

Plant and Equipment

Plant and equipment are measured on the cost basis less depreciation and impairment losses.

The carrying amount of plant and equipment is reviewed annually by directors to ensure it is not in excess of the recoverable amount from these assets. The recoverable amount is assessed on the basis of the expected net cash flows that will be received from the assets employment and subsequent disposal. The expected net cash flows have been discounted to their present values in determining recoverable amounts.

Plant and equipment that have been contributed at no cost, or for nominal cost are valued and recognised at the fair value of the asset at the date it is acquired.

Depreciation

The depreciable amount of all fixed assets including buildings and capitalised lease assets, but excluding freehold land, is depreciated on a straight-line basis over the asset's useful life to the entity commencing from the time the asset is held ready for use. Leasehold improvements are depreciated over the shorter of either the unexpired period of the lease or the estimated useful lives of the improvements.

The depreciation rates used for each class of depreciable assets are:

Plant and equipment 7.50% To 66.67%

The assets' residual values and useful lives are reviewed, and adjusted if appropriate, at the end of each reporting period.

Asset classes carrying amount is written down immediately to its recoverable amount if the asset's carrying amount is greater than its estimated recoverable amount.

Gains and losses on disposals are determined by comparing proceeds with the carrying amount. These gains or losses are included in the statement of comprehensive income. When revalued assets are sold, amounts included in the revaluation reserve relating to that asset are transferred to retained earnings.

c) Leases

Leases of fixed assets, where substantially all the risks and benefits incidental to the ownership of the asset, but not the legal ownership, are transferred to the entity are classified as finance leases.

Finance leases are capitalised, recording an asset and a liability equal to the present value of the minimum lease payments, including any guaranteed residual values.

Leased assets are depreciated on a straight-line basis over their estimated useful lives where it is likely that the entity will obtain ownership of the asset. Lease payments are allocated between the reduction of the lease liability and the lease interest expense for the period.

Lease payments for operating leases, where substantially all the risks and benefits remain with the lessor, are charged as expenses on a straight-line basis over the lease term.

Lease incentives under operating leases are recognised as a liability and amortised on a straight-line basis over the life of the lease term.

d) Financial Instruments

Initial recognition and measurement

Financial assets and financial liabilities are recognised when the entity becomes a party to the contractual provisions to the instrument. For financial assets, this is equivalent to the date that the company commits itself to either purchase or sell the asset (ie trade date accounting is adopted).

Financial instruments are initially measured at fair value plus transactions costs except where the instrument is classified 'at fair value through profit or loss' in which case transaction costs are expensed to profit or loss immediately.

Classification and subsequent measurement

Financial instruments are subsequently measured at either fair value, amortised cost using the effective interest rate method or cost. Fair value represents the amount for which an asset could be exchanged or a liability settled, between knowledgeable, willing parties. Where available, quoted prices in an active market are used to determine fair value. In other circumstances, valuation techniques are adopted.

Amortised cost is calculated as:

- (i) the amount at which the financial asset or financial liability is measured at initial recognition;
- (ii) less principal repayments;
- (iii) plus or minus the cumulative amortisation of the difference, if any, between the amount initially recognised and the maturity amount calculated using the effective interest method; and
- (iv) less any reduction for impairment.

The effective interest method is used to allocate interest income or interest expense over the relevant period and is equivalent to the rate that exactly discounts estimated future cash payments or receipts (including fees, transaction costs and other premiums or discounts) through the expected life (or when this cannot be reliably predicted, the contractual term) of the financial instrument to the net carrying amount of the financial asset or financial liability. Revisions to expected future net cash flows will necessitate an adjustment to the carrying value with a consequential recognition of an income or expense in profit or loss.

(i) Financial assets at fair value through profit or loss

Financial assets are classified at 'fair value through profit or loss' when they are held for trading for the purpose of short-term profit taking, or where they are derivatives not held for hedging purposes, or when they are designated as such to avoid an accounting mismatch or to enable performance evaluation where a group of financial assets is managed by key management personnel on a fair value basis in accordance with a documented risk management or investment strategy. Such assets are subsequently measured at fair value with changes in carrying value being included in profit or loss.

(ii) Loans and receivables

Loans and receivables are non-derivative financial assets with fixed or determinable payments that are not quoted in an active market and are subsequently measured at amortised cost.

Loans and receivables are included in current assets, except for those which are not expected to mature within 12 months after the end of the reporting period, which will be classified as non-current assets.

(iii) Held-to-maturity investments

Held-to-maturity investments are non-derivative financial assets that have fixed maturities and fixed or determinable payments, and it is the entity's intention to hold these investments to maturity. They are subsequently measured at amortised cost.

Held-to-maturity investments are included in non-current assets, except for those which are expected to mature within 12 months after the end of the reporting period.

If during the period the company sold or reclassified more than an insignificant amount of held-to-maturity investments before maturity, the entire category of held-to-maturity investment would be tainted and would be reclassified as available-for-sale.

Held-to-maturity investments are included in non-current assets, except for those which are expected to mature within 12 months after the end of the reporting period.

If during the period the company sold or reclassified more than an insignificant amount of the held-to-maturity investments before maturity, the entire held-to-maturity investment would be tainted and reclassified as available-for-sale.

(iv) Available-for-sale financial assets

Available-for-sale financial assets are non-derivative financial assets that are either not capable of being classified into other categories of financial assets due to their nature, or they are designated as such by management. They comprise investments in the equity of other entities where there is neither a fixed maturity nor fixed or determinable payments.

Available-for-sale financial assets are included in non-current assets, except for those which are expected to be disposed of within 12 months after the end of the reporting period.

(v) Financial liabilities

Non-derivative financial liabilities (excluding financial guarantees) are subsequently measured at amortised cost.

Fair value

Fair value is determined based on current bid prices for all quoted investments. Valuation techniques are applied to determine the fair value for all unlisted securities, including recent arm's length transactions, reference to similar instruments and option pricing models.

Impairment

At the end of each reporting period, the entity assesses whether there is objective evidence that a financial instrument has been impaired. In the case of available-for-sale financial instruments, a prolonged decline in the value of the instrument is considered to determine whether an impairment has arisen. Impairment losses are recognised in the statement of comprehensive income.

Derecognition

Financial assets are derecognised where the contractual rights to receipt of cash flows expires or the asset is transferred to another party whereby the entity no longer has any significant continuing involvement in the risks and benefits associated with the asset. Financial liabilities are derecognised where the related obligations are either discharged, cancelled or expired. The difference between the carrying value of the financial liability, which is extinguished or transferred to another party and the fair value of consideration paid, including the transfer of non-cash assets or liabilities assumed, is recognised in profit or loss.

e) Impairment of Assets

At the end of each reporting period, the entity reviews the carrying values of its tangible and intangible assets to determine whether there is any indication that those assets have been impaired. If such an indication exists, the recoverable amount of the asset, being the higher of the asset's fair value less costs to sell and value in use, is compared to the asset's carrying value. Any excess of the asset's carrying value over its recoverable amount is expensed to the statement of comprehensive income.

Where the future economic benefits of the asset are not primarily dependent upon on the asset's ability to generate net cash inflows and when the entity would, if deprived of the asset, replace its remaining future economic benefits, value in use is determined as the depreciated replacement cost of an asset.

Where it is not possible to estimate the recoverable amount of an assets class, the entity estimates the recoverable amount of the cash-generating unit to which the class of assets belong.

