



2007

annual report

Tasmanian Council of Social Service Inc.





Annual Report 2007

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Tasmanian Council of Social Service Inc.

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From the **President**

During my second year as President TasCOSS has introduced new programs and staff to support both policy and industry development work. The review of our strategic plan in this financial year framed what was to be a positive and exciting year for TasCOSS.

Nevertheless the sector has continued to be challenged by budget gaps, reform agendas and CSTDA debates. Community services have rallied to provide valuable input and direction to TasCOSS's policy work for which the Board members and I are most appreciative.

I am grateful to all the TasCOSS Board members for their wisdom and support during the year. Michelle Swallow has proven her enviable skills as chair filling in during my absences. Mark Stemm has tread carefully the often difficult role of Treasurer and maintained the respect and support of staff.

Jo Flanagan and Pattie Chugg added valuably to our policy debates, and Lindy O'Neill, Christopher John and Kay Thompson kept us on track in governance matters generally. Dave

Willans decided to move on after considerable service to TasCOSS over the last decade. Maxine Griffiths was with us this year until her resignation in order to concentrate on more pressing personal matters.

We said farewell to CEO Mat Rowell this year as he left to join the Premiers office. It is fair to say that there was a mixed response to Mat's departure. We would miss his insight and leadership. We understood his desire to work closer to government as a way of contributing to social change. And we felt a little vulnerable with the loss of the corporate knowledge that he carried with him. But these are the usual challenges for any organisation which must replace a leader of his calibre.

During his time at TasCOSS Mat won considerable respect for his social policy work and for facilitating discussions



Alex Huntir

and contributing to the development of TasCOSS. Well done Mat, and all the best in your new role!

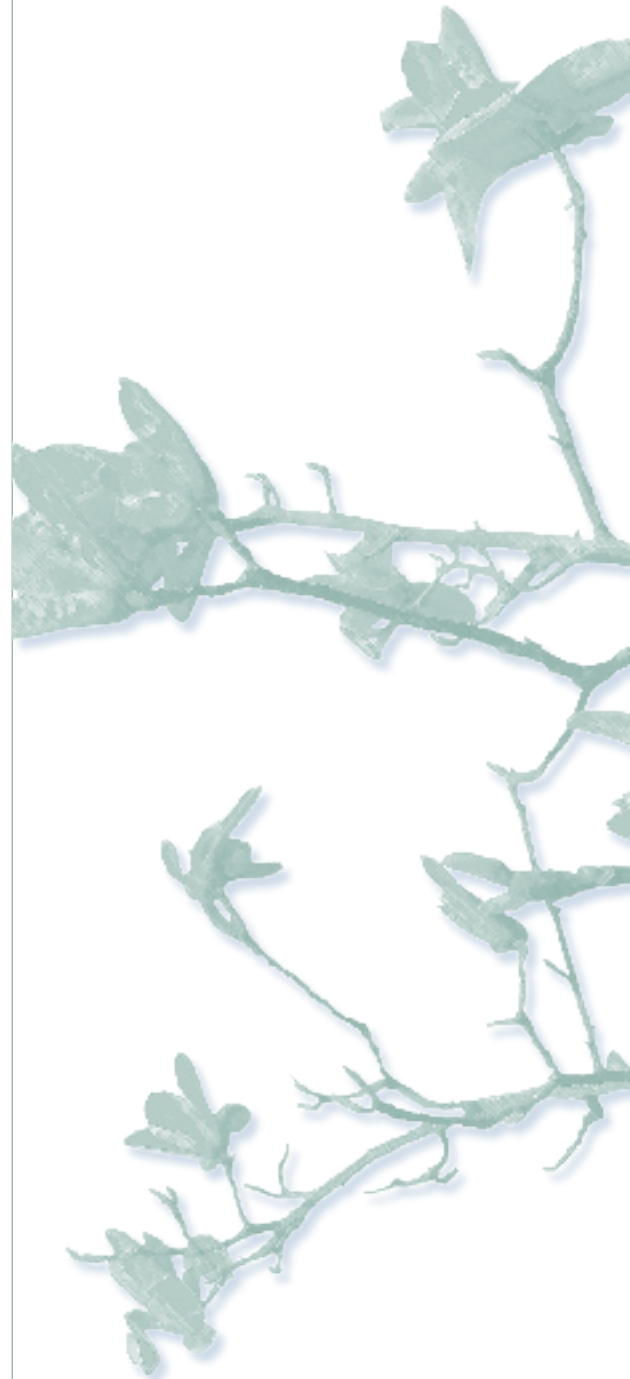
We are pleased to say that Tom Muller has accepted the position as our new CEO. Tom needs no introduction to those who have already met him in his role as Manager of Social Policy and Research. We are excited by the skills and abilities that Tom brings to the role and hope that you will take the time to introduce yourself and let him buy you a coffee.

I hope you like the new format Annual Report which hopefully reflects our energy and enthusiasm, and attention to detail and information sharing.

On behalf of the Board I would in closing like to thank the staff for their support during the year. Their efforts

in looking to the social policy horizon for the low income and disadvantaged Tasmanians who rely on our work, and for the wellbeing of organisations which support them, has once again earned them our respect.

Alex Huntir,
President



From the CEO

2006-07 has seen some major changes at TasCOSS – in size, structure, and personnel. The changes have enabled the expansion and development of all areas of our work, as well as the recruitment of additional talented staff to augment the TasCOSS team.

Growth and new structure

In July, TasCOSS signed two new service agreements to provide capacity building and support services to the Tasmanian community services industry. A four year agreement with the Department of Health and Human Services (DHHS) commits TasCOSS to providing services to increase governance and management capacities in community services sector organisations, and to assist and represent TasCOSS members, and the broader sector, on matters of industry policy. The other agreement is with the Department of Economic Development (DED) and sees TasCOSS involved in supporting community service organisations to develop employment-related projects including pathways to employment projects and creating employment opportunities for people who

have been unemployed for long periods. The project facilitates and links community service organisations to DED's Partnerships to Jobs funding. The two sector-related projects and staff – all five of them, all new this year – make up the TasCOSS Industry Development Unit (IDU).

At the same time TasCOSS began the recruitment process to fill the newly created position of Manager of the Social Policy and Research (SP&R) team. That team, comprising four policy and research officers, including the new Manager and the Home and Community Care (HACC) Consumer Consultation Project Officer, was off and running with a busy policy and research agenda.

The Administration team at TasCOSS also expanded this year with the appointment of two Administration Officers,

including a Senior with supervisory responsibilities, and a Finance Officer.

So TasCOSS became equipped this year with a new structure, additional staff and a new Strategic Plan for working toward our vision of creating a fair, just and inclusive Tasmania.

