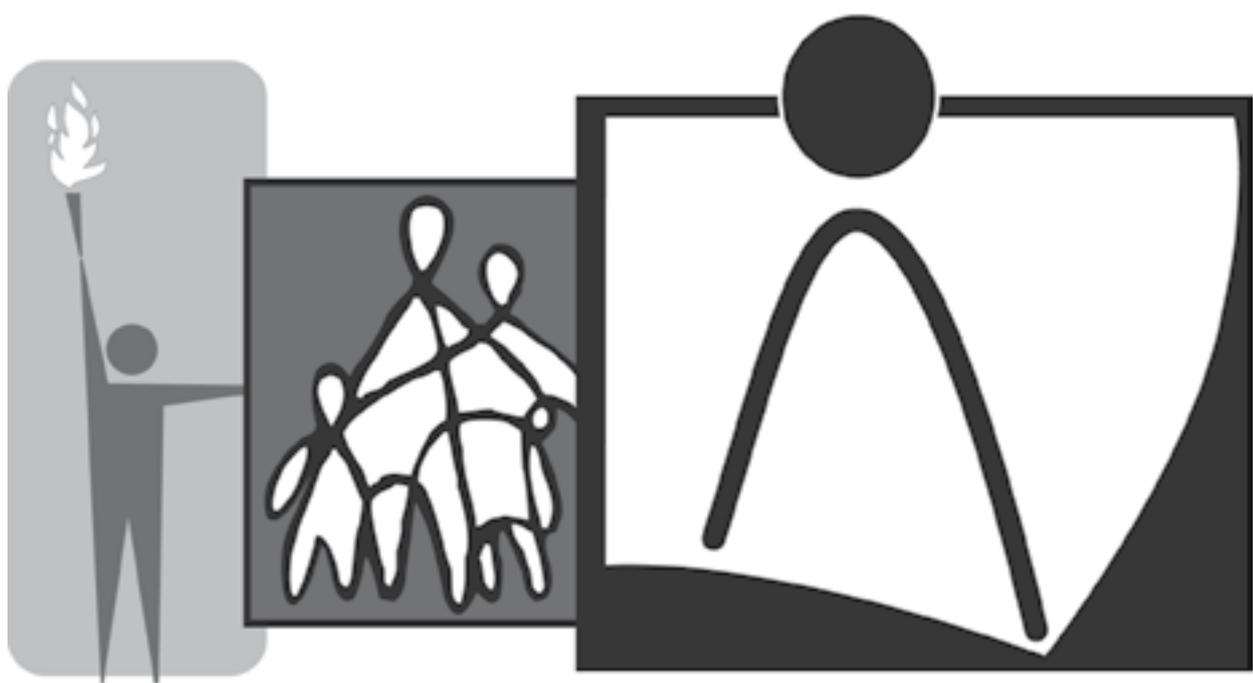


# Fairness in NSW

75 Years of NCOSS



*75th Anniversary*  
1935-2010



**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 membership 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.

**NCOSS can be contacted at:**

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Surry Hills NSW 2010  
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# ■ Council of Social Service of New South Wales

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## 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

In this 76th year of work by NCOSS, the organisation has exemplified the nature of its commitment to social justice and human rights in the range of continuing and new projects and policy work undertaken. It's been a privilege to spend my first year as President working with the staff and Board in this shared commitment.

Preparing for the NSW State election and then a change of government early this year were demanding, with consideration of how NCOSS positioned itself regarding the election policy statements, what it called on the parties to champion and how it responded to early policy shifts by the new Coalition Government led by Barry O'Farrell. Changes in government can be rather anxious times for the social and human sectors, in particular for organisations so explicitly aligned with achieving social equity. But this period has been one of developing solid working relations with the new ministers and their staff and will continue to be into next year.

Of course the increasing interdependence and interaction between State/Territory and Commonwealth Government departments and programs over the past fifteen years or so has meant far more complicated social policy relations than just working with state governments. NCOSS along with the other COSSes around the country, including ACOSS, have been responding to this by developing much closer working relations. Last year the COSSes initiated a COSS collaboration project that has progressed this year with a number of workshops with each COSS Board and stakeholders and amongst COSS Directors and Presidents. The aim of the project is to achieve stronger collaborative practice across the COSSes, to build a consistent national position on key issues but to maintain individual COSS identities and presence on matters important to each state and territory and to improve sharing of knowledge, resources and skills across the sector to the benefit of COSS members and those they represent. I am excited at the potential of this development to enhance the work of NCOSS and ultimately to create a stronger social justice platform.

Although social justice has been a focus of all NCOSS reports in the past, it is imperative to remind ourselves



of it, not only as our fundamental philosophical and value base but how it is and can be manifest (or not) in every new policy and program initiative. This is the work of both policy development and policy analysis – core business for NCOSS. Social justice at its heart is the creation of systemic, not just individual, public and social policy arrangements that foster equity and fairness. NCOSS policy work continues to argue that social justice be a core political and social value for government.

A linked aspect of NCOSS work in which the Board has tried to support the staff, is our role of keeping our members well informed of policy issues and the evaluative and research evidence in social policy fields, while advocating to government for this social equity in areas of growing inequality. Australia, and NSW as a state, have been growing more unequal over the past two decades with evidence from social research as well as our members that proportionally more individuals and families are struggling to maintain even the basics of living, in areas such as housing. This work is constant, challenging and ongoing and should remain our *raison d'être*.

This coming year the Board will make decisions on a number of developments arising from the strategic plan including on recommendations from a review of the NCOSS structure.

NCOSS staff members, led by Alison Peters, are the soul of the organisation and have the Board's strongest respect and thanks. I have been most impressed also by members of the Board's dedication and energy. They bring critical and thoughtful attention to overseeing the work of NCOSS, and to future developments that will best serve members and their constituents as well as the most excluded persons and groups in our communities. I have deep-felt gratitude to my Board colleagues and thank, in particular those who will be retiring this year.

Eileen Baldry  
President

# ■ Director's Message

The work of NCOSS is to engage in public policy debate in the best interests of disadvantaged people and communities. This work takes many forms, from consultation, research, analysis, and writing of discussion papers, submissions and reports, to informing and resourcing others on issues, to speaking with, and on occasion, speaking out, against decision makers. This is all necessary to build a solid foundation for our ongoing advocacy for social justice. Much of this work is often not readily apparent to those outside the organisation and often progress on important issues is interminably slow. This work is vital however, if we are to achieve our vision of a society where there is social and economic equity, based on co-operation, participation, sustainability and respect.

In an environment where the gaps between those with resources and those without appear to be growing rather than reducing, the role of NCOSS can be seen as giving voice to the needs of the voiceless and shining a light on issues that deserve all of our attention.

To do this, NCOSS must take up issues and fight for what is important, without fear or favour. We are proud of our independence and the breadth of our interests. NCOSS works hard to build relationships that informs our thinking, allows us to discuss and debate ideas and options and identify and shape our priorities. The diversity of our membership brings practical wisdom and expertise that allows us to see the bigger picture and how all of our specific areas of focus and effort can better fit together.

NCOSS has to assess the merits of many competing claims for priority as well as different proposals and ideas about how best to address issues. This is made easier by the contribution of individuals and organisations in the Policy Advice Groups (PAGs) and other consultative forums convened by NCOSS. These forums bring expertise, good humour and a willingness to work together for the common good which greatly enhances the quality and effectiveness of advocacy by NCOSS. It is appropriate to recognise and acknowledge



the work of all such contributors to the work of NCOSS along with those who come along to our conferences, workshops and seminars or who provide feedback to us through surveys, meetings and conversations.

The NCOSS Board, lead by President, Professor Eileen Baldry, continues its work to ensure that NCOSS is the best that it can possibly be. In an environment of high expectations from the many NCOSS stakeholders, the Board provides much support to me and other staff so that we can rise to the challenge. The staff work with ongoing dedication and to the highest of standards to ensure that NCOSS remains a respected and influential leader on matters of social justice. The high regard with which NCOSS is held across a range of stakeholders is a result of their efforts.

While everyone at NCOSS plays their part, this year it is appropriate to mention one person in particular – Bill Pope. Bill started with NCOSS through a Commonwealth Employment Program grant and was employed to enter information into the NCOSS Service Data Base. He became the NCOSS Librarian, a position he held until September 2010 having been an employee for 25 years. Bill epitomises in many ways those involved with NCOSS, a curiosity about what's going on in the world, a passion about social justice and a willingness to do their bit. Bill continues his association with NCOSS by helping out from time to time when staff members are on leave.

This Annual Report provides an opportunity to review the work we do to build a solid and robust framework for our advocacy as well as celebrate our successes. It is a record of all of the work undertaken, whether in public forums or behind the scenes and is a measure of the contributions NCOSS makes towards a better and fairer NSW. We look forward to building on the work outlined in this report over the coming months and years in the best interests of social justice.

Alison Peters  
**Director**

# ■ NCOSS Board

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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 2010-11 Board were:**

Eileen Baldry, President (appointed November 2010)

Pam Batkin, President (retired November 2010)