Where an impairment loss on a revalued asset is identified, this is debited against the revaluation surplus in respect of the same class of asset to the extent that the impairment loss does not exceed the amount in the revaluation surplus for that same class of asset.

f) Employee benefits

Provision is made for the company's liability for employee benefits arising from services rendered by employees to the end of the reporting period. Employee benefits that are expected to be settled within one year have been measured at the amounts expected to be paid when the liability is settled. Employee benefits payable later than one year have been measured at the present value of the estimated future cash outflows to be made for those benefits. In determining the liability, consideration is given to employee wage increases and the probability that the employee may not satisfy vesting requirements. Those cash outflows are discounted using market yields on national government bonds with terms to maturity that match the expected timing of cash flows.

Contributions are made by the entity to an employee superannuation fund and are charged as expenses when incurred.

g) Cash and cash equivalents

Cash and cash equivalents include cash on hand, deposits held at-call with banks, other short-term highly liquid investments with original maturities of three months or less, and bank overdrafts. Bank overdrafts are shown within short-term borrowings in current liabilities on the statement of financial position.

h) Goods and Services Tax (GST)

Revenues, expenses and assets are recognised net of the amount of gst, except where the amount of gst incurred is not recoverable from the Australian taxation office. In these circumstances the gst is recognised as part of the cost of acquisition of the asset or as part of an item of expense. Receivables and payables in the statement of financial position are shown inclusive of gst.

Cash flows are presented in the statement of cash flows on a gross basis, except for the gst component of investing and financing activities, which are disclosed as operating cash flows.

i) Income tax

Council of social service of new south wales is exempt from company income tax.

j) Provisions

Provisions are recognised when the entity has a legal or constructive obligation, as a result of past events, for which it is probable that an outflow of economic benefits will result and that outflow can be reliably measured. Provisions recognised represent the best estimate of the amounts required to settle the obligation at the end of reporting period.

k) Comparative figures

Where required by accounting standards comparative figures have been adjusted to conform with changes in presentation for the current financial year.

When an entity applies an accounting policy retrospectively, makes a retrospective restatement or reclassifies items in its financial statements, a statement of financial position as at the beginning of the earliest comparative period must be disclosed.

l) Trade and other payables

Trade and other payables represent the liability outstanding at the end of the reporting period for goods and services received by the company during the reporting period, which remain unpaid. The balance is recognised as a current liability with the amounts normally paid within 30 days of recognition of the liability.

m) Critical accounting estimates and judgments

The directors evaluate estimates and judgments incorporated into the financial statements based on historical knowledge and best available current information. Estimates assume a reasonable expectation of future events and are based on current trends and economic data, obtained both externally and within the company.

Key estimates

Impairment

At 30 June 2010 the directors reviewed the key assumptions made by the valuers at 30 June 2009. They have concluded that these assumptions remain materially unchanged, and are satisfied that carrying value does not exceed the recoverable amount of land and buildings at 30 June 2010.

Key judgements

Available-for-sale investments

The company maintains a portfolio of securities with a carrying value of \$20,000 at the end of the reporting period.

n) Economic dependence

Council of Social Service of New South Wales is dependent on the State Government Department of Community Services for the majority of its revenue used to operate the business. At the date of this report the board of directors has no reason to believe the department will not continue to support Council of Social Service of New South Wales.

Note 2: Revenue and other income

	Note	2010 \$	2009 \$
Revenue			
State/federal government grants		996,525	1,104,332
Membership		221,028	232,108
Services		262,091	250,044
Unearned grants - prior year		293,907	319,914
Unearned grants - current year		(336,030)	(293,907)
Grants transferred to trust		-	(84,292)
		1,437,521	1,528,199
Other income			
Interest		59,548	81,432
Total other income		59,548	81,432
Total revenue and other income		1,497,069	1,609,631

Note 3: Profit for the year

(a) Expenses

Depreciation and amortisation

Furniture and equipment 26,867 16,837

Total depreciation and amortisation 26,867 16,837

Rental expense on operating leases

Minimum lease payments 17,425 16,337

Total rental expense 17,425 16,337

Auditor remuneration

Audit services 17,400 17,800

Total audit remuneration 17,400 17,800

Note 4: Cash and cash equivalents

Current

Cash at bank 1,544,002 1,392,594

Cash on hand 300 300

1,544,302 1,392,894

Note 5: Trade and other receivables

	Note	2010 \$	2009 \$
Current			
Trade receivables		24,668	14,503
		24,668	14,503
Total current trade and other receivables		15 24,668	14,503

Credit risk - trade and other receivables

The company does not have any material credit risk exposure to any single receivable or group of receivables.

The following table details the company's trade and other receivables exposed to credit risk (prior to collateral and other credit enhancements) with ageing analysis and impairment provided for thereon. Amounts are considered as 'past due' when the debt has not been settled within the terms and conditions agreed between the company and the customer or counter party to the transaction. Receivables that are past due are assessed for impairment by ascertaining solvency of the debtors and are provided for where there are specific circumstances indicating that the debt may not be fully repaid to the company.

The balances of receivables that remain within initial trade terms (as detailed in the table) are considered to be of high credit quality (see Table 1 below).

The company does not hold any financial assets whose terms have been renegotiated, but which would otherwise be past due or impaired.

There are no balances within trade receivables that contain assets that are not impaired and are past due. It is expected that these balances will be received when due.

Note 6: Other Assets

	2010 \$	2009 \$
Current		
Prepayments	1,071	3,198
	1,071	3,198

Note 7: Financial assets

	Note	2010 \$	2009 \$
Non-current			
Available-for-sale financial assets	7b	20,000	20,000
		20,000	20,000

a. Available-for-sale financial assets comprise:

- Unlisted investments, at cost			
- Interest in joint venture entities	15	20,000	20,000

Available-for-sale financial assets comprise investments in the ordinary issued capital of various entities. There are no fixed returns or fixed maturity dates attached to these investments.

The financial asset is represented by shares in community 21 limited which have been recorded at cost. Community 21 limited was formed to fund the establishment of a community sector bank which would provide lower cost banking services and other financing opportunities to community based organisations. This investment represents an ultimate 2.5% Share of community sector banking. Bendigo Bank Ltd is a 50% shareholder in community sector banking.

Based on an independent valuation dated 10 October 2008, the investment in Community 21 Ltd was valued at \$144,000. Given the volatile nature of the current financial climate and the fact that the independent valuation was carried out over approximately two years ago, the directors have elected to carry the investment at cost.