Advancing Social Justice and Strengthening the Industry

Advocacy and campaigning has continued as a key focus of TasCOSS work throughout the year. Access to secure, affordable housing remains a major social policy priority in Tasmania, and one that has been a central focus of our policy work this year. It has competed for our attention with a wide range of other issues that are detailed in the Social Policy and Research Report.



Tom Muller



We have both consulted closely with, and informed and led the sector on policy issues throughout the year. Our members continue to bring issues affecting their service users to our attention, and TasCOSS keeps the sector informed of policy initiatives, changes and emerging issues. We believe that our consultations with the community services industry is invaluable to our policy work, and grounds it soundly in reality.

TasCOSS has continued to use the media for advocacy, and has maintained its high visibility media profile. We have been active both in response to media approaches, and in pro-actively getting social justice issues on the public media agenda.

In addition, TasCOSS has been active in supporting and strengthening the community services industry through the work of the IDU, including its

help-desk function and seminar series. TasCOSS also initiated the process of promoting and developing a comprehensive Industry Plan for the community services industry in Tasmania – a significant and substantial task which has attracted strong support from the industry.

TasCOSS Strategic Plan 2007-2010

A new Strategic Plan for the organisation was developed during the year for the remainder of the decade. We believe it provides clear and strong vision, values and practical strategies to shape the work of TasCOSS for the next three years.

The key areas of focus remain achieving a socially just society, strengthening the industry and building on the strengths of the organisation. These goals are matched by pro-active strategies that not only

reflect successful past practice, but also introduce new ways of working to achieve our goals.

We believe that this year's planning and strategising sets the organisation up to better advance the needs of low income Tasmanians and of the community services sector.

Working Collaboratively

The new organisational structure of TasCOSS supports collaborative endeavours across all of our work areas, and this has been a major feature of our year. The close connections that the IDU has forged with community sector organisations throughout the State have also benefited the SP&R Team through the identification of policy-related issues affecting service providers and their clients. These connections have also provided the basis for ongoing consultation on both policy and

industry development issues in all areas of the State, and the foundation for more effective communication with the sector. The result is better informed and better integrated work from all TasCOSS teams.

We have worked closely throughout the year with the Tasmanian Peaks Network on issues of common interest, with the Tasmanian Social Policy Council and with other significant sector players on policy-related activities both pro-actively and responsively. The ability to take a united approach and present unified policy positions can only increase the effectiveness of our work.

At a Federal level, we continue to work closely with ACOSS and other state and territory councils of social service on issues affecting low income and disadvantaged Australians across the country. We have supported the ACOSS-led Australia Fair campaign and have encouraged our members and friends to become involved in its Action Network. TasCOSS has also supported ACOSS 'Advocacy Days' on dental health and on Federal Government intervention in NT Indigenous communities (see SP&R Report).

We continue to work closely within the State arena with State Government staff across a number of departments, Ministers and their staff, all

Farewell to Mat Rowell

The year's end saw the departure of Chief Executive Officer, Mat Rowell. Mat served at TasCOSS for three and a half years during which time he introduced renewed rigour into the organisation's governance, policies and procedures and other management systems. He also oversaw a period of dynamic and constructive social policy engagement, as well as close consultation and relationship building within the community services sector. Mat was well-respected as CEO by the both the sector and government, and he leaves behind a strong, capable and valued organisation.

political parties, independent regulators and overseers, and other interested parties. Again, we've found that relationship building and the collaborative approach is the most effective.

This year has also seen TasCOSS enter into collaborative ventures with the University of Tasmania. The HACC Consumer Consultation Project has led the way with its research collaboration with the University of Tasmania Department of Rural Health, and their joint application for an Australian Research Council Linkages Grant. This

is an exciting new direction for TasCOSS and one that we hope continues.

On a personal note, I am pleased to have joined the TasCOSS team this year, first as the inaugural Manager of the SP&R Team and now continuing as the TasCOSS Chief Executive Officer. TasCOSS is a strong, well-resourced and well-equipped organisation with clear goals and strategies, and plenty of energy and talent to work toward building a stronger community sector and a fairer Tasmania.

Tom Muller,
Chief Executive Officer

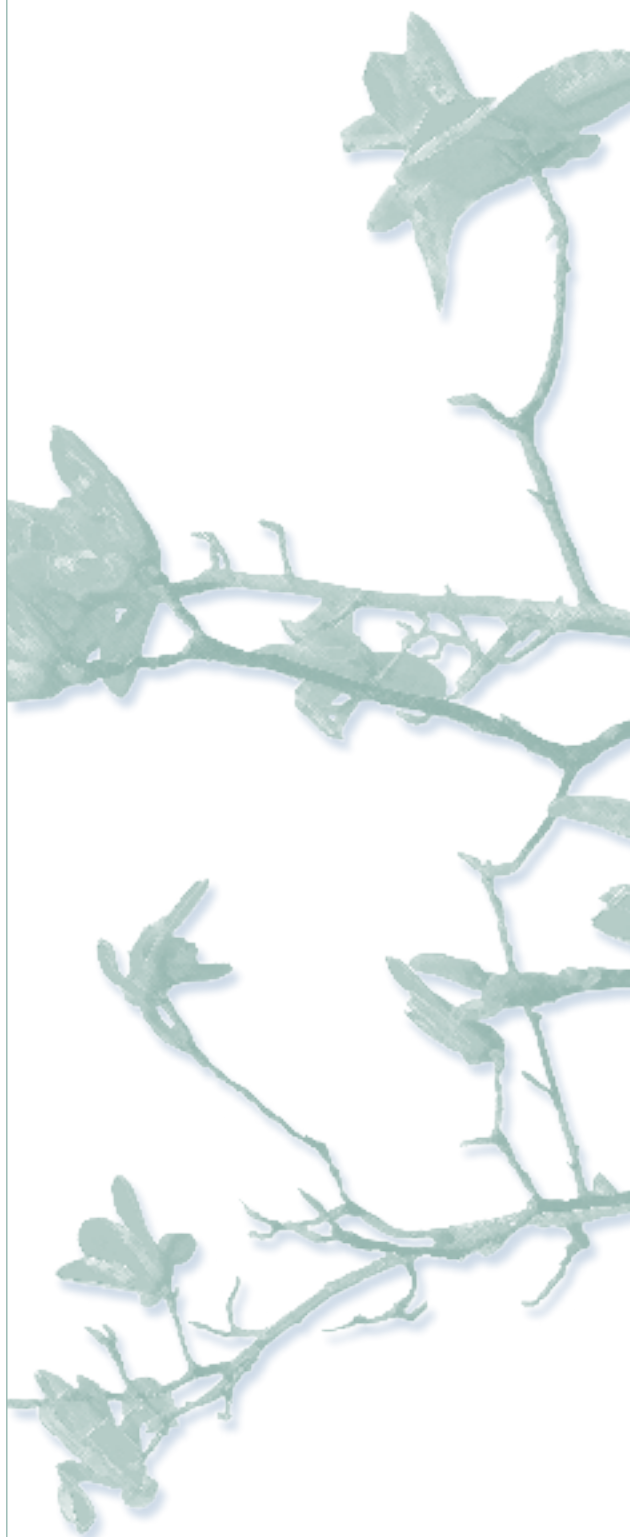
TasCOSS Communications

Communication plays a vital role in the work of TasCOSS and provides the key link to members, the broader sector, policy makers, other stakeholders and our COSS colleagues across the country.