Bernard Boerma, Vice President (resigned October 2010), CatholicCare

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

Mary Perkins, Vice President, ShelterNSW

Denele Crozier, Treasurer, Women's Health Inc

Helen Campbell, Secretary (retired November 2010), Redfern Legal Centre

Helen Backhouse, Director (retired November 2010), Illawarra Forum Inc

Karen Bevan, Director, UnitingCare Children, Young People and Families

Matthew Bowden, Director, People with Disability Australia Inc

Michael Coffey, Director, Y Foundations

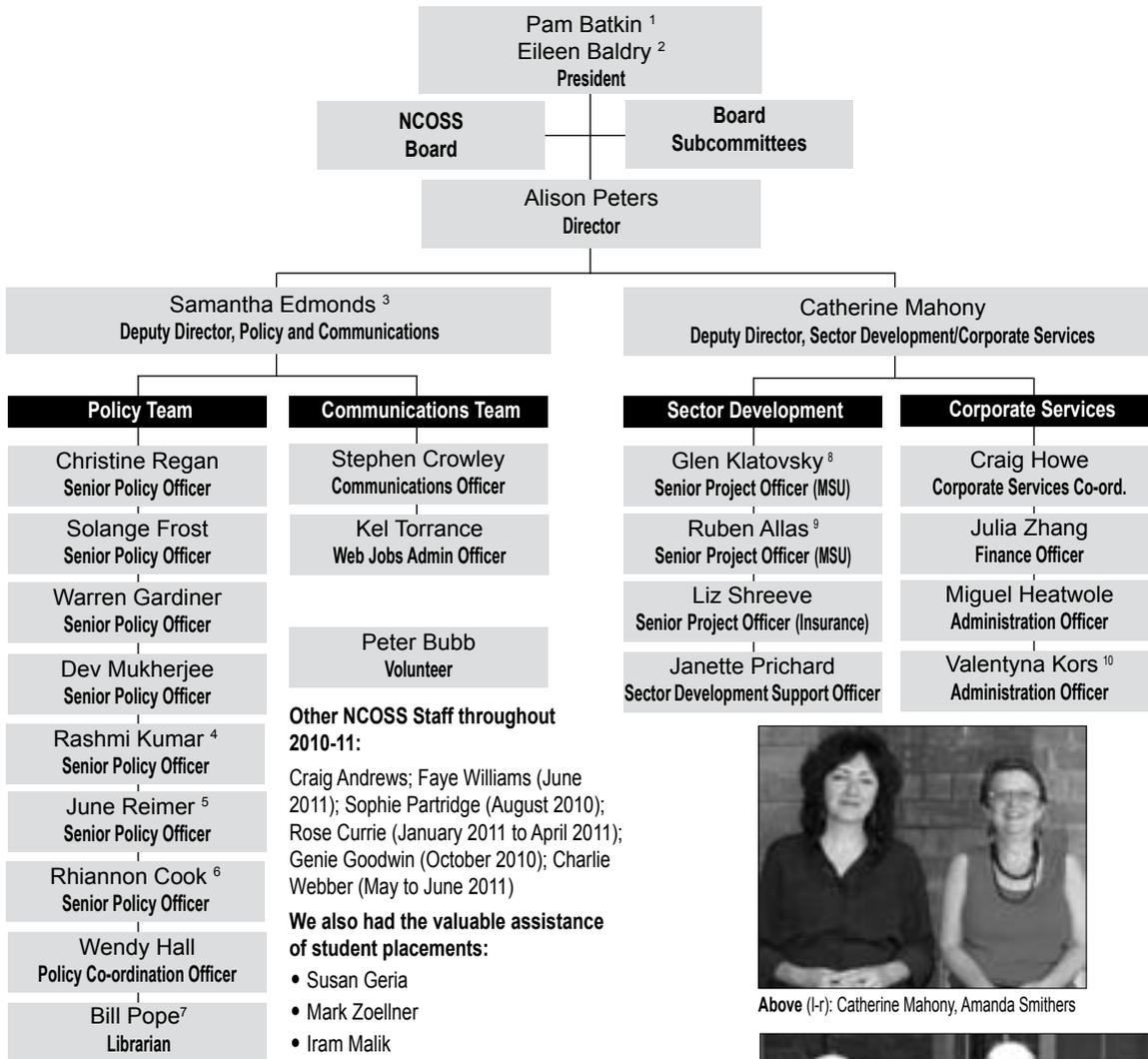
Tony Davies, Director (appointed November 2010)

Sarah Fogg, Director, The Benevolent Society

Susan Heyne, Director, Lower North Shore Community Transport Inc

Elizabeth Priestley, Director, Mental Health Association NSW Inc

# NCOSS Staff 2010-11



Above (l-r): Catherine Mahony, Amanda Smithers



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

Below(l-r): Rashmi Kumar, Warren Gardiner, Rhiannon Cook, Brenda Bailey



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



<sup>1</sup> retired November 2010; <sup>2</sup> commenced November 2010; <sup>3</sup> resigned May 2011; <sup>4</sup> commenced April 2011; <sup>5</sup> December 2010 to June 2011; <sup>6</sup> commenced June 2011; <sup>7</sup> retired August 2010; <sup>8</sup> resigned December 2010; <sup>9</sup> May 2011 only; <sup>10</sup> Also Disability Forum Support Officer May 2011 onwards

# 2010-11: The year in review

NCOSS celebrated its 75th Anniversary in August, 2010. Coming out of the Great Depression a group of charitable and welfare organisations that had been providing support to the most impoverished people 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.

Seventy five years later these original aims remain the focus of NCOSS.

Council of Social Service of New South Wales



In a highlight of the year, NCOSS held a conference in August to acknowledge the 75th milestone and as an opportunity to reflect on our past and ponder our future. The then Premier, Kristina Kenneally and current Premier, Barry O'Farrell both addressed the Conference along with politicians Linda Burney, Pru Goward, Sylvia Hale and Clover Moore and Productivity Commissioner Robert Fitzgerald.

All speakers noted the role of NCOSS in speaking up for those whose voice isn't usually heard as well as the importance of the sector in providing support to those who need it. The conference also allowed a great deal of discussion amongst participants about our focus and role over the next seventy five years. It was quite clear that most saw our guiding

principle as remaining that of social justice and that we must continue to prioritise the needs of the most vulnerable and disadvantaged people and communities. There was a strong sense that NCOSS remain focused on developing and advocating for public policy that makes a positive difference for people and communities.

This reiterates clearly the vision of those organisations that founded NCOSS all those years ago – our role is still to make a real difference in the lives of the most disadvantaged and marginalised people and communities and to do that we must be the best we can possibly be. NCOSS will continue to provide leadership by working with the sector and others to influence public policy to achieve a society where there is social and economic equity, based on co-operation, participation, sustainability and respect.

This annual report provides a very brief overview of the contribution we have made to achieving a fairer NSW in 2010-11.



**left:** First President of the Council of Social Service of NSW, Sir Frederick Stewart, MHR (image: National Library of Australia)



**above:** Photo 1967-68 NCOSS Annual Report: Members of the Standing Committee on Statutory Welfare Provisions; Standing: Miss W. Danby, Miss P. Thomas, Mr J.J. Curren, Mr R.T. della Bosca, Mr E.H. Girdlestone; Sitting: Miss D. Davis, Miss H. Halse Rogers (Executive Secretary), Miss J. Brooker, Dr. Sidney Sax (Chairman), Miss A. Horn. The work by members on the Council's many committees was largely undertaken in a voluntary capacity.

## NCOSS Strategic Goal

### Influence and Advocate for public policy on social issues in NSW

A significant focus of NCOSS work during the year was the NSW State Election and our advocacy on priorities set out in our election platform, *Vote 1 Fairness in NSW*. Our priorities fell into several broad themes:

- The need to improve “whole of government” processes so that there is shared commitment, clear responsibility for particular elements and greater clarity in reporting about budgets and outcomes for the entire project as well as individual elements.
- Recognition of important gaps in service delivery and support that undermine the capacity of people to access other services and to improve their overall wellbeing and opportunities. Affordable housing, oral health services, transport and mental health were just some of the services and support identified that could make a huge difference with proper investment by Government.
- The need to seriously address the link between poverty and contact with the justice system. Way too many people, especially young people and those with mental illness or intellectual disability, are incarcerated when other options would provide more effective (and cheaper) alternatives. Likewise the impact of violence and other crimes are felt disproportionately by those with fewer resources at their disposal.
- The need to use an “investment” approach to social and human services rather than the traditional “cost” basis. This would recognise that value for money is not about the cheapest way to do things but the most effective way and that the issues we are seeking to address will not be resolved in short time frames.
- The need to involve the sector in discussing and developing policy and programs to meet the challenges facing the people of NSW in a more coherent and consistent way that recognises our expertise and our diversity.

Our advocacy lead to small but significant election commitments by the Coalition regarding community transport and health related transport as well as bi-partisan political commitment for continuing to reform the child protection system in line with The Wood Special Commission of Inquiry recommendations and for significant additional funding under *Stronger Together 2*. With a new Government elected in March, our focus turned to ensuring that the *Vote 1* priorities put forward by NCOSS remained at the forefront of discussion with new Ministers.

Another feature of NCOSS work during the year was analysing and responding to increasing Commonwealth influence on policies and programs within the State. One of the most significant was the National Health Reforms which saw major changes regarding funding, reporting and performance

standards. To assist understanding of the implications and to facilitate clear and appropriate responses, NCOSS developed a series of resources for the sector and created a specific page on our website about the issues. NCOSS held a forum on the reforms and the implications for the NGO sector involving speakers from the National Health Reform Transition Office, Department of Health and Ageing, NSW Department of Health, General Practice NSW and NCOSS. Around 100 representatives from non-government health and community services attended, and there was a robust Q&A session with participants which identified issues with the reforms and implications for the sector. NCOSS developed an engagement strategy *Building Relationships in Primary Health Care: an engagement strategy* for the NSW Health NGO sector which has been endorsed by health peaks and state wide service providers. Key activities include developing Health NGO sector briefing kit for Medicare Locals and the Divisions of General Practice, holding partnership workshops, and regional service forums.

There has also been ongoing discussion and consultation regarding the COAG decision to “split” the Home and Community Care program with the Commonwealth assuming responsibility for services to people aged 65 and older while the States and Territories remain responsible for those under the age of 65. NCOSS has continued to monitor and analyse developments to advise the sector and to ensure the needs of clients continue to be met.

During the year NCOSS was able to secure funding for a disability project. Part of this project sees the establishment of the NSW Disability Network Forum to represent and promote the interests of people with disability and to provide a mechanism to advance common interests amongst a diverse range of disability consumers. The operation and functions of this Forum reflect those of similar common interest forums convened by NCOSS including the NSW HACC Issues Forum and the NSW Aged Care Alliance. At a time where there is much happening in the “disability space” the Forum is an exciting initiative that brings together peak representative groups whose primary aim is to promote the interests of people with disability to build capacity within and across all organisations and groups on common issues so that the interests of people with disability are advanced through policy and systemic advocacy.

Other highlights include:

- After years of lobbying by NCOSS and other groups there is finally a Domestic Violence Death Review Team, a Domestic Violence Strategy for NSW and funding for implementation.
- *Stronger Together 2* included a significant commitment to the principle and expansion of self directed and person centred funding. This is something that NCOSS has long advocated for. With the funding commitments made as part of the *Stronger Together 2* package there is now real possibilities for people with disability.