Note 8: Property, plant and equipment

	2010 \$	2009 \$
Plant and equipment		
At cost	368,711	361,093
Less accumulated depreciation	(307,671)	(280,805)
	61,040	80,288
Total plant and equipment	61,040	80,288
Total property, plant and equipment	61,040	80,288

Table 1: Credit risk (Note 5)

2010	Gross amount \$	Past due & impaired \$	Past due but not impaired (days overdue)				Within initial trade terms \$
			<30 \$	31 - 60 \$	61 - 90 \$	>90 \$	
Trade and term receivables	24,668	-	18,324	4,707	492	1,145	18,324
Total	24,668	-	18,324	4,707	492	1,145	18,324
2009	Gross amount \$	Past due & impaired \$	Past due but not impaired (days overdue)				Within initial trade terms \$
			<30 \$	31 - 60 \$	61 - 90 \$	>90 \$	
Trade and term receivables	14,503	-	12,331	1,268	468	436	12,331
Total	14,503	-	12,331	1,268	468	436	12,331

Movements in carrying amounts

Movement in the carrying amounts for each class of property, plant and equipment between the beginning and the end of the current financial year:

	Plant and equipment \$	Total \$
2009		
Balance at the beginning of the year	52,739	52,739
Additions at cost	44,386	44,386
Depreciation expense	(16,837)	(16,837)
Carrying amount at end of year	80,288	80,288
2010		
Balance at the beginning of the year	80,288	80,288
Additions at cost	7,619	7,619
Depreciation expense	(26,867)	(26,867)
Carrying amount at end of year	61,040	61,040

Note 9: Trade and other payables

	Note	2010 \$	2009 \$
Current			
Trade payables		75,550	72,336
Grants in advance		137,442	-
Grants in trust		211,193	211,223
Unearned grants		336,030	293,907
Employee benefits		222,397	180,849
	9(a)	982,612	758,315

(a) financial liabilities at amortised cost classified as trade and other payables

Total current	982,612	758,315
	982,612	758,315
Less leave entitlements	(222,397)	(180,849)
Financial liabilities as trade and other payables	15	760,215
		577,466

Note 10: Provisions

Non-current		
Long-term employee benefits		
Opening balance at 1 July 2009	31,981	37,289
Additional provisions raised during year	10,500	-
Amounts used	-	(5,308)
Balance at 30 June 2010	42,481	31,981
Analysis of total provisions		
Non-current	42,481	31,981
	42,481	31,981

Provision for long-term employee benefits

A provision has been recognised for employee entitlements relating to long service leave. In calculating the present value of future cash flows in respect of long service leave, the probability of long service leave being taken is based on

historical data. The measurement and recognition criteria relating to employee benefits has been included in Note 1 to this report.

Note 11: Capital and leasing commitments

(a) Operating Lease Commitments

Non-cancellable operating leases contracted for but not capitalised in the financial statements.

	2010 \$	2009 \$
Payable - minimum lease payments		
- not later than 12 months	6,932	13,484
- later than 12 months but not later than 5 years	27,150	-
	34,082	13,484

Note 12: Events after the reporting period

No matters or circumstances have arisen since the end of the financial year, which significantly affected or may significantly affect the operations of the company, the results of those operations, or the state of affairs of the company in subsequent financial years.

Note 13: Key management personnel compensation

	Short-term benefits \$	Post employ- ment benefits \$	Other long- term benefits \$	Total \$
2010				
Total compensation	117,642	10,422	-	128,064
2009				
Total compensation	112,406	10,048	-	122,454

Note 14: Cash flow information

	Note	2010 \$	2009 \$
(a) Reconciliation of cash			
Cash at bank		1,544,002	1,392,594
Other cash		300	300
	4	1,544,302	1,392,894
(b) Reconciliation of cash flow from operations with profit after income tax			
Profit after income tax		(94,599)	8,209
Non cash flows			
Depreciation and amortisation		26,867	16,837
Change in assets and liabilities (Increase)/decrease in trade and other receivables		(10,165)	19,388
Increase/(decrease) in trade and other payables		224,297	97,863
Increase in provisions		10,500	(5,308)
Decrease in prepayments		2,127	(1,060)
		159,027	135,929

Note 15: Financial risk management

The company's financial instruments consist mainly of deposits with banks, local money market instruments, short-term and long-term investments, accounts receivable and payable and leases.

The totals for each category of financial instruments, measured in accordance with AASB 139 as detailed in the accounting policies to these financial statements, are as follows:

	Note	2010 \$	2009 \$
Financial assets			
Cash and cash equivalents	4	1,544,302	1,392,894
Loans and receivables	5	24,668	14,503
Available-for-sale financial assets			
- At cost			
Shares in unlisted corporations	7(b)	20,000	20,000
Total financial assets		1,588,970	1,427,397
Financial liabilities			
Financial liabilities at amortised cost			
- Trade and other payables	9(a)	760,215	577,466
Total financial liabilities		760,215	577,466

Financial risk management policies

Consisting of senior committee members, the finance committee's overall risk management strategy seeks to assist the company in meeting its financial targets, whilst minimising potential adverse effects on financial performance. Risk management policies are approved and reviewed by the finance committee on a regular basis. These include the credit risk policies and future cash flow requirements.

Specific financial risk exposures and management

The main risks the company is exposed to through its financial instruments are credit risk, liquidity risk and market risk relating to interest rate risk and equity price risk.

a. Credit risk

Exposure to credit risk relating to financial assets arises from the potential non-performance by counterparties of contract obligations that could lead to a financial loss for the company.

The company does not have any material credit risk exposure as its major source of revenue is the receipt of grants. Credit risk is further mitigated as over 100% of the grants being received from state and federal governments are in accordance with funding agreements which ensure regular funding for a period of 1 year.

Credit risk exposures

The maximum exposure to credit risk by class of recognised financial assets at the end of the reporting period is equivalent to the carrying value and classification of those financial assets (net of any provisions) as presented in the statement of financial position.

Trade and other receivables that are neither past due or impaired are considered to be of high credit quality. Aggregates of such amounts are as detailed at note 5.

The company has no significant concentration of credit risk exposure to any single counterparty or group of counterparties. Details with respect to credit risk of trade and other receivables is provided in note 5.

Credit risk related to balances with banks and other financial institutions is managed by the finance committee in accordance with approved board policy. Such policy requires that surplus funds are only invested with counterparties with a standard and poor's rating of at least aa-. The following table provides information regarding the credit risk relating to cash and money market securities based on standard and poor's counterparty credit ratings.

	Note	2010 \$	2009 \$
Cash and cash equivalents			
- AA rated		1,544,302	1,392,894
	4	1,544,302	1,392,894

b. Liquidity risk

Liquidity risk arises from the possibility that the company might encounter difficulty in settling its debts or otherwise meeting its obligations in relation to financial liabilities. The company manages this risk through the following mechanisms:

- Preparing forward looking cash flow analysis in relation to its operational, investing and financing activities;
- Maintaining a reputable credit profile;
- Managing credit risk related to financial assets;
- Only investing surplus cash with major financial institutions; and
- Comparing the maturity profile of financial liabilities with the realisation profile of financial assets.

Table 2 (*following page*) reflect an undiscounted contractual maturity analysis for financial liabilities.

Cash flows realised from financial assets reflect management's expectation as to the timing of realisation. Actual timing may therefore differ from that disclosed. The timing of cash flows presented in the table to settle financial liabilities reflects the earliest contractual settlement dates.

c. Market risk

i. Interest rate risk

Exposure to interest rate risk arises on financial assets and financial liabilities recognised at the end of the reporting period whereby a future change in interest rates will affect future cash flows or the fair value of fixed rate financial instruments.

Interest rate risk is limited to change in interest rate market fluctuations.