This year saw a complete re-vamp of the TasCOSS website, as well as the introduction of an internal system to keep it current and relevant. All feedback received has agreed that the website is now easier to both navigate and to read, and that it provides timely access to key TasCOSS documents, including media releases, submissions and policy papers, and to information about sector-wide events, training opportunities and other activities.

TasCOSS e-news also received a facelift this year and is now produced and dispatched on a regular fortnightly basis to members. Hyper-links provide access from the e-news to the TasCOSS and other relevant websites. TasCOSS e-news is a vital tool especially for the Industry Development Unit, but also allows for general TasCOSS announcements and for information about policy issues to be circulated quickly and efficiently.

TasCOSS has not gone completely technological in its communications but has maintained its quarterly hard copy newsletter. This too has changed this year with a new format and a themed approach. Each edition has a specific theme around which we focus the more in-depth articles. Our first themed issues, in February/March and in May/June, addressed, respectively, the future of the sector and quality of services and care in the community services sector. Again, we've received positive feedback about the themes and the format of the newsletter.



Profile

The Tasmanian Council of Social Service is the peak industry body for the community services industry in Tasmania.

Our Mission

To provide a voice for Tasmanians affected by poverty and inequality and to act as the peak council for the community services industry organisations that serve, support and work for them.

Our Vision

A fair, just and inclusive Tasmania.

Achieving Our Vision

We work to improve the lives of Tasmanians who are on low incomes or in other ways disadvantaged. We do this by advocating for and developing better social policy, informed through consultation, research and analysis.

We also support the community sector in our role as a peak council, by advocating on their behalf, coordinating joint advocacy efforts, and providing services that contribute to good governance, management and practice.

Finally, we seek to raise awareness and understanding of social injustice and inequality, along with the social and structural conditions that contribute to this, and to engage the wider community in ongoing reform.

Values

We value:

- The rights of all Tasmanians to opportunity, justice and equity.
- Policy solutions that are socially and economically sustainable.
- The experience and talents of people affected by poverty and inequality.
- Working collaboratively and in partnership.
- The commitment and passion of people working in the community services industry.
- A diversity of responses to the range of needs within the community.
- Our independence as a non party-political organisation.
- Robust civil society and the importance of a strong community sector in maintaining this.
- A strong and representative role and mandate for our work.

Key Areas Of Focus

TasCOSS Board and staff members have agreed to continue focusing on the three key areas which formed the basis of our last two strategic plans.

1. Achieving a socially just society
2. Strengthening the Industry
3. Building on the strengths of the organisation

2006-2007 Board Attendance

Attendance at Board Meetings

	<i>Meetings attended</i>	<i>Out of total number</i>
Alex Huntir	10	11
Michelle Swallow	9	11
Mark Stemm	10	11
Pattie Chugg	10	11
Jo Flanagan	7	11
Lindy O'Neill	8	11
Kay Thompson	10	11
Maxine Griffiths <i>(joined Nov. but resigned from position)</i>	2	7
Christopher John <i>(joined November)</i>	4	7

Previous Members from this financial year.

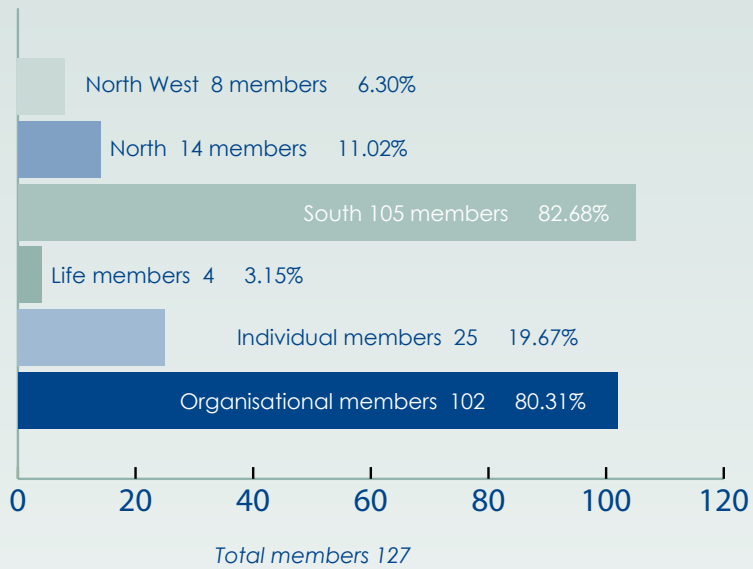
Sue Ham	2	3
David Willans	3	3



Note: There were 11 meetings over the financial year. No meetings were held in January or April and 2 meetings were held in May, 1 of which was an extraordinary meeting

*The Board as at 30th June 2007.
Top row L-R : Michelle Swallow (Vice Pres.), Christopher John, Jo Flanagan, Mark Stemm (Treasurer), Lindy O'Neil.
Bottom row L-R: Pattie Chugg, Alex Huntir (President), Kay Thompson.*

2006-2007 Membership Profile



Three of our four life members –
Ann Hughes, Cecily Gilson and Dorothy Pearce.
The other TasCOSS life member is the Rev. Dr. Bob Raynor

2005-2006 Staff Profile

Current

Current	Position
Tom Muller	CEO
Maree Fudge	Manager Industry Development
John Hooper	Senior Development Officer
Tim Tabbart	Development Officer
Shona Gates	Development Officer
David Guinane	Development Officer
Pauline Marsh	HACC Project Officer
Kath McLean	Social Policy Officer
Melissa Locco	Social Policy Officer
Elida Meadows	Senior Administration Officer
Sam Triffit	Administration Officer
Jill Pope	Finance Officer

Past

Mat Rowell	CEO
David Owen	Industry Policy Officer
Luke Martin	Social Policy Officer
Lynne Browning	Office Administrator

2006-2007 Tasmanian Social Policy Council Members

Name	Organisation
Alex Huntir	President/Chair
Michelle Swallow	Vice President
Pattie Chugg	Board Representative
Jo Flanagan	Board Representative
Sheila Given	COTA Tasmania
Glynis Flower	TACH
Maxine Griffiths	Volunteering Tasmania
David Clements	ATDC
Sue Jones	Mental Health Council of Tasmania
Dave Willans	YNOT
Georgina McLagan	Centacare Tasmania
Ronda MacIntyre	Salvation Army
Lianne Barden	The Link
Jenhi Sheyan	Hobart Women's Shelter
Kevin Marriot	TasCAHRD
Ken Hardaker	Advocacy Tasmania
Ann Hughes	Individual Member
David Treanor	Kalista Ltd.
Margaret Reynolds	Individual Member
Annette Horsler	Tasmanian Deaf Society
Gwyn Jones	Individual Member
Mary-Anne Johnson	Catholic Justice and Peace Commission
Therese Taylor	Colony 47