- In conjunction with National Homelessness Persons' Week, the Commonwealth and NSW Governments announced funding of \$40 million for 20 major new homelessness projects that arose out of the Regional Homelessness Action Planning process.
- The NSW Government's changes to the Affordable Rental Housing SEPP place substantial new planning obstacles in the way of projects providing new social housing, new affordable housing under NRAS and new boarding houses. NCOSS will be continuing our advocacy through the process to develop further changes to the SEPP, with a particular emphasis on the need to encourage rather than discourage new affordable housing under NRAS. We continue to advocate for ways in which the NSW Government can support the growth of affordable housing using programs such as NRAS.
- NCOSS convened a meeting with representatives of HIV AIDS NGOs to investigate ways to address insurance issues for this group of people, including policy discrimination. Representatives of the insurance industry were invited but sent apologies. A joint letter was sent to the Human Rights Commission, Insurance Council of Australia (ICA) and the Investment and Financial Services Association (IFSA) detailing the key concerns.
- NCOSS and Justice Health Consumer and Community Group (CCG) held a community stakeholder forum on health priorities for prisoners and young offenders which identified key issues and potential strategies for priority target groups. The outcomes from the forum have been given to Justice Health and will inform the development of the next CCG work plan.
- NCOSS partnered with the Tenants' Union, Shelter NSW and the NSW Aboriginal Tenants Advice Network to commission a consultant's report on Aboriginal community housing in NSW. The completed report concentrates on the likely impact of the Aboriginal Housing Office's Build and Grow Strategy and changes to the NSW Aboriginal Land Rights Act requiring land councils to have social housing operations approved by the NSW Aboriginal Land Council. The report makes recommendations on a range of policy and capacity building issues.
- NCOSS continued to support the work of The NSW Aboriginal Community Care Gathering Committee (the Gathering). The Gathering held its conference *Challenge Change & Choice* which was well attended with over 80 Aboriginal workers and community members connected to community care and disability services and issues. Feedback and evaluations were overwhelmingly positive.
- NCOSS joined a delegation to Federal Minister Mark Butler and Parliamentary Secretary Jan McLucas on including the needs of people with intellectual disability within mental health reforms. The delegation was organised by NSW Council on Intellectual Disability and included the President Australian College of Psychiatrists, Clinical Chair of intellectual disability and mental health at UNSW, senior policy officers from Australia Psychologists Association and National Disability Services. Our presentation was well received and contact will be ongoing.
- The launch of NSW Oral Health Alliance Advocacy Kit in NSW Parliament was attended by over 65 people, including several Members of Parliament. The NSW Oral Health Alliance (convened by NCOSS) developed a series of template letters circulated via email to the sector to encourage advocacy on oral health in the lead up to the election. The campaign gained some traction with positive responses received from a range of community organisations and individuals.
- NCOSS held an Aboriginal Self-Determination Forum to build on the Aboriginal Self-Determination Recommendation in the NCOSS *Vote 1* Election Platform. It was attended by approximately 50 people, the majority of which represented Aboriginal organisations. Geoff Scott from the NSW Aboriginal Land Council challenged attendees to think about Aboriginal Self-Determination in the broader international perspective, the differences between self management and self determination and why we need to challenge the current system. The panel session with representatives from a broad range of Aboriginal organisations provided a good discussion on the issue with practical examples of what was working and where barriers lay. Feedback from all involved has been very positive with NCOSS now needing to take on the challenge of how to gain a practical application of self-determination.
- NSW Health has granted one year funding to establish an organisation for health consumers, Health Consumers NSW. NCOSS had previously advocated on this issue, and has been working as part of the Interim Steering Committee to establish the organisation. NSW was the only jurisdiction without such a body.

<b>NCOSS Submissions and Reports</b>	
July 2010	Submission on Youth and Community Services Regulation 2010 and Regulatory Impact Statement RIS 2010 (Boarding Houses)
	Briefing paper for Working Together for NSW – Industry Plan proposal
August 2010	Feedback to Australian Human Rights Commission Proposed Guideline for assessing compliance of bus stops with the Disability Standards for Accessible Public Transport 2002
	NSW Aged Care Alliance Submission to the Productivity Commission Inquiry Caring for Older Australians
September 2010	Submission to NSW Health on the Discussion Paper on Implementing the National Health Reform in NSW
	Second and Supplementary Evidence to Inquiry into services funded and provided by Ageing, Disability and Home Care
	Response to the NSW Ombudsman to Draft Discussion Paper: Improving Probity Standards for Funded Organisations
October 2010	Submission to Human Rights (Parliamentary Scrutiny) Bill 2010 and the Human Rights (Parliamentary Scrutiny) (Consequential Provisions) Bill 2010 Inquiry
	Submission in Response to the Evaluation of Brighter Futures, NSW Community Services Early Intervention Program
	Submission to NSW Attorney General's Review of the Bail Act
	Submission to the NSW Health Draft Community Engagement Framework Policy
	Submission to the NSW Ombudsman on Improving Probity Standards for Funded Organisations
	Fact Sheets: NCOSS Platform for the 2011 NSW Election Vote 1 Fairness in NSW
November 2010	Submission to IPART 2010 Review of Rural and Regional Bus Services
	Submission on the Draft DHS Procurement Policy Framework
	NSW PADP Community Alliance Issues Paper: Proposed nationally consistent list of core equipment for people with a disability
	Submission on the NSW Women's Plan
	Submission to the Review of the 2008 Taxi Network Standards
	Briefing Paper: What's Good About Wood?
	The Infrastructure Agenda: A guide to the debate for the non-government sector in NSW
	Submission: IPART 2010 Review of Rural and Regional Bus Services
	Submission to the NSW Health Draft Community Engagement Framework Policy
	The Future of Community Management: Reviewing Our Governance Model – Background paper
	NCOSS Annual Report 2009-10
	Submission to the Law Reform Commission Regarding Penalty Notices
	Submission to the Department of Health and Ageing (DoHA) on Medicare Locals: Discussion Paper on Governance and Functions
	Joint COSS response to the Department of Health and Ageing: Forging New Links with the Community Services Sector to Build a Better Health Care System
	Submission on the Draft DHS Procurement Policy Framework
December 2010	Submission to the Review of the Energy Accounts Payment Assistance Scheme
	Response to the Evaluation of the HACCC Development Officer Program Directions Paper
January 2011	Joint COSS Submission to the Parliament of Australia Joint Select Committee on Gambling Reform Inquiry into Pre-commitments Schemes
	Submission to the Discussion Paper Strategic Directions for Tobacco Control in NSW 2011-2016
	NSW Children's Services Forum Submission to the Productivity Commission's study of Australia's Early Childhood Development (ECD) workforce
	NSW Children's Services Forum Submission to the Department of Education, Employment and Workforce Relations on the National Quality Standard Assessment and Rating



Submissions and reports (cont.)	
February 2011	Submission on the Review of the Affordable Rental Housing State Environmental Planning Policy
	Briefing Paper: National health reform: Outcomes of the 30th Council of Australian Governments (COAG) meeting
	Fact sheet: COAG Heads of Agreement on National Health Reform
	Fact Sheet: COAG Heads of Agreement on Health Reforms – What’s Changed?
	Submission on the Draft Redfern-Waterloo Built Environment Plan Stage 2
March 2011	Submission to the Major Cities Unit Department of Infrastructure and Transport on Our Cities: a national strategy for the future of Australian cities
	Briefing Paper: Productivity Commission’s Report on Government Services – Justice/Corrective Services Summary
	Joint NCOSS and NSW Cancer Council NSW Community Sector Tobacco Survey Report
	Joint NCOSS and NSW Cancer Council NSW Community Sector Tobacco Survey Summary Report for Participants
	Report on NCOSS NGO Forum on National Health Reform
April 2011	Submission to 2011 IPART Review Taxi Fares
	Children’s Services Forum Submission to National Quality Framework Regulations Exposure Draft
May 2011	Submission to the Independent Pricing and Regulatory Tribunal Draft Report regarding Changes in regulated electricity retail prices from 1 July 2011
	Response to the Disability Care and Support Inquiry Draft Report
	NSW Aboriginal Community Care Gathering Committee Submission to the
	Draft Report of the Productivity Commission National Disability Care and Support Inquiry
	Analysis of Health Measures in the 2011 Commonwealth Budget
	Report from the Justice Health Consumer and Community Group forum on Health Priorities for Prisoners and Young Offenders
	Submission to the NSW Review of HACC funded Home Modification Services
Quality & Risk Project Working Paper 1	
June 2011	Comments on the Commonwealth Government’s proposal to mandate the plain packaging of tobacco products in Australia
	Briefing Paper/Consultation Paper: Funding Trends in NSW

### Pro bono legal assistance

During the year, NCOSS received pro bono legal assistance on a number of matters. NCOSS would like to acknowledge the assistance of PILCH in arranging this and the following firms for their assistance:

- **Mallesons Stephen Jacques** (advice regarding NCOSS Community Cover)
- **Price Waterhouse Coopers** (advice regarding the Incorporated Associations Act)
- **Minter Ellison** (advice regarding the impact of the Government Information (Public Access) Act on the community sector)

## NCOSS Strategic Goal

### Develop the knowledge and capability in the community sector

A key role for NCOSS throughout its history has been to develop the knowledge and capability in the community sector. This isn't just about the crucial role of delivering services, but also the sector's role in advocating for what policies, programs and services are needed as well as giving voice to the needs and concerns of those who are often voiceless within our communities – those on low incomes, who are vulnerable, disadvantaged and disengaged.

Significant initiatives during 2010-11 include:

- *The Future of Community Management* conference which attracted 250 participants, the highest number of registrations for an NCOSS conference in many years. Feedback was very positive and there remains significant interest in how to progress the discussion started at the conference.
- NCOSS secured funding to produce a revised *Associations Incorporations Handbook* that takes into account changes in the *Associations Incorporations Act 2009* which came into effect on 1 July 2010. The Handbook will be published later in 2011.
- *The Infrastructure Agenda: a guide to the debate for the non-government sector in NSW* was produced and is a detailed discussion paper which summarises current infrastructure strategies and programs at the Federal and NSW levels. The object of the paper is to support the sector to understand the context of infrastructure planning and decision making and allow them to more effectively advocate and respond to issues at a local level.
- NCOSS assisted ACOSS and Jobs Australia in conducting forums about the Modern Award. These forums were well received.
- NCOSS hosted a successful forum "Making Headway" which focused on the current developments about the establishment of a National Regulator for the sector, consultation about the draft Tax Ruling on charities (following the High Court decision in the AID Watch case) and the not-for-profit tax concession consultation paper. Speakers from the ATO, Changemakers and ACOSS canvassed the issues and encouraged NGOs to participate in the consultation process, either on their own behalf or through their peaks. The forum was an important opportunity to provide expert commentary on significant potential changes for the sector.
- The Sector Development Rural Roadshow seminar in Wagga Wagga was a great success. The Roadshow was conducted in partnership with the Public Interest Law Clearing House (PILCH).
- NCOSS developed a partnership with Chartered Secretaries Australia (CSA) to provide mentoring and support on governance issues to NGOs through the CSA membership.

- In partnership with the NSW Legislative Council Committee staff, NCOSS has conducted five workshops *Parliamentary Inquiries: How to have your say and maximise your influence*. These free workshops aim to build the capacity of the sector to engage with parliamentary inquiries as part of our advocacy strategy. The workshops have been extremely popular with waiting lists for each one. The Legislative Council Committee branch have committed to holding four workshops each year, one of which will be outside Sydney.
- NCOSS has been invited to be part of the Strengthening Victims Rights Non-Government Implementation Group which has been established by the Department of Justice and Attorney General to assist NGOs understand the Charter of Victims Rights and their obligations under it.
- The NCOSS Risk and Quality Project analysed existing risk management and quality assurance frameworks across human service agencies to inform a generic 'whole of sector' framework. This work is part of NCOSS efforts to reduce red tape by taking some practical steps towards mutual recognition in relation to quality assurance requirements.
- NCOSS has been trialling webcasting of some events to try and reach a broader audience. So far we have webcast the politicians panel at Merimbula, an information update session at Cooma and the Sector Budget Briefing. While there have been a few technical glitches the feedback has been positive. NCOSS is considering how we can develop and make further use of this capacity.