Table 2: Financial liability and financial asset maturity analysis (Note 15b)

	Within 1 year		1 to 5 years		Over 5 year		Total	
	2010 \$	2009 \$	2010 \$	2009 \$	2010 \$	2009 \$	2010 \$	2009 \$
Financial liabilities due for payment								
Trade and other payables (excl. Est. Annual leave and deferred income)	760,215	577,466	-	-	-	-	760,215	577,466
Total expected outflows	760,215	577,466	-	-	-	-	760,215	577,466
Financial assets - cash flows realisable								
Cash and cash equivalents	1,544,302	1,392,894	-	-	-	-	1,544,302	1,392,894
Trade, term and loans receivables	24,668	14,503	-	-	-	-	24,668	14,503
Other investments	20,000	20,000	-	-	-	-	20,000	20,000
Total anticipated inflows	1,588,970	1,427,397	-	-	-	-	1,588,970	1,427,397
Net (outflow) / inflow on financial instruments	828,755	849,931	-	-	-	-	828,755	849,931

ii. Price risk

The entity is not exposed to any material commodity price risk.

Sensitivity analysis

The following table illustrates sensitivities to the company's exposures to changes in interest rates and equity prices. The table indicates the impact on how profit and equity values reported at the end of the reporting period would have been affected by changes in the relevant risk variable that management considers to be reasonably possible. These sensitivities assume that the movement in a particular variable is independent of other variables.

	Profit \$	Equity \$
Year ended 30 June 2010		
+/- 2% in interest rates	30,828	30,828
Year ended 30 June 2009		
+/- 2% in interest rates	27,851	27,851

No sensitivity analysis has been performed on foreign exchange risk as the company is not exposed to foreign currency fluctuations.

*Net fair values**Fair value estimation*

The fair values of financial assets and financial liabilities are presented in the following table and can be compared to their carrying values as presented in the statement of financial position. Fair values are those amounts at which an asset could be exchanged, or a liability settled, between knowledgeable, willing parties in an arm's length transaction.

Fair values derived may be based on information that is estimated or subject to judgement, where changes in assumptions may have a material impact on the amounts

estimated. Areas of judgement and the assumptions have been detailed below. Where possible, valuation information used to calculate fair value is extracted from the market, with more reliable information available from markets that are actively traded. In this regard, fair values for listed securities are obtained from quoted market bid prices. Where securities are unlisted and no market quotes are available, fair value is obtained using discounted cash flow analysis and other valuation techniques commonly used by market participants.

Differences between fair values and carrying values of financial instruments with fixed interest rates are due to the change in discount rates being applied by the market since their initial recognition by the company. Most of these instruments which are carried at amortised cost (i.e. Trade receivables, loan liabilities) are to be held until maturity and therefore the net fair value figures calculated bear little relevance to the company (refer Table 3, following page).

Financial instruments measured at fair value

The financial instruments recognised at fair value in the statement of financial position have been analysed and classified using a fair value hierarchy reflecting the significance of the inputs used in making the measurements. The fair value hierarchy consists of the following levels:

- quoted prices in active markets for identical assets or liabilities (Level 1)
- inputs other than quoted prices included within level 1 that are observable for the asset or liability, either directly (as prices) or indirectly (derived from prices) (Level 2); and
- inputs for the asset or liability that are not based on observable market data (unobservable inputs) (Level 3).

(refer Table 4, following page)

Table 3: Fair value estimation (Note 15c)

	Foot-note	2010		2009	
		Net carry-ing value \$	Net fair value \$	Net carry-ing value \$	Net fair value \$
Financial assets					
Cash and cash equivalents	(i)	1,544,302	1,544,302	1,392,894	1,392,894
Trade and other receivables	(i)	24,668	24,668	14,503	14,503
Available-for-sale financial assets					
- At fair value					
: Listed investments	(ii)	20,000	20,000	20,000	20,000
Total financial assets		1,588,970	1,588,970	1,427,397	1,427,397
Financial liabilities					
Trade and other payables	(i)	760,215	760,215	1,392,894	1,392,894
Total financial liabilities		760,215	760,215	1,392,894	1,392,894

The fair values disclosed in the above table have been determined based on the following methodologies:

- cash and cash equivalents, trade and other receivables and trade and other payables are short-term instruments in nature whose carrying value is equivalent to fair value. Trade and other payables exclude amounts provided for annual leave, which is not considered a financial instrument.
- for listed available-for-sale and held-for-trading financial assets, closing quoted bid prices at the end of the reporting period are used. In determining the fair values of the unlisted available-for-sale financial assets, the directors have used inputs that are observable either directly (as prices) or indirectly (derived from prices).

Table 4: Financial instruments measured at fair value (Note 15c)

	Level 1	Level 2	Level 3	Total
2010				
Financial assets				
Available-for-sale financial assets	-	20,000	-	20,000
Total	-	20,000	-	20,000
2009				
Financial assets				
Available-for-sale financial assets	-	20,000	-	20,000
Total	-	20,000	-	20,000

Included within Level 1 of the hierarchy are listed investments. The fair values of these financial assets have been based on the closing quoted bid prices at the end of the reporting period, excluding transaction costs.

In valuing unlisted investments, included in Level 2 of the hierarchy, valuation techniques such as those using comparisons to similar investments for which market observable prices are available have been adopted to determine the fair values of these investments.

Note 16: Capital Management

Management controls the capital of the entity to ensure that adequate cash flows are generated to fund its programs and that returns from investments are maximised. The finance committee ensures that the overall risk management strategy is in line with this objective.

The finance committee operates under policies approved by the board of directors. Risk management policies are approved and reviewed by the board on a regular basis. These include credit risk policies and future cash flow requirements.

Management effectively manages the entity's capital by assessing the entity's financial risks and responding to changes in these risks and in the market. These responses may include the consideration of debt levels.

There have been no changes to the strategy adopted by management to control the capital of the entity since the previous year.

The entity has no financial liabilities for the years ended 30 June 2010 and 30 June 2009 and hence no gearing.

Note 17: Entity Details

The registered office of the entity is:

Council of Social Service of New South Wales
66 Albion Street, Surry Hills NSW 2010

The principal place of business is:

Council of Social Service of New South Wales
66 Albion Street, Surry Hills NSW 2010

Note 18: Members' Guarantee

The entity is incorporated under the *Corporations Act 2001* and is an entity limited by guarantee. If the entity is wound up, the constitution states that each member is required to contribute a maximum of \$10 each towards meeting any outstanding obligations of the entity. At 30 June 2010 the number of members was 752.

Directors' Declaration

The directors of the entity declare that:

1. The financial statements and notes, as set out on pages 22 to 33, are in accordance with the *Corporations Act 2001*:
 - a. comply with Australian accounting standards; and
 - b. give a true and fair view of the financial position as at 30 June 2010 and of the performance for the year ended on that date of the entity.
2. In the Directors' opinion there are reasonable grounds to believe that the entity will be able to pay its debts as and when they become due and payable.

This declaration is made in accordance with a resolution of the Board of Directors.

Pam Batkin
President

Date: 11 October 2010

Independent Auditor's Report

We have audited the accompanying financial statements of Council of Social Service of New South Wales, which comprises the statement of financial position as at 30 June 2010 and the statement of comprehensive income, statement of changes in equity and statement of cash flows for the year ended, a summary of significant accounting policies and other explanatory notes and the Directors' declaration.

Responsibility of the Directors for the Financial Statements

The Directors of the company are responsible for the preparation of the financial report that gives a true and fair view in accordance with Australian accounting standards and the *Corporations Act 2001* and for such internal control as the directors determine is necessary to enable the preparation of the financial report that is free from material misstatement, whether due to fraud or error.

Auditor's Responsibility

Our responsibility is to express an opinion on the financial statements based on our audit. 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 statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial statements, 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 statements 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 directors, as well as evaluating the overall presentation of the financial statements.