Tasmanian Social Policy Council

The TSPC, the peak social policy development body for TasCOSS which is chaired by the TasCOSS President and comprises representatives from member organisations, met five times in the year – in July, September and November 2006 and in March and May 2007. June 2007 saw the end of the two-year term of the TSPC and a new Council was subsequently elected. TasCOSS wishes to thank the out-going members of the 2005-07 TSPC for their important contribution to the TasCOSS policy development and analysis process. The involvement of the TSPC ensures that TasCOSS policy is well-grounded in the reality of its members' experiences at the frontline of service delivery.



Kath McLean

Social Policy and Research Report

Working to achieve a socially just society

Introduction

The year of change at TasCOSS did not leave our social policy functions untouched. A Social Policy and Research Team was formed with a dedicated Manager – and the research, policy and advocacy work continued with clearer direction and an injection of fresh energy. The new structure incorporates the HACC Consumer Consultation Project which provides for better integration of that extensive consultation work into TasCOSS community care, health and aged care policy work.

One of the major activities of the new team was to develop a Social Policy and Research Team Framework / Work Plan for 2007-2010. This was an exciting exercise for all and allowed us to think pro-actively about the work we do, and to determine activities that will make a real difference in the long term to the lives of low income and disadvantaged Tasmanians.

Staff changes were also felt by the new team – Tom Muller joined us as the inaugural Team Manager, and we lost Luke Martin. David Owen also left TasCOSS during the year and took with him his encyclopaedic social policy memory and understanding. Melissa Iocco joined the team just in time for 'Budget season' (Federal and State). The rest of the team, Kath McLean and Pauline Marsh, continued their respective and joint research and policy work.

How we work

TasCOSS plays a significant role in the policy process by providing a community sector perspective on policy issues, by ensuring that the interests of low income and disadvantaged Tasmanians are considered in the development, implementation and evaluation of policy, and by advocating policy changes and options that benefits low income and disadvantaged Tasmanians.

We work closely with community sector

organisations and act as facilitators of advocacy activities within the sector, and create opportunities for the sector to have input into government policy processes through briefings, forums, consultations and submissions. TasCOSS also raises social policy issues in the media, both in response to media requests, and by issuing media releases on significant policy issues.

Policy Activities

As always it has been a busy policy year. This year saw TasCOSS enter more fully into the **health policy** arena. Having been involved in health policy related to oral health and mental health, we felt the need to engage more fully in broader health policy. Issues of access to affordable quality health care, along with a growing awareness of the social determinants of health were major contributing factors.

A Health and Wellbeing Working Group of the Tasmanian Social Policy



Council (TSPC) was established to assist our policy work, and TasCOSS became involved in the major health planning process undertaken by DHHS that examined both Clinical Services and the Primary Health Care in the State. After consultation with members, TasCOSS made submissions on both the Clinical Services and Primary Health Care Plans.

TasCOSS also facilitated a unified sector response to the Review of the **Mental Health Act 1996** through the TSPC and was successful in getting the Review period extended to allow for broader and more considered input from stakeholders.

Affordable Housing remained a major policy focus for TasCOSS as the shortage of affordable housing worsened throughout the State. The newly established affordable housing trust, Tasmanian Affordable Housing Limited has been slow to get started and no real progress has been made in delivering increased affordable housing stock. TasCOSS continued to work in coalition with other community sector groups on advocacy toward ensuring secure, affordable quality housing for those who need it,

and focused its attention on all housing tenures, including home ownership, private rental, social housing and public housing.

The provision of safe, secure and affordable housing was the key recommendation of the TasCOSS 2007-08 Budget Priorities Statement and was framed as a fundamental human right.

Consumer issues policy continued throughout the year with a major focus being the Productivity Commission's Inquiry into Australia's Consumer Policy Framework. TasCOSS provided a Tasmanian consumer perspective in a submission to the Commission and gave evidence at the Commission's Hobart hearing.

We continued our involvement with the State Office of Consumer Affairs and Fair Trading, providing both advice on consumer issues affecting low income and disadvantaged Tasmanians. TasCOSS published a research report **Pre-payment meters in Tasmania: Consumer views and issues** early in the year. The project was funded by the National Electricity Consumer Advocacy Panel with contributions from the State Department of Infrastructure, Energy and

Resources and Aurora Energy. TasCOSS commissioned Sydney research firm, Urbis Keys Young to carry out the research which is the first of its kind and was greatly anticipated by interested parties both in Tasmania and interstate. The research provided information on the use of pre-payment meters in Tasmania, including the incidence, duration and factors leading up to of 'self-disconnection'.

TasCOSS also continued to work at on the national energy market reform process that is moving apace, and on State **energy issues**.

Another recommendation from the TasCOSS Budget Priorities Statement was for a comprehensive **review of the State Government's concession system**. In January this year we presented the Department of Premier and Cabinet with a scoping paper for a proposed review and were happy to hear that the task has been passed on to Treasury and that a review has commenced.

In early 2006, the Tasmanian Government asked the Tasmanian Law Reform Institute to consider options for enhancing the protection of **human rights in Tasmania**, and the Institute released

an issues paper for public comment. TasCOSS not only provided a submission to the consultation, but also recommended in our BPS the development of a Tasmanian Charter of Human Rights and the initiation of a community information campaign to promote a culture of awareness and respect for human rights in Tasmania.

The TasCOSS Policy and Research team continued to consult with members and others and to make submissions on a wide range of policy issues in response to public and other consultations (see list of 2006-07 submissions).

Kath McLean

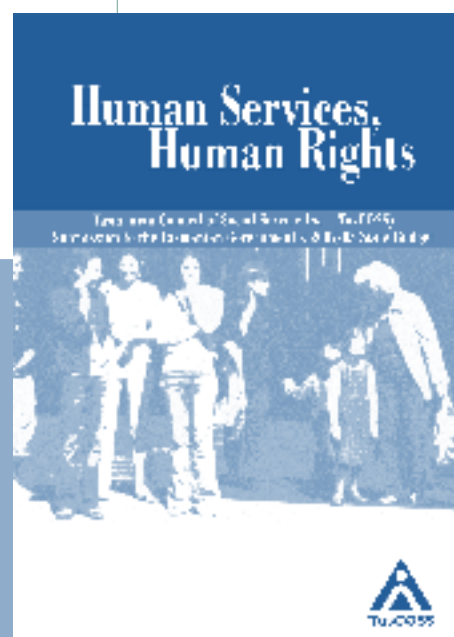
*Acting Manager,
Social Policy and Research*

The Federal Policy Arena

TasCOSS continued to work on a Federal level along with the other State COSSEs in cooperation with the Australian Council of Social Service (ACOSS). The major Federal issues in the year included the implementation of the Federal Government's 'Welfare to Work' changes, as well as its industrial relations changes known as 'Work Choices'. Both policies have a major and ongoing impact on low income and disadvantaged Australians, and on the community sector organisations that work with them.