While NCOSS undertakes work to build knowledge and capability within the sector, we are also engaged in ensuring Government policies and procedures do not detract from the sectors' ability to deliver effective and vital services. Significant matters in the last year were:

- NCOSS provided input to ICAC regarding their inquiry into lobbying. Currently, the provisions regarding lobbying in NSW do not require NGOs or "membership based" peaks to register as lobbyists and part of the Inquiry was considering whether this should change or not.
- NCOSS considered the ramifications of the *Government Information (Public Access) GIPA Act 2009* which came into effect on 1 July 2010. NCOSS has sought clarification from the Office of the Information Commissioner (OIC) regarding the implications of the Act for funded NGO services. We made some progress and the OIC agreed to develop resources and information sessions for the sector. NCOSS has also received legal advice via PILCH on the key question of whether NGOs funded by Government will be considered 'private sector contractors' under the Act and thus required to meet the public access



requirements for information. NCOSS continues to monitor the implications of this legislation and provide advice to NGOs.

One of the most significant issues in terms of sector capability however, remains the key question of funding. Governments, in providing funding for essential social and human services have a clear responsibility to ensure that this funding adequately covers the true costs of providing that service, including providing fair and equitable pay and conditions to the workers who deal with the most vulnerable, disadvantaged and marginalised people and communities. Governments need to realise that the advantage of the sector is that we are good at what we do, not that we are cheaper. Funding fair and proper wages for highly skilled and dedicated staff is an investment in better outcomes for people and communities and provides the best value for money for Government.

NCOSS has continued our work to develop an Industry Plan for the sector and to have Government commit to a whole of Government funding policy. We have also worked with ACOSS and the COSS Network to advocate with the Commonwealth about long term sector sustainability. There is concern that even with a favourable decision in the pending Equal Remuneration decision and funding from Governments to meet the outcome any benefit will be eroded over time unless Governments get the whole issue of funding right. This goes to a whole of government approach to pricing services, procurement and compliance. While there is a lot happening regarding the establishment of a not-for-profit regulator, changes to regulation and compliance and other sector issues, the processes are quite opaque and it is unclear whether the sector is involved in these processes and what the objectives of such processes are. This will continue to be a major focus for NCOSS over the coming year.

### NCOSS Strategic Goal

#### **Build a well resourced and capable organisation that is a recognised and respected leader on social issues**

For NCOSS to be able to deliver the quality of advice, representation and advocacy that is expected by our membership and other stakeholders, we need to build a well resourced and capable organisation.

A highlight of the year was a Smoking Ceremony conducted on National Sorry Day at 66 Albion St. This was well attended, including by Minister Dominello, the NSW Minister for Citizenship and Communities, and Minister for Aboriginal Affairs. The prior history of 66 Albion St as a Childrens' Court is a difficult one for many Aboriginal people (identified in the *NCOSS Access and Equity Report, 2007*) and the holding of a Smoking Ceremony provided a spiritual cleansing that helps us recognise our past while taking positive steps to improve our future. At the ceremony, NCOSS committed to developing a Reconciliation Action Plan, in consultation with Aboriginal people and organisations to demonstrate in a practical way our ongoing commitment to self-determination.

As part of our ongoing commitment to be the best organisation we can be, during the last 12 months NCOSS has:

- Established a Membership Strategy Group to consider how to attract and retain members to maximise our influence and to secure independent, self-generated income.

- Completed an OHS review and assessment and implemented the recommendations.
- Commenced renegotiation of the contract with Aon as broker of the NCOSS Community Cover (Insurance) scheme.
- Been involved in the COSS Collaboration project to build collaborative practice among the COSS network into our day to day work to achieve greater impact on national public policy as well as improving our overall effectiveness.
- Undertaken a major review of NCOSS policies and procedures.
- Secured funding for a number of new projects including:
  - The Disability Project
  - Revising the *Associations Incorporation Handbook*
  - The Workforce Development Project ,and
  - With the Gathering Committee, funding for a "Sharing Our Way" roadshow and further policy development work.
- Conducted a final review of the NCOSS Sector Development Strategy. The main elements of this strategy are now incorporated into the NCOSS Strategic and Operational Plans
- Considered our future accommodation needs given the Government's intention to dispose of 66 Albion St. Discussions are being held with Community Services about possible relocation options for NCOSS and the other occupants.

# ■ NCOSS events, activities and meetings

## July 2010

- NCOSS Regional Visit to Port Stephens and Maitland
- Meeting with The Hon. Frank Terenzini, MP, Minister for Housing

## August 2010

- Launch of NSW Oral Health Alliance Advocacy Kit: *Issues in Oral Health for Low Income and Disadvantaged Groups in NSW: An Advocacy Kit for Community and Welfare Non-Government Organisations*
- NCOSS 75th Anniversary Conference: *Fairness in NSW*
- NCOSS Regional Visit to Broken Hill
- Keeping Accountable Peaks Cross-Sector Peaks Forum
- NCOSS and NSW Legislative Council Workshop: *How to have your say and maximise your influence*, Parramatta
- Meeting with The Hon. Peter Primrose, MLC, Minister for Ageing; Minister for Disability Services

## September 2010

- NCOSS Sector Development 'Rural Road Show' (with PILCH/MSU), Wagga Wagga
- Meeting with The Hon. Linda Burney, MP, Minister for Community Services

## October 2010

- Re-launch of *Vote 1 Fairness in NSW as Are We Fair Yet?* in 2010 Anti-Poverty Week
- Good Governance seminar jointly presented by MSU/PILCH/NADA
- Endorsed the "Show Your Strength" rally organised by NDS at the Sydney Opera House
- *NCOSS Sector Development Forum attended by The Hon. Linda Burney, MP Minister for Community Services, Minister for the State Plan*

## November 2010

- NCOSS regional visit to Parkes and Dubbo
- NCOSS and NSW Legislative Council Workshop: *How to have your say and maximise your influence*, Dubbo
- Good Governance seminar jointly presented by MSU/PILCH/QMS
- Future of Community Management Sector Development Conference
- NCOSS Annual General Meeting
- NSW Aged Care Alliance Special Meeting, Parliament House, attended by the Minister for Ageing, The Hon Peter Primrose, MLC and the Shadow Minister for Ageing, Andrew Constance, MP
- Meeting with The Hon. Cate Faerhmann, MLC, The Greens
- Meeting with The Hon. Jillian Skinner, MP, Shadow Minister for Health

## December 2010

- NCOSS and NSW Legislative Council Workshop: *How to have your say and maximise your influence*, Penrith
- Meeting with The Hon. Peter Primrose, MLC, Minister for Ageing, Minister for Disability Services

## February 2011

- NCOSS Forum on Aboriginal Self-Determination, Parliament House, Sydney
- Regional visit to Lismore, Kyogle, Nimbin and Casino
- Modern Award Forum Parramatta (in conjunction with ACOSS and Jobs Australia)
- Meeting with The Hon. Jillian Skinner, MP, Shadow Minister for Health



right: Sylvia Hale, MLC; Linda Burney, MP; Sydney Lord Mayor Clover Moore, MP; and Pru Goward, MP who spoke at the NCOSS 75th Anniversary Conference, *Fairness in NSW*, 5 August 2010

### March 2011

- NCOSS, NSW Health and Department of Health and Ageing sector briefing on the national health reforms
- NSW Aboriginal Community Care Gathering Committee Conference: *Challenge, Change and Choice*
- Hosted visit by Chinese delegation as part of Human Rights Commission China Australia Human Rights Technical Co-operation Program
- Modern Award Forum Sydney (in conjunction with ACOSS and Jobs Australia)
- NCOSS response to the 2011 NSW State Election

### April 2011

- NCOSS and NSW Legislative Council Workshop: *How to have your say and maximise your influence*, Sydney

### May 2011

- Health Needs of Prisoners and Young Offenders Forum (on behalf of the Justice Health Consumer and Community Group)
- Meeting with The Hon. Jan Barham, MLC, The Greens
- Meeting with The Hon. Mike Baird, MP, Treasurer
- Meeting with The Hon. Andrew Constance, MP, Minister for Ageing, Minister for Disability Services

- NCOSS and NSW Legislative Council Workshop: *How to have your say and maximise your influence*, Mt Annan
- National Sorry Day acknowledgement ceremony at NCOSS and presentation of a Statement of Acknowledgement of the Gadigal people of the Eora Nation by the NSW Aboriginal Community Care Gathering Committee and NCOSS
- NCOSS and NSW Legislative Council Workshop: *How to have your say and maximise your influence*, Sydney
- NCOSS Health NGO Peaks and state-wide services forum on Medicare Locals

### June 2011

- NCOSS and NSW Legislative Council Workshop: *How to have your say and maximise your influence*, Sydney
- Forum Making Headway: New Directions in Charity Advocacy Laws and not for profit regulation (with Changemakers Australia and ATO)
- Meeting with The Hon. Adrian Piccoli, MP, Minister for Education
- Meeting with The Hon. Cate Faerhmann, MLC

## Resources, publications and other services

### New Fact Sheets and Publications

- **Management Support Unit Information Sheets:**
  - *Conflict of Interest*, Information Sheet 14 (revised)
  - *Q & A Associations Incorporation Act 2009*, Information Sheet 26
  - *Resources for Good Governance*
- NCOSS Community Cover Insurance Information Sheets:
  - *Renewing Insurance Policies*
  - *Association Liability Insurance - Who needs it?*

### Other current publications

- **A Brief History of the Council of Social Service of NSW 1935-2010:** 75<sup>th</sup> Anniversary history guide
- **Community Connexions:** Addressing the Information and 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

- **NCOSS News:** monthly, printed resource, distributed to all NCOSS members, with original articles of interest to community sector organisations

- **Health e-News Bulletin:** monthly electronic update of health policy news, issues and publications of interest to NGOs and other workers in the Health Sector
- **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
- **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

- **NCOSS Community Jobs:** online listing of job vacancies in the community sector ([ncoss.org.au/jobs](http://ncoss.org.au/jobs))
- **NCOSS Community Cover Insurance** - Information and Referral Service
- **Management Support Unit (MSU):**
  - PILCH /NCOSS partnership
  - Training Directory
  - Consultants Directory
  - Board Vacancy Directory
  - Advice and Information Service
- **Information Communication and Technology Strategy:** information and resources
- Management Support Unit Evaluation Survey

# ■ **NCOSS speeches and presentations**

## **July 2010**

- Presentation to ADHC Day and Individual Programs Team
- Presentation to Western Sydney Community Care Forum
- MSU Presentation to Metropolitan North HACC Network
- MSU Presentation to HACC Forum, Chatswood on New AI Act and MSU role
- NCOSS Community Cover presentation to Insurance Council of Australia on Access Issues, NGOs and new Act

## **August 2010**

- Presentation to Cumberland-Prospect Disability Forum at Wentworthville
- Presentation to Broken Hill HACC and Disability Interagency meeting
- Presentation to Northern Sydney HACC outlining the MSU service and the new Associations Incorporation Act
- Presentation to Neighbour Aid and Social Support Association Conference at Brighton-Le-Sands
- Presentation to HACC Development Officers Network Conference at Broadway
- Sector Development Presentation to HACC Issues Forum on Changes to the Associations Incorporation Act

- Presentation to NSW Youth Health Forum at Wollongong
- NCOSS Community Cover presentation to Fairfield Migrant Resource Centre on the insurance needs of NGOs