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 the *Corporations Act 2001*. We confirm that the independence declaration required by the *Corporations Act 2001*, provided to the directors of council of social service of new south wales on 30 June 2010, would be in the same terms if provided to the directors as at the date of this auditor's report.

Basis for qualification

As is common for organisations of this type, it is not practicable for council of social service of new south wales to maintain an effective system of internal control over membership fees, publication and conference income, until their initial entry in the accounting records. Accordingly, our audit in relation to these items was limited to amounts recorded.

Qualified auditor's opinion

In our opinion, except for the possible effects if any of the matters described in the basis for qualified opinion, the financial report of council of social service of new south wales is in accordance with the *Corporations Act 2001*, including:

- (a) giving a true and fair view of the company's financial position as at 30 June 2010 and of its performance for the year ended on that date; and
- (b) complying with Australian accounting standards and the *Corporations Regulations 2001*.

John Newton
Haywards Accountants
8/19-31 Pitt St., Sydney, NSW 2000



	TOTALS	NCOSS Core	CSGP	NCOSS 75th Anniversary Conference	Workforce profile	Public Liability Insurance	HACC	Aged Care Alliance	HACC Aboriginal Gathering	HACC Gathering Conference 2009	Health Policy Officer	Management Support Unit	Indigenous Women's Leadership	HSNET IT Strategy
Grant Received	996,525	0	600,794	0	0	0	138,426	0	0	0	126,000	122,214	9,091	0
Total Grant Received	996,525	0	600,794	0	0	0	138,426	0	0	0	126,000	122,214	9,091	0
Membership Fees	230,307	230,307												
Sponsorship	0	0				142						2,727		
Publication Sales	2,126	1,956												
Publishing Income	102,964	102,964												
Conference Income	60,636	5,000		55,636										
Training Services	2,727													
Commission on Sales	66,241					66,241								
Management Services	145,768	145,768												
Project Recoveries - Overheads	58,565	58,565												
Tenant Recoveries	12,498	12,498												
Photocopying Income	1,608	1,608												
Cleaning Recoupment	0	0												
Consultant Registration Fees	1,658													1,658
Sitting Fees	2,829	2,829												
Dividend Income	2,000	2,000												2,662
Miscellaneous Income	5,154	2,430							62		773			
Interest Received	56,986	55,498					615							
Total Income	1,748,493	621,425	600,794	55,636	0	66,363	139,041	0	62	0	126,773	129,261	9,091	27
Salary Costs	975,567	0	776,157	0	0	26,814	68,871	0	0	0	66,796	36,931	0	0
Leave Expenses	99,377	0	81,040	0	0	2,436	7,479	0	0	0	5,207	3,215	0	0
Superannuation	91,994	0	73,262	0	0	2,584	6,584	0	0	0	6,092	3,584	0	0
Workers Compensation Insurance	8,289	0	6,015	0	0	307	795	0	0	0	738	434	0	0
Other Staffing Costs	62,793	0	47,917	0	0	682	1,235	0	0	0	1,210	1,865	9,885	0
Administration	29,794	0	29,794	0	0	0	0	0	0	0	0	0	0	0
Equipment	53,181	53,181	0	0	0	0	0	0	0	0	0	0	0	0
Insurance	16,172	16,172	0	0	0	0	0	0	0	0	0	0	0	0
Office Overheads	69,727	69,563	0	0	0	0	0	0	0	0	0	0	0	165
Premises	40,535	40,535	0	0	0	0	0	0	0	0	0	0	0	0
Conference Expenses	13,125	0	0	8,125	0	0	0	0	0	0	0	5,000	0	0
Activity Costs	30,303	29,555	0	0	0	0	0	32	574	0	0	0	109	0
Newsletter Expense	31,367	31,367	0	0	0	0	0	0	0	0	0	0	0	0
Travel	47,786	23,221	0	0	0	18	4,548	0	5,447	553	1,342	432	12,225	0
Project - Sundry	1,672		0			37					771	553	304	7
Project Management Services	52,359					6,545	16,362				16,362	13,090		
Project Administration Services	93,409					10,349	25,873				25,873	20,699		10,616
Project Insurance	3,723					407	1,018				1,018	815		465
Project Audit	4,362					671	671				671	1,007		671
Projects - Administration	0					1,218	2,539				2,539	2,031		1,282
Project Office Overheads	9,609					2,206	505				905	404		224
Project Functions	1,638					2,206	505				5,516	4,414		2,694
Project Premises	23,359					2,524	6,310				6,310	5,048		3,067
Project Operations	2,359					6,310	32				140,948	99,520		23,359
Total Expense	1,780,337	293,387	984,390	8,125	0	56,710	148,283	32	6,022	586	140,948	99,520	23,359	19,016
Operating Surplus/Deficit	1,780,337	328,038	-383,596	47,511	0	9,673	-9,242	-32	-5,959	-586	-14,174	29,741	-14,268	-18,989
Sick Leave Adjustment	-31,883	15,624												
Grants lift from Trust	0	0				6,969	2,167		45,476		104,545			38,248
Unearned grants 2009-2010	291,074				33,000	6,969	2,167		45,476		104,545			60,669
InterProject Transfers	0													
Income Project Equipment	0													
Less	0													
Grants lift to trust	2,135					16,642	2,135							
Unearned grants 2010-2011	336,930			47,511	33,000	16,642	2,135							
2009-2010 Surplus/Deficit	-84,939	328,038	-383,596	0	0	0	-8,242	0	0	0	-14,174	29,741	0	41,680

■ NCOSS members and affiliates

Organisational Members - 560

- Ability Options Ltd
 Aboriginal Child, Family and Community Care State Secretariat
 Aboriginal Early Childhood Support Unit
 Accessible Arts
 Accessible Bridge Services
 ACON
 Action For People With Disability Inc
 ADSSI Ltd
 Aged and Community Services Association NSW & ACT
 Aged Care Rights Service
 Agents Of Change
 Albion Park Youth and Community Care
 Albury Supported Accommodation Service Inc
 Albury Wodonga Community Network Inc
 Alice's Cottages Inc
 Alt Beatty Consulting
 Alzheimer's Australia NSW
 Anglicare
 Anglicare - South East
 ARAFMI - Central Coast
 ARAFMI - Newcastle
 ARAFMI - Sydney
 Armidale Care For Seniors Inc
 Armidale Interagency
 Asian Women At Work Inc
 Association For Genetic Support Australasia Inc
 Association For The Wellbeing of Children in Healthcare
 Association Of Children's Welfare Agencies
 Auburn Asian Welfare Centre Inc
 Auburn Community Development Network
 Auburn Youth Centre Inc
 Australian Association Of Social Workers NSW Branch
 Australian Chapter of Batten Disease Support Research Association
 Australian Huntington's Disease Association (NSW) Inc
 B Miles Womens Housing Scheme
 Ballina Byron Family Centre Inc
 Ballina District Community Services Association Inc
 Ballina Shire Meals On Wheels
 Bankstown Area Multicultural Network Inc.
 Bankstown Dementia Carers' Group Inc
 Baptist Community Services - NSW and ACT
 Barnardos Australia
 Bathurst Information & Neighbourhood Centre
 Bega Valley Meals On Wheels Co-operative
 Benevolent Society of NSW
 Berrigan Children's Centre Association Inc
 Best Employment Ltd
 Blackheath Area Neighbourhood Centre Inc
 Bligh Park Community Services
 Blue Mountains Commuter and Transport Users Association
 Blue Mountains Women's Health Centre Inc
 Blue Mountains Youth Accommodation and Support Service Inc
 Bobby Goldsmith Foundation
 Bondi Beach Cottage - Family Centre
 Bonnie Women's Refuge Ltd
 Boronia Multicultural Services
 Botany Family and Children's Centre Inc
 Boys' Town Engadine
 Brain Injury Association NSW Inc
 Bridge Youth Services Inc
 Bridges
 Broken Hill Community Inc
 Broken Hill Youth Accommodation and Support Services
 Brown Nurses
 Burdekin Association Inc
 Burwood Community Welfare Services
 Byron Emergency Accommodation Project
 Byron Youth Service Inc
 Cabramatta Community Centre
 Campbell Page
 Campbelltown Family Support Service Inc
 Cancer Council NSW
 Canterbury City Community Centre
 Canterbury Community Options Project
 Canterbury Earlwood Caring Association Ltd
 Canterbury Multicultural Aged and Disability Support Service
 Carers NSW Inc
 CareWays Community
 CareWest Inc
 CareWorks NSW
 Casino Family Support Service Inc
 Cassia Community Centre Inc
 Catholic Commission For Employment Relations
 Catholic Community Services
 Catholic Social Services NSW/ACT
 CatholicCare - Sydney Head Office
 CatholicCare - Wollongong
 Catholics In Coalition For Justice And Peace
 Centacare - Broken Bay
 Centacare Catholic Social Services
 CentaCare Wagga Wagga
 Central Coast Community Council
 Central Coast Community Legal Centre
 Central Coast Disability Network
 Central Coast Family Support Service Inc
 Central Coast Tenants Advice & Advocacy Service
 Central West Community College
 Central West Women's Health Centre Inc
 Centre Against Child Sexual Assault