TasCOSS staff participated in two national policy initiatives coordinated by ACOSS – a national Dental Health Advocacy Day held in March at Parliament House in Canberra, and a coordinated response to Federal Government plans for intervention in NT Indigenous communities. The latter initiative saw 50 Indigenous groups and individuals, community organisations, and church groups combine to issue an open letter to the Federal Minister for Indigenous Affairs condemning the uncoordinated and uncooperative intervention in NT Indigenous communities by the Federal Government. The group also produced a document proposing alternative strategies that could be implemented. A national media conference and meeting were held in Canberra in June 2007.

The 2007-08 TasCOSS Budget Priority Statement, Human Services, Human Rights framed its comprehensive list of spending recommendations in a human rights context. That is, it drew the very clear connection between human rights and access to affordable housing, to education and employment opportunities, to services and transport, and to legal safeguards of rights. The TasCOSS policy team conducted a number of delegations in relation to the BPS and its recommendations to the Premier, Treasurer and Ministers.



2006-2007 Policy Submissions

The Proposed Bell Bay Pulp Mill Project in Northern Tasmania, Resource Planning and Development Commission, September 2006.

Costs and Benefits of the Rollout of Interval Meters in Tasmania: Draft Report, Tasmanian Energy Regulator, September 2006.

Prepayment Meter Retail Code, response to the Code Change Panel's Draft recommendations to the Tasmanian Energy Regulator, October 2006.

Caravan Park Regulation, proposal for a voluntary Code of Conduct, Office of Consumer Affairs & Fair Trading, November 2006.

Draft legislation on the sterilisation of children with an intellectual disability, Department of Justice, November 2006.

The impact of changes to the Commonwealth **Workplace Relations Amendment (WorkChoices) Act 2005**, submission to the Tasmanian House of Assembly Select Committee to Inquiry, November 2006.

Do we need a Tasmanian Charter of Human Rights?: Discussion Paper, Tasmanian Law Reform Institute, November 2006

National Energy Market Reform Discussion Papers, joint submission with National Electricity Consumer Advocates' Roundtable to the Energy Reform Implementation Group, December 2006.

Proposed National Framework for Energy Distribution and Retail Regulation, Working Paper #1, Ministerial Council on Energy, Retail Policy Working Group, December 2006.

Declaration of Retail Services (proposal to exclude pre-payment meters), Tasmanian Energy Regulator, January 2007.

Draft Climate Change Policy for Tasmania, Department of Primary Industries and Water, January 2007.

Australian Government Aged Care Approval Rounds, Department of Health and Ageing, February 2007.

Clinical Services Plan Issues Paper, Department of Health and Human Services, March 2007.

Demographic Change in Tasmania: Challenges and Opportunities, Discussion Paper, Demographic Change Advisory Council, March 2007.

Primary Health Services Plan Issues Paper, Department of Health and Human Services, April 2007.

Electricity Price Determination: Distribution and Retail Services, Tasmanian Energy Regulator, April 2007.

Review of the **Mental Health Act 1996**, Department of Health and Human Services, May 2006.

Review of Australia's Consumer Policy Framework, Productivity Commission, May 2007.

National Inquiry into Youth Homelessness, joint submission with the Youth Network of Tasmania and Shelter Tas. to the National Youth Commission, June 2007.



Pauline Marsh

A biggie but a goodie:

the year that was for the Home and Community Care Project

It's been a huge one for the HACC Project, a very productive and challenging year, that is, which has seen the consultation work spill out into broader TasCOSS policy development and beyond.

It's been a huge one for the HACC Project, a very productive and challenging year, that is, which has seen the consultation work spill out into broader TasCOSS policy development and beyond.

The biggest bit

Partly motivated by a desire to contribute to Tasmanian discussions about elder abuse, but more particularly by the stories that were told during the previous year's consultations, this year's consumer consultation project took on the challenging topic of vulnerability and mistreatment of elderly HACC clients. It sought to explore connections between vulnerability and mistreatment, with the overarching aim to improve the HACC Program's capacity to both prevent and respond to mistreatment.

The 3 key recommendations that were made were:

1. That HACC Program funding priorities should include:

- projects that enhance independence of the target group;
- projects that seek to address loneliness;
- collaborative projects with organisations to deliver community-based programs;
- projects that address structural barriers to social participation;
- training initiatives for HACC workers, including volunteers, to improve capacity to prevent, detect and respond to the mistreatment of elderly people;
- carer support projects; and

- peer education projects to raise awareness amongst elderly people of ways to protect, prevent and respond to mistreatment.

2. That HACC organisations be encouraged to facilitate strong, professional relationships between workers and clients, accompanied by flexible work practices that are balanced with appropriate changes to monitoring and accountability practices of community care.

3. That the HACC unit participate in a whole-of-government Elder Abuse strategy, with other relevant stakeholders, including HACC service clients and providers; and that the strategy include:

- an elder abuse policy position;
- a Tasmanian advisory committee on Elder Abuse; and

Who was consulted?

		Interviewees (total 37)	Workshop participants (total 118)	Carers focus groups (total 12)
Region	NW	10	17	4
	S and SE	20	80	6
	N and NE	7	21	2
Gender	Male	6	37	2
	Female	31	81	10
CALD		4	23	0
Receiving pension		32	112	

- the establishment of an independent lead agency to develop and implement prevention, protection and response strategies to elder abuse; including education and training initiatives, a public education campaign, and a hotline for support and advice

Teaming up with others

A great feature of this year's work has been the partnerships that have been formed with other organisations.

We worked closely with the **University of Tasmania Department of Rural Health** to develop the literature review for the Safe as Houses project, which was great experience for me and has sowed the seeds for ongoing work together.

It was also a lovely experience to work with **Storia Viva** to develop some creative ways of working with day centre groups, as part of the preparation for the consultations.

This year also saw the re-emergence of a **reference group** for the project, and the involvement of the **TasCOSS Social Policy Council** in the analysis work.

I also joined reference groups for an **Anglicare** project and for **Volunteer Tasmania**, both drawing on knowledge gained from working with HACC consumers.