## **September 2010**

- Sector Development Rural Roadshow, Wagga Wagga
- Presentation to Younger People with Disability Growing Older Seminar, Ryde
- Presentation to NSW Stroke Recovery Seminar, Burwood
- Presentation to Central Coast and Hunter HACC services on new Associations Incorporation Act and the MSU
- NCOSS Community Cover Project – short evening presentation made to an artists' group associated with Ashfield council on issues associated with public liability insurance
- Presentation to Regional Managers Forum (St George, Canterbury and Marrickville) on housing and homelessness reform agenda

## **October 2010**

- MSU/NADA/PILCH Best Practice Seminar on the new Associations Incorporation Act, Good Governance and Quality Improvement

- Ultimo TAFE Outreach Community Development Seminar Series; Insurance and Public Liability presentation
- Presentation to Sector Connect Managers Network on The Role of the Peaks and NCOSS Election Strategy

## **November 2010**

- MSU/ QMS/ PILCH Good Governance Seminar on the new Associations Incorporation Act, Good Governance and Quality Improvement
- Granville TAFE – role of NCOSS and State Election campaign
- Sector Connect AGM
- Third Sector Research Conference Panel Presentation
- NCOSS Conference, The Future of Community Management: Reviewing our Governance Model

## **December 2010**

- PADP Presentation of the Issues Paper to Minister Primrose
- Health reforms to NSW Association for Youth Health Forum and AGM
- Baulkham Hills Council Community Care Centre (70 workers) on IMPACT and individual approaches in community care



right: Plenary session from The Future of Community Management Conference, 22 November 2011

- South Australian Premier's Office Social Inclusion Unit on disability advocacy issues

### February 2011

- Health reforms to NSW Refugee Health Improvement Network (RHIN)
- CatholicCare Senior Executive Team on individualised approaches and disability updates
- Shadow Health Minister Jillian Skinner on PADP Issues Paper and Oral Health
- Presentation to Granville Multicultural Community Centre on public liability insurance and hire of council premises by community groups
- Keep Them Safe Forum – panel presentation, Ballina

### March 2011

- Ultimo Outreach TAFE 'Assuring Quality and Insuring Risk'

### April 2011

- South West Sydney Disability Forum, Fairfield, presentation on statewide issues and self-directed support funding

- Hills TAFE, Castle Hill, presentation on Networking for Success
- Southern Regional HACC Conference, Wagga Wagga, presentation on HACC and disability statewide issues and disability self-directed support funding
- No Transport No Treatment, joint presentation with Cancer Council NSW at the National Rural Health Alliance Conference in Perth
- Presentation to Chinese Delegation, China - Australia Human Rights Technical Cooperation Program
- NCOSS Community Cover model – ACOSS Sector Networking Day
- St George and Sutherland Disability Interagency, presentation on statewide issues and self-directed support funding
- Presentation to ADHC Central Office staff on implications of COAG HACC Split for people with disability aged under 65 years
- Implications of National Health Reform for NGOs, Sector Connect

### May 2011

- NSW HACC and Community Care Conference, Sydney: History highlights in HACC
- Join the Dots Speed Networking, Shellharbour: Disability Issues and Self-Directed Support Funding
- In Control Conference Ryde: Self-Directed Support Funding
- NADA Partnerships Forum – Panel presentation

### June 2011

- NCOSS Regional Forum, Surry Hills presentation on Self-Directed Support Funding
- Macarthur Disability Forum, Campbelltown presentation on Disability Issues and Self-Directed Support Funding
- Australian Assoc Health Professionals Webinar on Mental Health and Intellectual Disability
- Northside Community Forum, joint presentation by NCC and Aon to Carer Respite Centre Managers, on Professional Indemnity and other Liability Insurance



right: Uncle Max Harrison, a Yuin Elder, performs a traditional Aboriginal smoking ceremony in the NCOSS Courtyard, Surry Hills to mark Sorry Day, 26 May 2011

# ■ NCOSS sector and other involvements

## **Committees and groups convened by NCOSS**

- Forum of Non-Government Agencies (FONGA)
- Indigenous Women's Leadership Program Steering Committee
- NCOSS AON Partnership Meeting
- NCOSS Health Policy Advice Group
- NCOSS Poverty 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 Disability Network 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
- CEDAW Advisory Group
- Charles Sturt University Institute of Land, Water and Society Advisory Group
- Coalition for Appropriate Supported Accommodation for People With Disability CASA
- Community Justice Coalition
- Cosmopolitan Civil Societies Research Centre Advisory Board, University of Technology
- Disability Industry Development Fund Industry Group
- Disability Industry Development Fund Industry Group Intake Eligibility and Assessment Working Group
- Disability Industry Development Fund Industry Group Person Centred Working Group
- FairWear NSW Policy Group
- GPNSW Stakeholder Network
- Health Consumers NSW (Interim Steering Committee)
- IMPACT Committee
- In Control NSW
- Insurance Council of Australia – National Consumer Reference Group
- NDS "It's Your Business" Project Governance and Stakeholder Committees
- NDS NSW Advisory Committee on people with

- disability who are ageing
- 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 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 Harm Reduction Alliance
- NSW Homelessness Community Alliance
- NSW Older Persons Reference Group
- NSW Strategic Carers Action Network
- NSW Users and AIDS Association Policy and Advocacy Sub Committee
- PIAC Energy and Water Consumers Advocacy Program Reference Group
- Public Interest Advocacy Centre Board
- Shelter NSW Board
- Tenants' Union Policy Council
- UTS Shop Front Advisory Committee
- 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)

### **Ageing, Disability and Home Care**

- DADHC Cultural and Linguistic Diversity Expert Advisory Group
- ADHC Community Participation and Transition to Work Expert Advisory Group
- ADHC Statewide HACC Issues Stakeholders Forum

### **Ausgrid**

- Ausgrid Customer Council

### **Corrective Services**

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



**Education and Training**

- Department of Education and Training Early Childhood Reference Group

**Energy and Water Ombudsman of NSW**

- Energy and Water Ombudsman of NSW Council

**Human Services and Justice Cluster**

- Working Together for NSW Implementation Group

**Health Care Complaints Commission**

- Health Care Complaints Commission Consumer Consultative Committee

**Housing NSW**

- 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**

- Justice Health Consumer and Community 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 Health Refugee Health Improvement Network (RHIN)

**NSW Electoral Commission**

- State Electoral Commission Disability Reference Group

**NSW Ombudsman**

- NSW Ombudsman’s Roundtable on Services to Older People and People with Disabilities
- NSW Ombudsman’s Roundtable on Children Young People and Families

**Premier and Cabinet**

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

**Redfern Waterloo Authority**

- Redfern Waterloo Authority Human Services Ministerial Advisory Committee

**Sydney Water**

- Sydney Water Customer Council

# ■ Treasurer's report

After returning a deficit in the previous financial year, this year sees NCOSS ending with a substantial surplus of \$209,898. During the year NCOSS was successful in receiving funding for several new projects and these projects have bolstered the organisation's core operating position. Independent income through membership, conferences, NCOSS Community Cover commission and the Community Jobs service was also above expectations. The deficit incurred during the previous financial year had seen a major effort to reduce expenditure in a number of areas. The success of these measures taken with lower than budgeted staff expenditure due to delays in filling a number of vacant positions and our increased revenue has contributed to the surplus for this financial year.

The organisation's total equity remains healthy and continues to provide a level of insurance against future adverse financial outcomes. This will be important in an environment where there is ongoing uncertainty about our future accommodation needs with the NSW Government confirming its decision to sell 66 Albion St in the next year or two. As NCOSS currently occupies 66 Albion St as part of its core grant from Government, a priority for the organisation in coming months will be to secure additional, ongoing funding for new premises.

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

- Department of Family and Community Services, Community Services;
- Department of Family and Community Services, Ageing, Disability and Home Care;
- Department of Health; and
- Department of Finance and Services, NSW Fair Trading.

While these grants are welcome, the Board is also mindful that Government funding continues to constitute a significant majority of income for NCOSS. The Board and staff will continue to investigate and pursue options for more diverse revenue streams to ensure the organisation's ongoing financial sustainability and independence.

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 2011.

### Directors

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

Baldry, Eileen	appointed (22/11/2010)
Batkin, Pam	retired (22/10/2010)
Boerma, Bernard	resigned (8/10/2010)
Pritchard, Bill	
Perkins, Mary	
Crozier, Denele	
Campbell, Helen	retired (22/11/10)
Heyne, Susan	
Coffey, Michael	
Priestley, Elizabeth	
Backhouse, Helen	retired (22/11/10)
Bowden, Matthew	
Bevan, Karen	
Fogg, Sarah	
Davies, Tony	appointed (22/11/2010)

### Company Secretary

The following person held the position of entity secretary at the end of the financial year: Perkins, Mary

### 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 profit of the company for the financial year amounted to \$209,898 (loss in 2010: (\$94,599)).

### 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 increased by 30.5% to \$1,954,060; expenses increased by only 9.5% to \$1,744,162 resulting in the profit 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

**Pam Batkin:** President (*retired 22 November 2010*)

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 (until November 2010)

**Eileen Baldry:** President (*since November 2010*)

Qualifications: BA, Dip Ed (Usyd), MWP, PhD (UNSW)

Experience: Board member since November 2010

Special Responsibilities: Member of Management and Finance Committee, Chair of Risk and Compliance Committee, Chair of Human Resources Committee

**Bernard Boerma:** Vice President (*resigned 8 October 2010*)

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

Experience: Board member since 2005

Special Responsibilities: None

**Mary Perkins:** Director until November 2010,

Vice President from November 2010

Qualifications: B.A. (History and Politics), DipEd, M.A. (Social Work, Social Policy and Sociology)

Experience: Board member since 2003

Special Responsibilities: Secretary (since November 2010), Member of Staff and Work Practices Committee (until November 2010); Member of Human Resources Committee (since November 2010)

**Bill Pritchard:** Vice President from November 2009,

Director until November 2009

Qualifications: 30+ years working in community sector

Experience: Board member since 2007

Special Responsibilities: Member of Risk and Compliance Committee (since November 2010)

**Denele Crozier:** Treasurer from November 2009, Director until November 2009

Qualifications: Diploma of Accounting, over 29 years working in community sector

Experience: Board member since 2003

Special Responsibilities: Chair of Management and Finance Committee; Member of Staff and Work Practices Committee (until November 2010); Member of Human Resources Committee (since November 2010)

**Helen Backhouse:** Director (retired 22 November 2010)

Qualifications: Bachelor of Social Work (USYD), Master of Social Work (UNSW), Cert IV Training and Assessment

Experience: Board member since 2008, previous Board member 1998-1999

Special Responsibilities: Member of Staff and Work Practices Committee (until November 2010)

**Helen Campbell:** Director (retired 22 November 2010)

Occupation: Acting Executive Officer, Women's Legal Services NSW

Qualifications: BA LLB (Hons) MA (Womens Studies), Diploma of Business (Frontline Management)

Experience: Board member since 2005

Special Responsibilities: Secretary (until Nov 2010)

**Michael Coffey:** Director

Qualifications: B Ed (Hons)

Experience: Board member since 2008

Special Responsibilities: Member of Management and Finance Committee

**Elizabeth Priestley:** 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 (until November 2010); Member of Risk and Compliance Committee (since November 2010)

**Karen Bevan:** Director

Qualifications: BA Communications (CSU) (1990) and Master – Legal Studies (UNSW) (2006)

Experience: Board member since 2009

Special Responsibilities: Member of Risk and Compliance Committee (since November 2010)

**Sarah Jane Fogg:** Director

Qualifications: BSc (Hons), MA (Public and Social Administration)

Experience: Board member since 2009

Special Responsibilities: Member of Management and Finance Committee

**Susan Heyne:** Director

Qualifications: B.A. (Welfare Studies), Graduate Certificate in Personnel Management, Master of Social Policy and Planning, over 23 Years experience in the Community Transport sector

Experience: Board member since 2005

Special Responsibilities: Member of Management and Finance Committee (until November 2010)

Matthew Bowden: Director

Qualifications: B.A.