- Cessnock Community Transport Inc
- Chester Hill Neighbourhood Centre Inc
- Child and Adolescent Specialist Programs and Accommodation
- Child Abuse Prevention Service
- Chinese Parents Association - Children With Disabilities In
- Chronic Pain Association of Australia
- Churches Community Housing Ltd
- City Women's Hostel Inc
- Clarence Family Day Care
- Clarence River Women's Refuge
- Coast Shelter
- Coastwide Community Transport Inc
- Coffs Harbour Home Mod and Maintainance Service Inc
- Coffs Harbour Neighbourhood Centre Inc
- Combined Pensioners & Superannuants Association of NSW Inc
- Common Equity NSW
- Communicare Sydney
- Community Activities Lake Macquarie Inc
- Community Care Northern Beaches Inc
- Community Care Services Central Coast Ltd
- Community Child Care Co-operative Ltd
- Community Compass
- Community Connections Solutions Australia
- Community First Step
- Community Legal Centres NSW
- Community Management Advisory Project Inc
- Community Options Illawarra Inc
- Community Programs Inc
- Community Resource Network Inc
- Community Restorative Centre Inc
- Community Transport Group Of Port Stephens Inc
- Community Transport Organisation
- Compassionate Friends (NSW), The
- Conference Of Leaders Of Religious Institutes
- Connect Child & Family Services Inc
- Contact Inc
- Council On The Ageing (NSW) Inc
- Country Women's Association
- Cowra / Grenfell Meals On Wheels
- Cowra Neighbourhood Centre
- Create Foundation
- Creating Links Co-operative Ltd
- Crossroads Community Care Centre
- Cystic Fibrosis NSW
- Deli Women & Children's Centre Inc
- Delphy Community Services Pty Ltd
- Disability & Aged Information Service Inc
- Disability Information Advocacy Service Inc
- Disability South West Inc
- Disability Support Pensioners Australia Inc
- Disability Trust
- Diverse Community Care Inc
- Drummoyne Community Centre Inc
- Dubbo Neighbourhood Centre
- Dundas Area Neighbourhood Centre Inc
- Each & All Stronger Together Inc
- Early Childhood Australia NSW Inc
- Early Childhood Intervention Australia NSW
- Eastern Area Tenants Service Inc
- Eastern Suburbs Community Youth Association Ltd
- Eastlakes Family Support Service Inc
- ECHO Neighbourhood Centre
- Edel Quinn Shelter
- Edgeworth Memorial Neighbourhood Centre Inc
- Elernmore Vale Community Centre
- Elizabeth Evatt Community Legal Centre
- Ella Centre
- Emerge Youth & Family Services Inc
- Engadine Community Services
- Engadine District Youth Services Inc
- Enough Is Enough Anti-Violence Movement Inc
- Erin's Place Inc
- Erskineville Youth Housing Inc
- Essie Women's Refuge Inc
- Ethnic Communities Council of NSW Inc
- Eurobodalla Family Support Service Inc
- Evans Community Options
- Factory Community Centre Inc
- Fairfield Youth Accommodation Service
- Family Centre
- Family Drug Support
- Family Planning NSW
- Family Services Illawarra Inc
- Financial Counsellors Association Of NSW Inc
- Food Distribution Network Inc
- Forrest Centre
- Forster Neighbourhood Centre Inc
- Foundation For Disabled Sportsmen & Sportswomen
- Friends Of Pastoral Care Inc
- Gambling Impact Society NSW
- Gender Centre
- Gilgai Aboriginal Centre Inc
- Glebe House
- Glen Innes & District Community Centre
- Glen Innes Family & Youth Support Service Inc
- Goulburn Family Support Service Inc
- Graceades Community Cottage Inc
- Granville Multicultural Community Centre
- GREAT Community Transport Inc
- Great Lakes Community Resources Inc
- Greek Welfare Centre
- Greenacre Area Neighbourhood Centre
- Griffith Neighbourhood House Community Centre
- GROW NSW
- Guthrie House Co-operative
- HACC Volunteer Recruitment & Training Program
- Handital NSW Inc
- Harris Park Community Centre
- Hawkesbury Nepean Community Legal Centre
- Haymarket Foundation Ltd
- HeadEast Eastern Sydney Acquired Brain Injury C'ty Access
- Headway Adult Development Program Inc
- Healthy Cities Illawarra Inc
- Hepatitis NSW
- Hewitt House Neighbourhood Centre Inc
- Highlands Community Centres Inc
- HIV/AIDS Legal Centre
- Holdsworth Street Community Centre & Services