Towards the end of the year I teamed up with the **Seniors Action Group Eastern Shore** to work on a consultation forum for the next financial year. Exciting also was the development of a working partnership between TasCOSS and **Advocacy Tasmania**,

Aged and Community Service Tasmania and the **Council on the Ageing Tasmania** to progress our shared desire to see the State Government develop a strategy to protect against the abuse of elderly Tasmanians.

Getting out and about

With much enthusiasm from my then manager, and a devil-may-care pre-Easter attitude from myself, I submitted an abstract to the Social Policy and Research Council (University of New South Wales), to present at their national conference. Although I had a small fit when it was accepted, it did provide a great opportunity to take our HACC research to a wider audience. The best thing about this conference is that it attracts a good mix of government, non-government and academic papers and

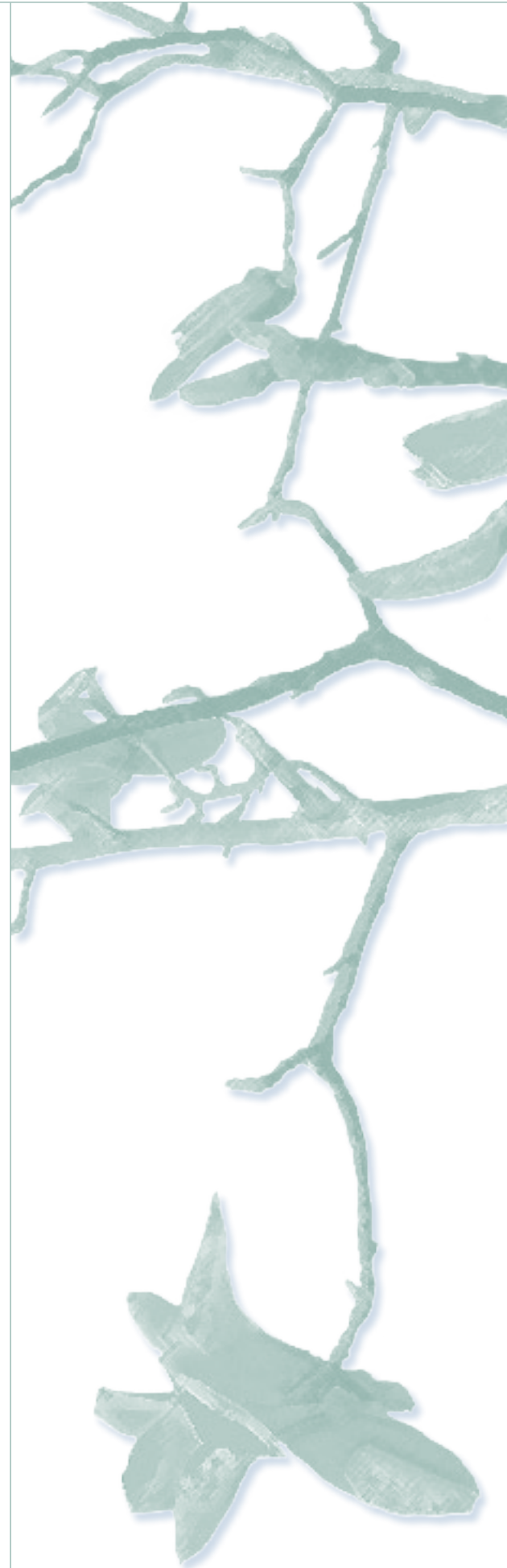


covers a lot of social policy areas. The paper was well received and it appeared on the Australian Policy Online website.

Back on the home front

On the top floor of the McDougall building, the HACC project made a welcome conceptual move away from TasCOSS' peripheral fingertips towards the elbow area of the new social policy and research arm. The move has meant that the HACC work has been increasingly incorporated into the policy areas of TasCOSS, particularly into community care, ageing, health and well-being and elder abuse. There have also been many opportunities to contribute to 'The Way Forward' consultations and working groups on behalf of TasCOSS.

Pauline Marsh
HACC Project Officer



Industry Development Unit (IDU)

Working to strengthen the Tasmanian Community Services Industry

Strengthening the industry is a multi-layered process with a range of activities and areas of focus and is a core responsibility of peak organisations. Our direct work and varied contact with community service organisations has created a solid foundation for understanding and advocating on industry-wide issues by both the **Industry Development Unit** and the **Social Policy and Research Team**.

The **Industry Development Team** began its work with a statewide consultation with about 40 organisations. In doing so we established the key issues organisations needed and wanted to deal with, and established the best way to deliver services to suit the opportunities and constraints boards and staff have in accessing support.

The **Job Creation Team** have promoted job creation and pathways to jobs initiatives as an innovative way for community organisations to improve outcomes for

disadvantaged Tasmanians. We have explored job creation ideas in local communities in each region of the state, resulting in active project work with 31 organisations.

What We Heard and Learnt in 2007

IDU Development Officers worked proactively to listen to and work with community organisations and support them as they go about the business of responding to community need.

Job Creation Team

- Many organisations have job creation ideas, they welcome support to develop them and are eager to network with other organisations engaging in similar work
- Lack of time and resources are the most significant barriers to developing ideas

- Key success factors are:
 - strong local links with businesses, and the education and training sector
 - developing industry specific knowledge, contacts and partnerships

Industry Development Team: What's a strong organisation?

- a dedicated focus on service delivery and meeting the needs of clients,
- a strong volunteer base,
- robust networks and linkages with communities and other service providers.

People we spoke with also suggested a number of practical activities that would be beneficial for community organisations. People saw a role for the IDU in sharing information, resources and regular updates on the sector's activities, providing a workshop series and supporting existing networks.



Shona Gates

“Knowing the IDU was there with practical advice, information and hands-on support gave us the extra confidence we needed to embark on a process of significant change. We were able to achieve much more, and with less pain.”



Tim Tabart

**Case study:
Collaboration to Achieve
a Vision - Clarence TOOL
Centre**

We have been privileged to work with the four Neighbourhood Centres in Clarence (Clarendon Vale, Risdon Vale, Warrane Mornington & Rokeby) on their collaborative project. They have a vision to establish a trade skills training centre for young people in Clarence who are not participating in the education system. This initiative is part of these centre's ongoing response to the needs of families and young people who are coming to them seeking assistance and options that the current systems do not provide. IDU provided project management support; meeting facilitation and planning; linking the project partners with relevant community, government and business contacts; assisted with development of a large grant submission; and continues to support the collaboration as requested by the project partners.



Maree Fudge

**Case Study:
Multi-Layered Support
and Information –Industry
Development**

The organisation approached us with specific questions about the role of their newly formed board. We listened carefully and together we unpacked what was happening for the organisation. As Development Officers, we were then able to bring together a range of ways of supporting them. We provided general governance support, and later organised a consultant to facilitate a strategic planning session. We followed up in supporting the organisation with the outcomes this generated and presented a follow up session for the board to refresh their understanding of their governance role and responsibility. We also worked with the management to provide information relevant to the development of a strong organisation, such as policies and procedures, human resources advice and risk management.