Experience: Board member since 2006

Special Responsibilities: Member of Human Resources Committee (since November 2010)

**Tony Davies:** Director

Qualifications: BA LLB (Hons 1), Graduate Diploma (Legal Practice)

Experience: Board member since November 2010

Special Responsibilities: None

## Meetings of Directors

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

### Directors' meetings

	No. eligible to attend	No. attended
Baldry, Eileen	4	4
Batkin, Pam	3	3
Boerma, Boerma	2	0
Pritchard, Bill	7	2
Perkins, Mary	7	5
Crozier, Denele	7	4
Campbell, Helen	3	2
Heyne, Susan	7	6
Coffey, Michael	7	6
Priestley, Elizabeth	7	4
Backhouse, Helen	3	2
Bowden, Matthew	7	6
Bevan, Karen	7	5
Fogg, Sarah	7	7
Davies, Tony	4	4

### 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 \$ 11,251 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 2011 has been received and can be found on page 34 of the Directors' Report.

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

Eileen Baldry  
President

Date: 10 October 2011

### 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 2011 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: 10 October 2011

### Statement of Comprehensive for the Year Ended 30 June 2011

	Note	2011 \$	2010 \$
Revenue	2	1,866,404	1,437,521
Other income	2	87,656	59,548
Employee benefits expense		(1,262,108)	(1,182,604)
Depreciation and amortisation expense	3	(17,748)	(26,867)
Rental expense	3	(7,989)	(17,425)
Administration expense		(36,022)	(56,359)
Office overheads		(92,812)	(82,999)
Consultants		(64,928)	(37,406)
Premises		(39,017)	(37,676)
Travel		(83,701)	(47,786)
Insurance		(32,509)	(28,184)
Conference		(67,509)	(28,217)
Other expenses		(39,819)	(46,145)
Share of net profits of associates and joint ventures		-	-
<b>(Loss)/ Profit before income tax</b>	<b>3</b>	<b>209,898</b>	<b>(94,599)</b>
Income tax expense			
<b>(Loss)/ Profit for the year</b>		<b>209,898</b>	<b>(94,599)</b>

### Statement of comprehensive income for the year ended 30 June 2011 (cont)

	Note	2011 \$	2010 \$
Other comprehensive income for the year			
<b>Total comprehensive (loss)/ income for the year</b>		<b>209,898</b>	<b>(94,599)</b>
(Loss)/Profit income attributable to members of the entity		209,898	(94,599)
<b>Total comprehensive (loss)/ income attributable to members of the entity</b>		<b>209,898</b>	<b>(94,599)</b>

### Statement of Financial Position as at 30 June 2011

Assets			
<b>Current Assets</b>			
Cash and cash equivalents	4	2,363,455	1,544,302
Trade and other receivables	5	14,361	24,668
Other assets	6	3,388	1,071
<b>Total Current Asset</b>		<b>2,381,204</b>	<b>1,570,041</b>
<b>Non-current Assets</b>			
Financial assets	7	20,000	20,000
Property, plant and equipment	8	48,705	61,040
<b>Total Non-current Assets</b>		<b>68,705</b>	<b>81,040</b>
<b>Total Assets</b>		<b>2,449,909</b>	<b>1,651,081</b>

Liabilities			
<b>Current Liabilities</b>			
Trade and other payables	9	1,574,644	982,612
<b>Total Current Liabilities</b>		<b>1,574,644</b>	<b>982,612</b>

<b>Non-current Liabilities</b>			
Provisions	10	39,379	42,481
<b>Total Non-current Liabilities</b>		<b>39,379</b>	<b>42,481</b>
<b>Total Liabilities</b>		<b>1,614,023</b>	<b>1,025,093</b>
<b>Net Assets</b>		<b>835,886</b>	<b>625,988</b>

Equity			
Retained earnings		835,886	625,988
<b>Total Equity</b>		<b>835,886</b>	<b>625,988</b>

### Statement of changes in equity for the Year Ended 30 June 2011

	Retained Earnings \$	Total \$
<b>Balance at 1 July 2009</b>	<b>720,587</b>	<b>720,587</b>
<b>Comprehensive income</b>		
Profit/(Loss) for the year	(94,599)	(94,599)
Other comprehensive income for the year	-	-
<b>Total comprehensive income</b>	<b>(94,599)</b>	<b>(94,599)</b>
<b>Balance at 30 June 2010</b>	<b>625,988</b>	<b>625,988</b>
<b>Comprehensive income</b>		
Profit attributable to the entity	209,898	209,898
Other comprehensive income	-	-
<b>Total comprehensive income</b>	<b>209,898</b>	<b>209,898</b>
<b>Balance at 30 June 2011</b>	<b>835,886</b>	<b>835,886</b>

## Statement of cash flows for the year ended 30 June 2011

	Note	2011 \$	2010 \$
<b>Cash flow from operating activities</b>			
Receipt of grants		2,068,773	1,247,327
Other receipts		615,013	526,730
Payments to suppliers and employees		(1,946,876)	(1,674,578)
Interest received		87,656	59,548
<b>Net cash generated by operating activities</b>		<b>824,566</b>	<b>159,027</b>
<b>Cash flow from investing activities</b>			
Payment for property, plant and equipment		5,413	(7,619)
<b>Net cash provided used in investing activities</b>		<b>5,413</b>	<b>(7,619)</b>
Net increase/(decrease) in cash held		819,153	151,408
Cash and cash equivalents at the beginning of the financial year		1,544,302	1,392,894
<b>Cash and cash equivalents at the end of the financial year</b>	<b>4</b>	<b>2,363,455</b>	<b>1,544,302</b>

## 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.

When grant revenue is received in advance to the financial year to which it relates or prior to satisfying any conditions of its receipt the grant revenue is recognised in the statement of financial position as a liability (grants in advance).

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 (unearned grants) until the service has been delivered to the contributor.

When grant revenue is received and all obligations to which it relates have been completed and a surplus exists under which the terms of the grant is refundable pending approval for other use the surplus revenue is recognised in the statement of financial position as a liability (grants in trust).

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.

###### Property

Freehold land and buildings are shown at their fair value based on periodic, but at least triennial, valuations by external independent valuers, less subsequent depreciation for buildings.

In periods when the freehold land and buildings are not subject to an independent valuation, the directors conduct directors' valuations to ensure the carrying amount for the land and buildings is not materially different to the fair value.

Increases in the carrying amount arising on revaluation of land and buildings are recognised in other comprehensive income and accumulated in the revaluation surplus in equity. Revaluation decreases that offset previous increases

of the same class of assets shall be recognised in other comprehensive income under the heading of revaluation surplus. All other decreases are recognised in profit or loss.

Any accumulated depreciation at the date of the revaluation is eliminated against the gross carrying amount of the asset and the net amount is restated to the revalued amount of the asset.

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

#### *Plant and equipment*

Plant and equipment are measured on the cost basis and is therefore carried at cost less accumulated depreciation and any accumulated impairment. In the event the carrying amount of plant and equipment is greater than its estimated recoverable amount, the carrying amount is written down immediately to its estimated recoverable amount. A formal assessment of recoverable amount is made when impairment indicators are present (refer to Note 1(f) for details of impairment).

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 available 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; value and useful lives are reviewed and adjusted, if appropriate, at the end of each reporting period.

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 property, plant and equipment, 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 the amount at which the financial asset or liability is measured at initial recognition less principal repayments and any reduction for impairment, and adjusted for any cumulative amortisation of the difference between the initial amount and the maturity amount calculated using the effective interest method.

##### *(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 (i.e. gains or losses) 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.

### *(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.

### *(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.

They are subsequently measured at fair value with changes in such fair value (i.e. gains or losses) recognised in other comprehensive income (except for impairment losses and foreign exchange gains and losses). When the financial asset is derecognised, the cumulative gain or loss pertaining to that asset previously recognised in other comprehensive income is reclassified into profit or loss.

### *(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 profit and loss. Also any cumulative decline in fair value previously recognised in the other comprehensive income is reclassified to profit or loss at this point.

### *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 recognised in profit or loss.

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. .



Receivables and payables are stated inclusive of the amount of GST receivable or payable. The net amount of GST recoverable from, or payable to, the ATO is included with other receivables or payables in the statement of financial position.

Cash flows are presented on a gross basis. The GST components of cash flows arising from investing or financial activities which are recoverable from, or payable to, the ATO are presented as operating cash flows included in receipts from customers or payments to suppliers.

#### i) Income tax

No provision for income tax has been raised as the entity is exempt from income tax under Div 50 of the *Income Tax Assessment Act 1997*.

#### 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

Directors have concluded that assumptions remain materially unchanged, and are satisfied that carrying value of fixed assets does not exceed the economic benefit at 30 June 2011.