Holroyd Community Aid & Information Service
 Homelessness NSW
 Horizons Central Coast Family Services
 Housing Connection NSW Inc
 Hume Community Housing Association Ltd
 Hunter Community Legal Centre
 Hunter Tenants Advice & Advocacy Service
 Hunter Valley Financial Counselling Project
 Hunters Hill Ryde & Community Services Inc
 IDEAS Inc (Tumut)
 Illawarra Area Child Care Ltd
 Illawarra Forum Inc
 Illawarra Legal Centre Inc
 Illawarra Multicultural Services (Wollongong)
 Illawarra Women's Community Health Centre
 Immigrant Women's Speakout Association NSW
 Independent Living Centre NSW
 Inner City Legal Centre
 Inner South West Community Development Organisation
 Inner Sydney Regional Council
 Inner West Community Transport Inc
 Inner West Cultural Services
 Inner West Neighbour Aid
 Inspiration House Services Inc
 Institute For Family Advocacy
 Integratedliving Australia Ltd
 Intellectual Disability Rights Service
 Interaction Disability Services
 Interchange Respite Care (NSW)
 Interchange Wingecarribee Inc
 Intereach NSW Inc
 International Social Service Australia
 Jannali Neighbour Aid (Nightingale) Inc
 Jean's Place / Marrickville Women's Refuge
 Jesmond Neighbourhood Centre Inc
 JewishCare
 Joan Harrison Support Services For Women Inc
 Josephite Foundation No Interest Loans Scheme
 Justice Action
 Kamira Farm Inc
 Karabi Community & Development Services Inc
 Kariong Neighbourhood Centre Inc
 Katakudu Women's Housing Inc
 Katoomba Neighbourhood Centre
 Kempsey Neighbourhood Centre Inc
 Kent House
 Kings Cross Community & Information Centre Inc
 Kingsford Legal Centre
 Kingsgrove Community Aid Centre Inc
 Kooloora Community Centre
 Koorana Child & Family Centre
 KU Children's Services
 Kulkuna Cottage Women's Refuge Ltd
 Ku-Ring-Gai Neighbourhood Centre Inc
 Ku-ring-gai Youth Development Service Inc
 Kurri Kurri Community Centre
 Kyogle Family Support Services Inc
 Lady Gowrie Child Centre
 Lake Macquarie Support Services Inc
 Lane Cove Community Aid Service

Learning Links - Head Office
 Leichhardt Community Transport Group
 Leichhardt Women's Community Health Centre Inc
 Life Without Barriers
 Lifeline - Broken Hill Inc
 Lifeline - Central West Inc
 Lifeline - Northern Beaches Inc
 Lifeline - South Coast
 Lismore Neighbourhood Centre
 Lismore Women's & Childrens Refuge
 Lithgow Information & Neighbourhood Centre
 Little Bay Coast Centre For Seniors Inc
 Liverpool Migrant Resource Centre
 Local Community Services Association
 Lone Parent Family Support Service Northern Beaches
 Lorna Hodgkinson Sunshine Home
 Lotus House
 Lower Mountains Neighbourhood Centre Inc
 Lower North Shore Community Transport Inc
 Macarthur Disability Services Ltd
 Macarthur District Temporary Family Care Inc
 Macarthur Home Modification Service
 Macarthur Legal Centre Inc
 Macedonian Welfare Association Inc
 MacKillop Family Services NSW
 MacKillop Rural Community Services
 Macquarie Legal Centre Inc
 Maitland Family Support Scheme Inc
 Make Today Count Inc
 Manly Drug Education & Counselling Centre
 Manly Warringah Pittwater Community Aid Service Inc
 Manly Warringah Women's Resource Centre
 Manning District Emergency Accommodation Inc
 Manning Support Services Inc
 Manning Valley Neighbourhood Services Inc
 Marian Centre
 Marist Youth Care
 Marrickville Youth Resource Centre Inc
 ME Chronic Fatigue Syndrome Society (NSW)
 Mental Health Association NSW Inc
 Mental Health Co-ordinating Council Inc
 Metro Migrant Resource Centre
 Mid North Coast RCSD
 MigrantLink
 Mirabel Foundation
 Mission Australia - NSW State Office
 Mobile Childrens Services Association Of NSW
 Molonglo Women's & Children's Services Ltd
 Monaro Crisis Accommodation Service
 Monaro Family Support Service Inc
 Moree Women's Refuge Ngala House Inc
 Mortdale Community Service Inc
 Moruya Women & Children's Service Inc
 Motor Neurone Disease Association Of NSW Inc
 Mountains Community Resource Network Inc
 Mt Druitt Ethnic Communities Agency Inc
 Multicultural Disability Advocacy Association Of NSW
 Multicultural Home Respite Inc
 Multicultural Support Network Of Randwick
 Muswellbrook Carelink Inc

- Muswellbrook Neighbourhood Service
- Nagle Centre Family Care & Support
- Narrabri & District Community Aid Service Inc
- National Association for Loss & Grief NSW Inc
- National Council Of Women Of NSW Inc
- Network Of Alcohol & Other Drug Agencies
- Neurofibromatosis Association of Australia Inc
- New England HACC Development Inc
- Newcastle Community Transport Group
- Newcastle Family Support Service Inc
- Newtown Neighbourhood Centre Ltd
- Noah's Ark Centre Of Shoalhaven
- Non English Speaking Housing
- North & North West Community Legal Service
- North Richmond Community Centre Inc
- North St Marys Neighbourhood Centre Inc
- Northcott Society
- Northern Area Tenants Service Inc
- Northern Beaches Community Services Ltd
- Northern Rivers Community Transport
- Northern Rivers Social Development Council
- Northside Community Forum Inc
- NSW Association for Youth Health
- NSW Community Options Projects Inc
- NSW Consumer Advisory Group - Mental Health Inc
- NSW Council For Intellectual Disability
- NSW Family Day Care Association Inc
- NSW Family Services Inc
- NSW Federation of Housing Associations Inc
- NSW Meals On Wheels Association Inc
- NSW Rape Crisis Centre
- NSW Reconciliation Council Inc
- NSW Retired Teachers Association
- NSW Users & AIDS Association
- NSW Women's Refuge Resource Centre
- Occasional Child Care Association Of NSW
- Odyssey House McGrath Foundation
- Older Women's Network NSW Inc
- On Track Community Programs
- One Step At A Time Counselling
- Orange Community Accomodation Service
- Our Community Place
- Our Place Support Centre Inc
- Ourcare
- Outer Liverpool Community Services Inc
- Oxley Community Transport Service Inc
- Pacific Link Community Housing Association Ltd
- Pam's Place Crisis Accomodation Resource and Referral Service
- Pan Community Council
- Parents Without Partners
- Parkes and District Information and Neighbourhood Centre
- Parkinson's NSW Inc
- Parklands Cottage Incorporated
- Parks Community Network, The Inc
- PATH Inc
- Pathfinders Inc
- Peninsula Community Centre Inc
- Penrith Disabilities Resource Centre
- Penrith Women's Health Centre
- People with Disability Australia Inc
- Phoebe House Inc
- Phoenix House Youth Services
- Physical Disability Council NSW
- Picton Preschool Kindergarten
- Pole Depot Neighbourhood Centre
- Port Kembla Community Project Inc
- Port Macquarie Neighbourhood Centre Inc
- Positive Life NSW Inc
- Positive Support Network Incorporated
- Post Adoption Resource Centre
- Post-Polio Network (NSW) Inc
- Pottsville Beach Neighbourhood Centre
- Prisoners Aid Association Of NSW
- Protective Behaviours NSW
- Public & Community Housing Access & Support
- Public Interest Advocacy Centre
- Quality Management Services
- Randwick-Waverley Community Transport
- Raymond Terrace Neighbourhood Centre
- Recreation & Peer Support
- Redfern & Inner City Home Support Service Inc
- Redfern Legal Centre
- Relationships Australia (NSW)
- Respite & Recreation Inc
- Richmond Community Services Inc
- Riverlink Interchange Inc
- Riverwood Community Centre Inc
- Rockdale Community Services Inc
- Rosebank Child Sexual Abuse Service Inc
- Rosemount Youth & Family Services Inc
- Rosie's Place Inc
- Rozelle Neighbourhood Centre
- Rural Dental Action Group
- Ryde Family Support Service Inc
- Salvation Army - Australia Eastern Territory
- Samaritans Foundation - Adamstown
- Samuel Morris Foundation Ltd
- Save The Children Of Iraq
- Schizophrenia Fellowship Of NSW
- SDN Children's Services Inc
- Search Foundation
- Sector Connect
- Share Care Inc
- Shelter NSW
- SHINE For Kids
- Shire Wide Youth Services Inc
- Shoalcoast Community Legal Centre
- Shoalhaven Neighbourhood Centre
- Shopfront Youth Legal Centre
- Sisters Of Charity Outreach
- South East Neighbourhood Centre
- South Penrith Youth & Neighbourhood Services Inc
- South Sydney Community Aid Co-operative Ltd
- South Sydney Community Transport Inc
- South West Child Adolescent & Family Services
- South West Sydney Legal Centre Inc
- South West Women's Housing Inc
- South Western Regional Tenants Association
- Southern Community Care Development Inc
- Southern Highlands Bereavement Care Service
- Southern Riverina Youth Support Services Inc
- Southern Sydney Youth Refuge
- Southern Youth & Family Services Association Inc
- Spanish & Latin American Community Organisation Inc