David Guinane



John Hooper

2007 Industry Development Activities

1. Focused Capacity Building Support

Our aim: Work with community service organisations to build capacity through tailored support, assistance and appropriate referral

The **Industry Development Team** have worked with boards and committees that have found themselves in critical situations and sought some external assistance.

Mostly we provide information that assists boards to do what they do well, such as engage in strategic planning, reflect on their own performance, and fulfill their responsibilities in their leadership role.

- **Initial assessment** of organisational development or governance needs
- **Governance presentations** to boards on their roles and responsibilities
- Focused work with boards on recruiting and induction, board development, roles and responsibilities

The **Job Creation Team** have worked largely one-on-one to assist organisations. Starting at the point of idea exploration, we've walked with organisations through business planning to the development of funding submissions.

- **Co-facilitation** of community explorations of needs, resources & opportunities; reference groups; public consultations
- **Project management support** and advice
- **Sourcing funding** and assisting in application development
- Assisting organisations to **build partnerships** with business, community & government

2. Information and Resources

Our aim: Promote good practice & governance in the sector through access to relevant resources, information and learning opportunities

The **Industry Development Team** have answered enquiries from individuals and organisations across the state on a wide range of issues pertaining to effective governance, management and service delivery.

Through the 'Helpdesk' we are able to respond in person, by phone or by email to put people in touch with the information they need.

Overwhelmingly the majority of enquiries have been related to boards, governance and their financial and legal responsibilities.

The **Job Creation Team** have developed resources that assist organisations develop & plan employment projects. An important part of our work has been linking organisations with others in Tasmania and elsewhere that are engaging in similar work.

- **TasCOSS Website** redesign with addition of Resources pages and Noticeboard section
- **Fortnightly Enews** service advertising training, upcoming events and sector wide issues
- Development of **good governance resources**, tools for boards
- Sourcing & adapting **templates on business & strategic planning**
- Creating **Fact Sheets** with information on funding opportunities and strategies for success
- Promoted **Community Enterprise** practice examples
- Disseminated information about **employment & training systems** to community organisations.

“Without IDU we quite literally would not have achieved a third as much as we did. IDU helped us to crystallize what we needed to do and how we should best go about it.” feedback from a Neighbourhood Centre Coordinator

3. Industry Planning and Policy

Our aim: Ensure a proactive approach to the development of the community services industry through ensuring integrity of the process of an industry plan

Across the IDU we have worked with members, the broader community services industry, funders and other industry stakeholders.

We have worked on developing strategic approaches to the critical issues for the industry like workforce development, service delivery priorities for the state, relations with funders and stakeholders and the sustainability of the industry.

- **Consultations and advocacy:** indexation for funding contracts; collaborative models & shared services; disability service & resources models
- **Work on workforce development initiatives**
- **Living Independently Project**
- **Agency Sector Forum** & liaison with DHHS staff
- Re-convened the **Community Services Peaks Network**

In 2006/07 developing the foundations for an **Industry Plan** brought the industry together & has given us a process to develop unified strategic responses to our future:

- **Education and information phase:** released papers; held consultations and discussions across the industry; newsletter and e-news articles on the future of the industry
- Gained industry interest & support for the project
- Developed relationships with supportive stakeholders
- Consulted on **critical issues** and **governance 2007 / 08** will see the Steering Group govern the project & bring together working groups to develop the Industry Plan.

4. Learning and Skills Development

Our aim: Work in partnership and collaboration to facilitate and support learning, networks and linkages across industry

Both IDU teams have worked with others to instigate learning opportunities that are useful and relevant to the community sector. We will continue to seek out partners to provide organisations with the specific and tailored professional development they need.

- **Understanding Financial Matters** workshops for Board members, Managers and Administrators relevant to the needs of non-government organisations, with TCCI College of Management
- **WorkChoices updates** and impacts on community organizations with Jobs Australia
- **Clearinghouse function** – putting people in touch with appropriate, existing training opportunities to meet their needs.
- **Referral** to governance training and building links with training providers
- **Network creation** – facilitated initiation of a community garden enterprise network as a first step to a broader community enterprise network

Statement of Financial Position as at 30 June 2007

2005/2006	Notes	2006/2007
	ACCUMULATED FUNDS	
71,856	Retained Earnings	72,212
<u>71,856</u>	ACCUMULATED FUNDS	<u>72,212</u>
	represented by:	
	ASSETS	
	Current Assets	
92,413	Cash at Bank	168,864
11,260	Accounts/Grants Receivable	5,734
6,622	Tax Credit	6,621
1,174	Cash on Hand	(1,353)
<u>111,469</u>	TOTAL CURRENT ASSETS	<u>179,866</u>
	Non-current Assets	
82,835.49	Furniture & Equipment	146,260
-59,925.63	<u>Less</u> Accumulated Depreciation	(75,633)
<u>22,910</u>	Total Furniture & Equipment	<u>70,627</u>
26,093	Motor Vehicles	95,585
-3,533	<u>Less</u> Accumulated Depreciation	(13,724)
<u>22,560</u>		<u>81,861</u>
<u>45,470</u>	Total Fixed Assets	<u>152,488</u>
<u>156,939</u>	TOTAL ASSETS	<u>332,354</u>
	LIABILITIES	
23,284	Annual Leave Provision	27,035
5,892	LSL Provision	-
6,960	Cover for Leave Provision	12,115
28,385	Accounts Payable	3,828
-	Loan - Essanda Finance	63,940
3,438	Provision for future expenses	-
17,198	Unspent Funds Carried Forward	121,999
-	PAYG Tax Payable	10,812
43	Staff Expenses	43
-117	Net GST Tax Liability	20,370
<u>85,082</u>	TOTAL LIABILITIES	<u>260,142</u>
<u>71,856</u>	Net Assets	<u>72,212</u>

Statement of Income & Expenditure for the year ended 30th June 2007

2005/2006	Notes	2006/2007
INCOME		
31,927	Net Movement in Unexpended Grant	17,198
325,105	Grants Received	737,729
22,724	Management Fees	100,149
23,291	Membership Subscriptions	28,120
8,575	Sponsorships	5,282
34,159	Miscellaneous Income	29,016
5,796	Tax Credit	-
-223	Gain/loss on disposal of assets	-
<u>451,354</u>	TOTAL INCOME	<u>917,494</u>
EXPENSES		
968	Advertising & Publication Expenses	1,963
2,976	Affiliations	2,406
2,360	Board Development	6,529
4,726	Board/AGM Expenses	5,487
10,179	Catering & Meals	6,558
4,108	Conferences/Seminars/Functions	7,212
-1,692	Cover for leave Expense	5,156
12,726	Depreciation	27,250
1,430	M. Vehicle Costs	12,053
80,517	Overheads	136,258
290,210	Salaries	580,812
38,423	Salary on costs	65,310
20,412	Speaker/Consultants Fees	30,942
700	Sponsorships & Donations	5,527
5,816	Staff Development	16,924
4,400	Subscriptions	6,611
1,995	Venue Hire	1,501
-	Account Adjustments	(1,352)
<u>480,253</u>	TOTAL EXPENSES	<u>917,139</u>
<u>-28,899</u>	OPERATING SURPLUS/DEFICIT	<u>356</u>
<u>100,755</u>	OPENING RETAINED EARNINGS	<u>71,856</u>
<u>71,856</u>	CLOSING RETAINED EARNINGS	<u>72,212</u>

Notes to and Forming Part of the Financial Statements

Note 1 Statement of Accounting Policies

These financial statements are a special purpose financial report prepared for use by directors and the members of the Association. The directors have determined that the Association is not a reporting entity.