##### 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	2011 \$	2010 \$
<b>Revenue</b>			
State/federal government grants	1,457,239		996,525
Membership	243,760		221,028
Services (inc webjobs, conference and commission)	320,352		262,091
Unearned grants - prior year	336,030		293,907
Unearned grants - current year	(393,932)		(336,030)
Grants transferred to trust	(97,045)		
<b>Total Revenue</b>		<b>1,866,404</b>	<b>1,437,521</b>
<b>Other Income</b>			
Interest		87,656	59,548
Total Other Income		87,656	59,548
<b>Total Revenue and other income</b>		<b>1,954,060</b>	<b>1,497,069</b>

#### **Note 3: Profit for the year**

##### **Expenses**

##### **Depreciation and Amortisation**

- furniture and equipment	17,748	26,867
<b>Total Depreciation and Amortisation</b>	<b>17,748</b>	<b>26,867</b>

##### **Rental expense on operating lease**

- minimum lease payments	7,989	17,425
<b>Total rental expense</b>	<b>7,989</b>	<b>17,425</b>

##### **Auditor Remuneration**

- audit services	17,600	17,400
<b>Total Audit Remuneration</b>	<b>17,600</b>	<b>17,400</b>

#### **Note 4: Cash and cash equivalents**

##### **Current**

Cash at bank	2,363,395	1,544,002
Cash on hand	60	300

##### **Total cash and cash equivalents as stated in the**

**statement of financial position** 2,363,455 1,544,302

##### **Total cash and cash equivalents as stated**

**in the cash flow statement** 2,363,455 1,544,302

#### **Note 5: Trade and other receivables**

##### **Current**

Trade receivables	10,853	24,668
Other receivables	3,508	

##### **Total current trade and**

**other receivables** 15 14,361 24,668

##### **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

	Note	2011 \$	2010 \$
<b>Current</b>			
Prepayments		3,388	1,071
		<b>3,388</b>	<b>1,071</b>

#### Note 7: Financial assets

##### Non-Current

Available-for-sale financial assets

- investments in Australian unlisted shares, available for sale	15	20,000	20,000
		<b>20,000</b>	<b>20,000</b>

##### a. Available-for-sale financial assets comprise:

Unlisted investments at cost			
- Interest in joint venture entities		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

	2011 \$	2010 \$
<b>Land and Buildings</b>		
<b>Plant and equipment</b>		
At cost	374,124	368,711
Less accumulated depreciation	(325,419)	(307,671)
	<b>48,705</b>	<b>61,040</b>
Total plant and equipment	48,705	61,040
<b>Total property, plant and equipment</b>	<b>48,705</b>	<b>61,040</b>

#### 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 \$
<b>2010</b>		
Balance at the beginning of year	80,288	80,288
Additions at cost	7,619	7,619
Depreciation expense	(26,867)	(26,867)
<b>Carrying amount at end of year</b>	<b>61,040</b>	<b>61,040</b>
<b>2011</b>		
Balance at the beginning of year	61,040	61,040
Additions at cost	5,413	5,413
Depreciation expense	(17,748)	(17,748)
<b>Carrying amount at end of year</b>	<b>48,705</b>	<b>48,705</b>

Table 1: Credit risk (Note 5)

2011	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	10,853	-	7,550	1,857	505	941	7,550
<b>Total</b>	<b>10,853</b>	<b>-</b>	<b>7,550</b>	<b>1,857</b>	<b>505</b>	<b>941</b>	<b>7,550</b>
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
<b>Total</b>	<b>24,668</b>	<b>-</b>	<b>18,324</b>	<b>4,707</b>	<b>492</b>	<b>1,145</b>	<b>18,324</b>

**Note 9: Trade and other payables**

	Note	2011 \$	2010 \$
<b>Current</b>			
Trade payables		125,719	75,550
Employee benefits		223,102	222,397
Grants in advance		609,294	137,442
Grants in Trust		222,597	211,193
Unearned Grants		393,932	336,030
	<b>9(a)</b>	<b>1,574,644</b>	<b>982,612</b>

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

**Trade and other payables**

<b>Total Current</b>		<b>1,574,644</b>	<b>982,612</b>
Less annual leave entitlements	(223,102)	(222,397)	
<b>Financial liabilities as trade and other payables</b>	<b>15</b>	<b>1,351,542</b>	<b>760,215</b>

**Note 10: Provisions****Non-Current****Long-term Employee Benefits**

Opening balance at 1 July 2010	42,481	31,981
Additional provisions raised during year	15,959	10,500
Amounts used	(19,061)	-
<b>Balance at 30 June 2011</b>	<b>39,379</b>	<b>42,481</b>

**Analysis of Total Provisions**

Non-current	39,379	42,481
	<b>39,379</b>	<b>42,481</b>

**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 recognised in the financial statements

<b>Payable – minimum lease payments</b>		
- not later than 12 months	6,932	6,932
- later than 12 months but not later than 5 years	20,218	27,150
	<b>27,150</b>	<b>34,082</b>

**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: Related Party Transactions****Key Management Personnel Compensation**

	Short-term benefits \$	Post employ- ment benefits \$	Total \$
<b>2011</b>			
<b>Total compensation</b>	120,259	10,717	<b>130,976</b>
<b>2010</b>			
<b>Total compensation</b>	117,642	10,422	<b>128,064</b>

**Note 14: Cash flow information**

	Note	2011 \$	2010 \$
<b>(a) Reconciliation of cash</b>			
Cash at bank		2,363,395	1,544,002
Other cash		60	300
		<b>2,363,455</b>	<b>1,544,302</b>

**(b) Reconciliation of cash flow from operations with profit after income tax**

Profit after income tax		209,898	(94,599)
<b>Non cash flows</b>			
Depreciation and amortisation		17,748	26,867
Change in assets and liabilities (Increase)/decrease in trade and other receivables		10,307	(10,165)
Increase in trade and other payables		592,032	224,297
Increase/(decrease) in provisions		(3,102)	10,500
(Increase)/decrease in prepayments		(2,317)	2,127
		<b>824,566</b>	<b>159,027</b>

**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:

**Financial Assets**

Cash and Cash equivalents	4	2,363,455	1,544,302
Loans and receivables	5	14,361	24,668
Available for sale financial assets			
- Investments in unlisted shares, available for sale	7(a)	20,000	20,000
<b>Total Financial Assets</b>		<b>2,397,816</b>	<b>1,588,970</b>

**Financial liabilities**

Financial Liabilities at amortised cost			
- Trade and other payables	9(a)	1,351,542	760,215
<b>Total Financial liabilities</b>		<b>1,351,542</b>	<b>760,215</b>

**Financial Risk Management Policies**

The management and finance committee consists of senior committee members, and the committee's overall risk

management strategy is 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	2011 \$	2010 \$
Cash and cash equivalents			
- AA rated		2,363,455	1,544,302
	<b>4</b>	<b>2,363,455</b>	<b>1,544,302</b>

#### 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. The company is also exposed to earnings volatility on floating rate instruments.

##### *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.

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

	Profit \$	Equity \$
<b>Year ended 30 June 2011</b>		
<b>+/- 2% in interest rates</b>	47,268	47,268
<b>Year ended 30 June 2010</b>		
<b>+/- 2% in interest rates</b>	30,828	30,828

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

	Within 1 year		1 to 5 years		Over 5 year		Total	
	2011 \$	2010 \$	2011 \$	2010 \$	2011 \$	2010 \$	2011 \$	2010 \$
<b>Financial liabilities due for payment</b>								
Trade and other payables (excl. Est. Annual leave and deferred income)	1,351,542	760,215	-	-	-	-	1,351,542	760,215
<b>Total expected outflows</b>	<b>1,351,542</b>	<b>760,215</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>1,351,542</b>	<b>760,215</b>
<b>Financial assets - cash flows realisable</b>								
Cash and cash equivalents	2,363,455	1,544,302	-	-	-	-	2,363,455	1,544,302
Trade, term and loans receivables	14,361	24,668	-	-	-	-	14,361	24,668
Other investments	20,000	20,000	-	-	-	-	20,000	20,000
<b>Total anticipated inflows</b>	<b>2,397,816</b>	<b>1,588,970</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>2,397,816</b>	<b>1,588,970</b>
<b>Net (outflow) / inflow on financial instruments</b>	<b>1,046,274</b>	<b>828,755</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>1,046,274</b>	<b>828,755</b>

**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)

**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 2011 and 30 June 2010 and hence no gearing.

**Table 3:** Fair value estimation (Note 15c)

	Foot-note	2011		2010	
		Net carry-ing value \$	Net fair value \$	Net carry-ing value \$	Net fair value \$
<b>Financial assets</b>					
Cash and cash equivalents	(i)	2,363,455	2,363,455	1,544,302	1,544,302
Trade and other receivables	(i)	14,361	14,361	24,668	24,668
Available-for-sale financial assets at fair value - unlisted investments available for sale	(ii)	20,000	20,000	20,000	20,000
<b>Total financial assets</b>		<b>2,397,816</b>	<b>2,397,816</b>	<b>1,588,970</b>	<b>1,588,970</b>
<b>Financial liabilities</b>					
Trade and other payables	(i)	1,351,542	1,351,542	760,215	760,215
<b>Total financial liabilities</b>		<b>1,351,542</b>	<b>1,351,542</b>	<b>760,215</b>	<b>760,215</b>

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

- (i) 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 relating to the provision of annual leave, which is outside the scope of AASB 139
- (ii) for unlisted 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
<b>2011</b>				
<b>Financial assets</b>				
Available-for-sale financial assets	-	20,000	-	20,000
<b>Total</b>	-	<b>20,000</b>	-	<b>20,000</b>
<b>2010</b>				
<b>Financial assets</b>				
Available-for-sale financial assets	-	20,000	-	20,000
<b>Total</b>	-	<b>20,000</b>	-	<b>20,000</b>

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 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

## Directors' Declaration

The directors of the entity declare that:

1. The financial statements and notes, as set out on pages 22 to 34, 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 2011 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.

Eileen Baldry  
President

Date: 10 October 2011

## Independent Auditor's Report

### Report on the Financial 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 2011 the statement of comprehensive income, statement of changes in equity and statement of cash flows for the year ended, notes comprising 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 (including the Australian Accounting Interpretations) 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 2011, 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 2011 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  
30 October 2011