St Clair Youth & Neighbourhood Team Inc
 St George Accommodation For Youth
 St George Advocates For Children Inc
 St George Community Housing Co-op Ltd
 St George Community Services Inc
 St George Migrant Resource Centre
 St George Womens Housing Inc
 St George Youth Services Inc
 St Marys Area Community Development Project Inc
 St Michael's Family Centre
 St Vincent de Paul Society - Amelie House
 St Vincent de Paul Society - State Council
 St Vincent de Paul Society - Sydney
 Stanford House Inc
 Stepping Out Housing Program
 Stroke And Disability Information
 Sutherland Shire Carer Support Service
 Sutherland Shire Family Services Inc
 Sutherland Shire Information & Community Services
 Sydney Food Fairness Alliance
 Sydney Legacy
 SydWest Multicultural Services Inc
 Tablelands Community Options
 Taldumande Youth Services Inc
 Talinga Community Service
 Tamworth & Oxley Community Activities Network
 Tandra Women's Refuge
 Ted Noffs Foundation
 Temora HACC Centre
 Tenants' Union Of NSW Co-op Ltd
 The Cottage
 The Cottage Family Care Centre
 The Hills Community Aid & Information Service
 The Junction Neighbourhood Centre
 The Station Drop-In Centre
 Tomaree Neighbourhood Centre Inc
 Toukley Neighbourhood Centre
 Toukley Women's Refuge
 TransCare Hunter Ltd
 TRI Community Exchange
 Tumut Regional Family Services Inc
 TURSA Employment And Training
 Tweed Valley Early Childhood Intervention Service Inc
 Ulladulla & Districts Community Resources Centre
 United Way Sydney
 UnitingCare Children, Young People & Families
 UnitingCare Children's Services
 UnitingCare NSW ACT
 Veritas House Inc
 Vincentian Social Action Centre
 Volunteers for Palliative Care Inc
 Wagga Women's Health Centre
 Walgett Aboriginal Medical Service Co-op
 Walla Mulla Family & Community Support
 War Widows' Guild of Australia NSW Ltd
 Watershed Drug and Alcohol Recovery and
 Education Centre
 Waverley Action for Youth Services (WAYS)
 Waybridge Ministries Inc
 We Help Ourselves

Wee Waa & District HACC Association
 Welfare Rights Centre
 Werrington Community Project Inc
 Wesley Mission
 Wesley Mission - Carlingford
 West Wyalong Neighbour Aid Service
 Western NSW Community Legal Service
 Western Suburbs Haven Inc
 Western Sydney Community Forum
 Western Sydney Drug & Alcohol Resource
 Centre Inc
 Western Sydney Intellectual Disability Support
 Westir Ltd
 Westside Community Centre
 Wimlah Refuge
 Windgap Foundation Limited
 Wise Employment
 Wollongong West Street Centre
 Wollongong Women's Centre
 Wollongong Women's Housing
 Women in Prison Advocacy Network
 Women's & Girls' Emergency Centre
 Women's Activities & Self Help House
 Women's Centre Albury-Wodonga Inc
 Women's Electoral Lobby NSW Inc
 Women's Health NSW
 Women's Housing Company
 Women's Shelter Armidale Inc
 Woodbine Neighbourhood Centre
 Woodrising Neighbourhood Centre
 Woodville Community Services Inc
 Workers' Health Centre
 Woy Woy Youth Cottage
 Wyong Community Transport
 Wyong Neighbourhood Centre Inc
 Yararra Meamei Womens Group
 Youth Accommodation Association
 Youth Action & Policy Association - Surry Hills
 Youth Angle Inc
 Youth Off The Streets
 Youth Solutions

Affiliated organisations - 88

ACT Government & Assembly Library
 Affirm Organisational Development & Training
 Age Communications
 Ashfield Municipal Council
 Australian Services Union (NSW)
 Bankstown City Council
 Bega Valley Shire Council
 Blacktown City Council
 Blue Mountains City Council
 BRC Recruitment Pty Ltd
 Broken Hill City Council
 Building Better Boards
 Burwood Council
 Camden Council
 Campbelltown City Council

Campbelltown TAFE Library
 Canterbury City Council
 Central Sydney GP Network Ltd
 Charles Sturt University
 City of Ryde
 City Of Sydney Council
 Community Services - Broadmeadow
 Community Services - Far North Coast
 Cooma Monaro Shire Council
 Department Of Community Services - Orange
 Department Of Parliamentary Services
 Department of Premier and Cabinet - North Coast
 Disability Professionals Pty Ltd
 Energy & Water Ombudsman NSW
 Enhancing Community Business
 Eurobodalla Shire Council
 Global Advantge Pty Ltd
 Gosford City Council
 Great Lakes Council
 Hawkesbury City Council
 Housing NSW - Orange
 Hurstville City Council
 Institute For Sustainable Futures
 Kempsey Shire Council
 Kiama Municipal Council
 Kogarah City Council
 Ku-Ring-Gai Council
 Lake Macquarie City Council
 Landcom
 Legal Aid NSW
 Leichhardt Municipal Council
 Liquor Hospitality & Miscellaneous Union
 Lismore City Council
 Local Government & Shires Association
 Maitland City Council
 Marrickville Council
 Mosman Municipal Council
 Muswellbrook Shire Council
 National Tertiary Education Union
 North Sydney Council
 NSW Ombudsman Community Services Division
 NSW Teachers Federation
 Office Of Fair Trading
 Parramatta City Council
 Parramatta City Council CSDU
 Penrith City Council
 Public Service Association Of NSW
 Queanbeyan City Council
 Randwick City Council
 Rockdale City Council
 Shellharbour City Council
 Shoalhaven City Council
 Singleton Council
 South Eastern Sydney & Illawarra Area Health
 South West Sydney Area Health Service
 Southern Councils Group - Community Care
 Programs
 St George College of TAFE
 St Lawrence & Associates Consulting Services
 Sutherland Shire Council
 Sydney Institute Of Technology Ultimo TAFE
 TAFE NSW - Illawarra Institute

The Greens
 The Hills Shire Council
 Tweed Shire Council
 University of New South Wales
 University Of Technology - CACOM
 Warringah Council
 Waverley Council
 Waverley Municipal Library
 Westwood Spice
 Wollondilly Shire Council
 Wyong Shire Council
 Yarrawonga District Health Service

Individual members - 64