The financial statements have been prepared in accordance with the requirements of the following Australian Accounting Standards and other mandatory professional reporting requirements:

AAS 5 - Materiality

AAS 6 - Accounting Policies

AAS 8 - Events Occurring after Reporting Date

No other applicable Accounting Standards or mandatory professional reporting requirements have been applied.

The financial statements have been prepared on an accruals basis. They are based on historic costs and do not take into account changing money values or current valuations of non-current assets.

Certain of the prior year figures have been restated to conform with the current year presentation.

The following specific accounting policies, which are consistent with the previous period unless otherwise stated, have been adopted in the preparation of these financial statements:

Income Tax

The Association has been assessed by the Australian Taxation Office (March 2000) as an Income Tax Exempt Charity (ITEC) under Section 50-5 of the Income Tax Assessment Act 1997.

Property, Plant & Equipment

Property, plant and equipment are included at cost. All assets, are depreciated on a prime cost method over their useful lives.

Note 2 Tax Credit

This refers to a credit advised by the Australian Taxation Office during last financial year which relates to payments received in the years 2000 and 2001. This amount has been noted in these accounts whilst investigation by TasCOSS management of this credit is undertaken

Note 3 Unspent Funds Carried Forward

This refers to funds given as grants or contracts for ongoing projects unspent at year end. TasCOSS is the auspicing body and has contracts in accordance with agreed

2005/2006		2005/2006
	CORE Funding	a 9,915
3,495	HACC Consumer Consultation Project	b 3,799
457	Independent Women's Org. of Tasmania	c 417
2,713	Community Services Employers Org. of Tasmania	d -
10,531	Pre-payment Meter Research	e -
-	Industry Development Unit	f 13,910
-	Partnership to Jobs	g 93,959
<u>17,196</u>		<u>122,000</u>
a	Funds brought forward	
	Income	390,608
	Expenditure	<u>380,693</u>
	Unspent funds carried forward	9,915
b	Funds brought forward	3,495
	Income	66,864
	Expenditure	<u>66,560</u>
	Unspent funds carried forward	3,799
c	Funds brought forward	457
	Income	-
	Expenditure	<u>41</u>
	Unspent funds carried forward	417
f	Funds brought forward	-
	Income	278,221
	Expenditure	<u>264,311</u>
	Unspent funds carried forward	13,910
g	Funds brought forward	-
	Income	227,826
	Expenditure	<u>133,867</u>
	Unspent funds carried forward	93,959

Note 4 Account Adjustment

This refers to an adjustment made to Furniture & Equipment Accumulated Depreciation from 2005/06.

INDEPENDENT AUDIT REPORT

To the members of Tasmanian Council of Social Service Inc.

Scope

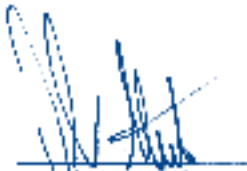
We have audited the financial report, being a special purpose financial report of the Tasmanian Council of Social Service Inc. for the year ended 30 June 2007. The Associations Committee of Management is responsible for the financial report and has determined that the accounting policies used and described in Note 1 to the financial statements which form part of the financial report are appropriate to meet the requirements of the Associations Incorporation Act Tasmania and are appropriate to meet the needs of the members. We have conducted an independent audit of the financial report in order to express an opinion on it to the members of Tasmanian Council of Social Service Inc. No opinion is expressed as to whether the accounting policies used are appropriate to the needs of the members.

The financial report has been prepared for distribution to members for the purpose of fulfilling the Committee of Management's financial reporting requirements under the clubs constitution. We disclaim any assumption of responsibility for any reliance on this report or on the financial report to which it relates to any person other than the members, or for any purpose other than that for which it was prepared.

Our audit has been conducted in accordance with Australian Auditing Standards. Our procedures included examination, on a test basis, of evidence supporting the amounts and other disclosures in the financial report and the evaluation of significant accounting estimates. These procedures have been undertaken to form an opinion whether, in all material respects, the financial report is presented fairly in accordance with the accounting policies described in Note 1 to the financial statements. These policies do not require the application of all Accounting Standards and other mandatory professional reporting requirements in Australia.

Audit Opinion

In our opinion, the financial report presents fairly the financial position of the Tasmanian Council of Social Service Inc. and the results of its operations for the year ended 30 June 2007.



Derek W. Steele
Registered Company Auditor
Steele Burnett & Nelson
Chartered Accountants

Dated 17 August 2007
Level 3, 6 Bayfield Street
Rusny Park 7018

TASMANIAN COUNCIL OF SOCIAL SERVICES INC.

COMMITTEE'S STATEMENT

The committee has determined that the association is not a reporting entity and that this special purpose financial report should be prepared in accordance with the accounting policies outlined in Note 1 to the financial statements.

In the opinion of the committee, the attached financial report:

1. Presents a true and fair view of the financial position of the Tasmanian Council of Social Services Inc. as at 30 June 2007 and its performance for the period 1 July 2006 to 30 June 2007;
2. At the date of this statement, there are reasonable grounds to believe that the Tasmanian Council of Social Services Inc. will be able to pay its debts as and when they fall due.

This statement is made in accordance with a resolution of the Committee and is signed for and on behalf of the Committee by:

ALEX HUNTER

MARK STEMM

Dated at Hobart this 22nd day of August 2007



PRESIDENT



TREASURER

List of Directors of Board of Management of the Tasmanian Council of Social Service Inc.

As at the 30th June 2007

Alex Huntir	President
Michelle Swallow	Vice President
Mark Stemm	Treasurer
Pattie Chugg	Board Member
Jo Flanagan	Board Member
Lindy O'Neill	Board Member
Kay Thompson	Board Member
Christopher John	Board Member

[Handwritten Signature]
Registered Company Auditor
12/9/07

TasCOSS wishes to thank the generous support and assistance from our Corporate Sponsors and Partners over the past 12 months.

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