# ■ NCOSS members and affiliates

## **Organisational Members - 531**

- 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
- Aged and Community Services Association NSW and ACT
- Aged Care Rights Service
- Aid for Africa Down Under
- 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
- Armidale Care For Seniors Inc
- Asian Women At Work Inc
- Association For Genetic Support Australasia Inc
- Association of Children's Welfare Agencies
- Asylum Seekers Centre
- Auburn Asian Welfare Centre Inc
- Auburn Community Development Network
- Auburn Diversity Services
- 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
- 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 and Neighbourhood Centre
- Bega Valley Meals On Wheels Co-operative
- Benevolent Society
- 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
- Brazilian Community Council of Australia Inc
- Bridge Youth Services Inc
- Bridges
- Broken Hill Community Inc
- Broken Hill Youth Accommodation and Support Services
- Burdekin Association Inc
- Burwood Community Welfare Services
- Byron Emergency Accommodation Project
- Byron Youth Service Inc
- Cabramatta Community Centre
- Campbell Page
- Canterbury City Community Centre
- Canterbury Earlwood Caring Association Ltd
- Canterbury Home Care
- Carers NSW Inc
- CareWays Community
- CareWest Inc
- Casino Family Support Service Inc
- Cassia Community Centre Inc
- Catholic Commission For Employment Relations
- Catholic Community Services - Meadowbank
- Catholic Community Services Orana
- Catholic Social Services NSW/ACT
- CatholicCare - Sydney Head Office
- CatholicCare - Wollongong
- CatholicCare Social Services
- Centacare - Broken Bay
- 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 and Advocacy Service
- Central West Community Care Forum
- Central West Community College
- Central West Women's Health Centre Inc
- Centre Against Child Sexual Assault
- Centre for Volunteering, The
- 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
- Churches Housing Inc
- 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 Maintenance Service Inc
- Combined Pensioners and Superannuants Association of NSW Inc
- Common Equity NSW
- 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 - Fairfield Community Resource Centre
- Community Legal Centres NSW
- Community Management Advisory Project Inc
- Community Options Illawarra Inc
- Community Programs Inc
- Community Resource Network Inc
- Community Restorative Centre Inc
- Compassionate Friends (NSW), The
- Connect Child and 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
- Cumberland Prospect Respite and Carelink
- Cystic Fibrosis NSW
- Deli Women and Children's Centre Inc
- Disability and 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 and 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
- Elermore Vale Community Centre
- Elizabeth Evatt Community Legal Centre
- Ella Centre
- 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
- Factory Community Centre Inc
- 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 and Sportswomen
- Friends of Pastoral Care Inc
- Gambling Impact Society NSW
- Gender Centre
- Gilgai Aboriginal Centre Inc
- Glebe House
- Glen Innes and District Community Centre
- Glen Innes Family and Youth Support Service Inc
- Goulburn Family Support Service Inc
- Gowrie NSW
- 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
- Gynea Community Aid and Information Inc
- HACC Volunteer Recruitment and Training Program
- Handital NSW Inc
- Harris Park Community Centre
- Hawkesbury Nepean Community Legal Centre
- Haymarket Foundation Ltd
- HeadEast Eastern Sydney Acquired Brain Injury Community Access
- Headway Adult Development Program Inc
- Healthy Cities Illawarra Inc
- Hepatitis NSW
- Highlands Community Centres Inc
- HIV/AIDS Legal Centre
- Holdsworth Street Community Centre and Services
- Holroyd Community Aid and Information Service
- Homelessness NSW
- Housing Connection NSW Inc
- Hume Community Housing Association Ltd
- Hunter Tenants Advice and 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 Neighbour Aid
- Inspiration House Services Inc
- Institute For Family Advocacy
- Integratedliving Australia Ltd
- Integricare
- Intellectual Disability Rights Service
- Interaction Disability Services
- 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
- Junction Neighbourhood Centre, The
- Kamira Farm Inc
- Karabi Community and Development Services Inc
- Kariong Neighbourhood Centre Inc
- Katakudu Women's Housing Inc
- Katoomba Neighbourhood Centre
- Kempsey Neighbourhood Centre Inc
- Kent House
- KinCare Community Services
- Kings Cross Community and Information Centre Inc
- Kingsford Legal Centre
- Kingsgrove Community Aid Centre Inc
- Kooloora Community Centre
- Koorana Child and Family Centre
- KU Children's Services
- Ku-Ring-Gai Neighbourhood Centre Inc
- Ku-ring-gai Youth Development Service Inc
- Kulkuna Cottage Women's Refuge Ltd
- Kurri Kurri Community Centre
- Kyogle Family Support Services Inc
- 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 - South Coast
- Lismore Neighbourhood Centre
- Lismore Women's and Childrens Refuge
- 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 Diversity Services 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 and Counselling Centre
- Manly Warringah Pittwater Community Aid Service
- Manly Warringah Women's Resource Centre
- Manly Women's Shelter
- 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 Carers ARAFMI NSW - Central Coast
- Mental Health Carers ARAFMI NSW - Newcastle
- Mental Health Carers ARAFMI NSW - Sydney
- Mental Health Co-ordinating Council Inc
- Metro Migrant Resource Centre
- Mid North Coast RCSD
- Mirabel Foundation
- Mission Australia - NSW State Office
- Mobile Childrens Services Association of NSW
- Molonglo Women's and 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 and 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 Support Network of Randwick
- Muswellbrook Carelink Inc
- Muswellbrook Neighbourhood Service
- Nagle Centre Family Care and Support
- National Council of Women of NSW Inc
- National Respite Association
- Nepean Community and Neighbourhood Services
- Network of Alcohol and 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 and North West Community Legal Service
- North Richmond Community Centre Inc
- North St Marys Neighbourhood Centre Inc
- Northcott Disability Services
- Northern Area Tenants Service Inc



- Northern Beaches Community Services Ltd
- Northern Rivers Social Development Council
- Northside Community Forum Inc
- NSW Association for Youth Health
- NSW Community Options Projects Inc
- NSW Community Transport Organisation
- 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 Retired Teachers Association
- NSW Users and 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 Accommodation Service
- Our Community Place
- Ourcare
- Outer Liverpool Community Services Inc
- Oxley Community Transport Service Inc
- Pacific Link Community Housing Association Ltd
- Pam's Place Crisis Accommodation Resource and Referral Service
- Pan Community Council
- Parkes and District Information and Neighbourhood Centre
- Parkinson's NSW Inc
- Parklands Cottage Incorporated
- Parks Community Network Inc
- Parramatta Young Christian Workers
- PATH Inc
- Pathfinders Inc
- Peninsula Community Centre Inc
- Penrith Women's Health Centre
- People with Disability Australia Inc
- Phoebe House Inc
- Physical Disability Council NSW
- Picton Preschool Kindergarten
- Playgroup NSW Inc
- Pole Depot Neighbourhood Centre
- Port Kembla Community Project Inc
- Port Macquarie Neighbourhood Centre Inc
- Positive Life NSW Inc
- Positive Support Network Incorporated
- Post-Polio Network (NSW) Inc
- Pottsville Beach Neighbourhood Centre
- Prisoners Aid Association of NSW
- Protective Behaviours NSW
- Public and Community Housing Access and Support
- Public Interest Advocacy Centre
- Quality Management Services
- Randwick-Waverley Community Transport
- Raymond Terrace Neighbourhood Centre
- Recreation and Peer Support
- Redfern and Inner City Home Support Service Inc
- Redfern Legal Centre
- Relationships Australia (NSW)
- Respite and Recreation Inc
- Richmond Community Services Inc
- Riverlink Interchange Inc
- Riverstone Neighbourhood Centre and Community Aid Service Inc
- Riverwood Community Centre Inc
- Rockdale Community Services Inc
- Rosebank Child Sexual Abuse Service Inc
- Rosemount Youth and Family Services Inc
- Rozelle Neighbourhood Centre
- Rural Dental Action Group
- Ryde Family Support Service Inc
- Salvation Army - Australia Eastern Territory
- Samaritans Foundation - Adamstown
- Save The Children of Iraq
- SDN Children's Services Inc
- Search Foundation
- Sector Connect
- Settlement Neighbourhood Centre
- Share Care Inc
- Shelter NSW
- SHINE For Kids
- Shire Wide Youth Services Inc
- Shoalcoast Community Legal Centre
- Shoalhaven Neighbourhood Services Inc
- Shopfront Youth Legal Centre
- Sisters of Charity Outreach
- South East Neighbourhood Centre
- South Sydney Community Aid Co-operative Ltd
- South Sydney Community Transport Inc
- South West Child Adolescent and 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 and Family Services Association Inc
- Spanish and Latin American Community Organisation Inc
- St Clair Youth and 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 and Community Services
- Sydney Food Fairness Alliance
- Sydney Legacy
- SydWest Multicultural Services Inc



Tablelands Community Options  
 Taldumande Youth Services Inc  
 Talinga Community Service  
 Tamworth and Oxley Community Activities Network  
 Ted Noffs Foundation  
 Temora Shire Council - Temora HACC Centre  
 Tenants' Union of NSW Co-op Ltd  
 The Cottage  
 The Cottage Family Care Centre  
 The Hills Community Aid and Information Service  
 The Junction Works Inc  
 The Place: Charlestown Community Centre  
 The Station Drop-In Centre  
 Tomaree Neighbourhood Centre Inc  
 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 and Districts Community Resources Centre  
 UnitingCare Children, Young People and Families  
 UnitingCare NSW ACT  
 Veritas House Inc  
 Vincentian Social Action Centre  
 Volunteering Coffs Harbour Inc  
 Volunteers for Palliative Care Inc  
 Wagga Women's Health Centre  
 Walgett Aboriginal Medical Service Co-op  
 Walla Mulla Family and Community Support  
 War Widows' Guild of Australia NSW Ltd  
 Watershed Drug and Alcohol Recovery and Education Centre  
 Waybridge Ministries Inc  
 We Help Ourselves  
 Weave Youth Family Community  
 Wee Waa and District HACC Association  
 Welfare Rights Centre  
 Werrington Community Project Inc  
 Wesley Mission  
 Western NSW Community Legal Service  
 Western Suburbs Haven Inc  
 Western Sydney Community Forum  
 Western Sydney Drug and Alcohol Resource Centre Inc  
 Westir Ltd  
 Westside Community Centre  
 Wimlah Refuge  
 Windgap Foundation Limited  
 Wings of Hope Inc  
 Wise Employment  
 Wollongong West Street Centre  
 Wollongong Women's Centre  
 Wollongong Women's Housing  
 Women in Prison Advocacy Network  
 Women's and Girls' Emergency Centre  
 Women's Activities and 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 Legal Services NSW  
 Women's Shelter Armidale Inc  
 Woodbine Neighbourhood Centre  
 Woodrising Neighbourhood Centre  
 Woodville Community Services Inc  
 Workers' Health Centre  
 Wyong Community Transport  
 Wyong Neighbourhood Centre Inc  
 Y Foundations  
 Yawarra Meamei Womens Group  
 Youth Action and Policy Association  
 Youth Off The Streets  
 Youth Solutions

**Affiliate Members - 77**

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ACT Government and Assembly Library  
 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  
 Community Services - Broadmeadow  
 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 and Water Ombudsman NSW  
 Enhancing Community Business  
 Eurobodalla Shire Council  
 Global Disability  
 Gosford City Council  
 Hawkesbury City Council  
 Hurstville City Council  
 Institute For Sustainable Futures  
 Kempsey Shire Council  
 Kiama Municipal Council  
 Kogarah City Council  
 Ku-Ring-Gai Council  
 Lake Macquarie City Council  
 Lane Cove Municipal Council  
 Legal Aid Commission of NSW  
 Leichhardt Municipal Council



Liquor Hospitality and Miscellaneous Union  
 Lismore City Council  
 Local Government and Shires Association  
 Maitland City Council  
 Marrickville Council  
 Muswellbrook Shire Council  
 National Tertiary Education Union  
 North Sydney Council  
 NSW Fair Trading  
 NSW Ombudsman  
 NSW Teachers Federation  
 Parramatta City Council  
 Penrith City Council  
 Public Service Association of NSW  
 Queanbeyan City Council  
 Randwick City Council  
 Rockdale City Council  
 Shellharbour City Council  
 Shoalhaven City Council  
 South West Sydney Area Health Service  
 Southern Councils Group - Community Care  
 Programs  
 St George College of TAFE  
 St Lawrence and Associates Consulting Services  
 Strathfield Municipal Council  
 Sutherland Shire Council  
 Sydney Institute of Technology Ultimo TAFE  
 Sydney West Area Health Service  
 TAFE NSW - Illawarra Institute  
 The Greens  
 The Hills Shire Council  
 Tweed Shire Council  
 Warringah Council  
 Westwood Spice  
 Wollondilly Shire Council  
 Wyong Shire Council, Corporate Library  
 Yarrawonga District Health Service

**Individual Members - 60**

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