




# 2008

annual report



Tasmanian Council of Social Service Inc.



# Annual Report 2008

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# 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

## From the **President**

### **A President's role is made all the easier with a good CEO and Board, and this has been my good fortune at TasCOSS.**

I am grateful to all the TasCOSS Board members for their wisdom and support during the year. Christopher John has been a talented contributor to the Board meetings and in the role as Deputy President. Mark Stemm left us as he approached the end of his 8 years with the TasCOSS Board. Mark made a special contribution to the policy and governance of the Board and will be missed by us all. Helen Hortle has made significant contribution as Treasurer since joining us earlier this year.

Jo Flanagan and Pattie Chugg again added valuably to our policy debates, and Kay Thompson kept us on track in governance matters generally. We have also welcomed and benefited from the guidance of Noel Mundy, Susie Edwards and Kate Moore who have each joined us during the year.

We have enjoyed working closely with CEO Tom Muller who is a talented and strategic thinker and advocate for low income and disadvantaged Tasmanians. The work of Tom and his staff this year seems to have stretched right across the community services spectrum, and increasingly includes comment on the impact of fuel costs, water and electricity utilities, and climate change as well as the work on housing affordability, poverty and disadvantage, departmental reforms, new quality standards, and a more recent announcement about the review of the role of peaks by the Tasmanian government.

We welcome the announced review of the role of peak bodies, but like many peaks we feel that the demand on our policy staff is not necessarily reflected in our core funding. In the belief

that proper collective consultation is an inalienable obligation of responsible government we will be taking a firm message to the review on behalf of the other peaks and ourselves.

The Tasmanian Social Policy Council has been highly effective in helping us connect with community services on a regular basis, and to hear about policy needs. Thanks to all the members who have made themselves available, and to the contribution of Martin Gibson and his team in supporting the Council.

Maree Fudge and her staff in the Industry Development Unit have been busy in creating opportunities for stronger governance fabric within and between individual services, and are well known for their travels across the state.





Alex Huntir

Despite recent media releases extolling our government's economic performance there are far too many people doing it tough. Social indicators continue to tell a story of increasing poverty and exclusion in our community. Pensioners are struggling to pay for even the essentials of groceries and power. People with disabilities and disadvantages are still excluded from opportunities in unacceptable ways, in ways that we should be angry about.

Sustaining these views and arguing priorities and processes with policy makers and community leaders requires loads of energy and passion. I am grateful to the CEO and staff of TasCOSS for their collectively cool and strategic heads in forming relationships to better our work. On behalf of the Board

I would like to thank Tom and his staff for their energy and commitment to our mission and goals during the year.

And to our members, thank you also for working with us to make the improvement of life for low income and disadvantaged Tasmanians a top priority.

**Alex Huntir,**  
*President*



# 2007-2008 Board Attendance

## Attendance at Board Meetings

	<i>Meetings attended</i>	<i>Out of total number</i>
<b>Alex Huntir</b>	8	9
<b>Pattie Chugg</b>	6	9
<b>Jo Flanagan</b>	7	9
<b>Kay Thompson</b>	7	9
<b>Christopher John</b>	8	9
<b>Suzi Edwards</b>	6	9
<b>Noel Mundy</b> <i>(joined April)</i>	4	6
<b>Helen Hortle</b> <i>(joined May)</i>	5	5
<b>Kate Moore</b> <i>(joined July)</i>	1	2

## Previous Members from this financial year.

<b>Mark Stemm</b>	3	4
<b>Michelle Swallow and Lindy O'Neill resigned after the last AGM</b>		

Note: There were 9 meetings over the financial year. No meetings were held in January or March and the November and December meetings were conflated and held in early December

## 2007-2008 Staff Profile

### Current

Tom Muller

Maree Fudge

Martin Gibson

Tim Tabbart

Shona Gates

Dale Rahmanovic

Pauline Marsh

Kath McLean

Melissa Iocco

Elida Meadows

Jill Pope

### Position

CEO

Manager Industry Development

Manager Social Policy and Research

Development Officer

Development Officer

Development Officer

HACC Project Officer

Social Policy Officer

Social Policy Officer

Executive Support & Project Officer

Finance Officer

### Past

John Hooper

David Guinane

Sam Triffitt

Senior Development Officer

Development Officer

Administration Officer



## From the **CEO**

**2007-08 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.**

TasCOSS had a successful year in 2007-08 both with social policy advocacy and sector development activities. We've contributed to important social policy changes which will benefit many low-income Tasmanians and we've assisted in building capacity and cohesion in the community services industry.

The successes of 2007-2008 are a credit to the passion, dedication, and expertise of the TasCOSS staff team. Our successes are also a credit to the ongoing support of our Board and members, and on behalf of the TasCOSS staff I would like to thank the Board and all TasCOSS members for their commitment.

### **The TasCOSS challenge: focusing on the right issues**

The TasCOSS mission is to provide a voice for Tasmanians affected by poverty and inequality and

to act as the peak council for community service organisations.

Our mission throws up a number of critical challenges for TasCOSS – how do we know we are providing a voice for Tasmanians affected by poverty? How do we balance this with acting as a peak council for community service organisations? How do we determine which issues to focus on in our social and industry policy development, research and advocacy? And what type of relationship do we need with government to achieve better outcomes for Tasmanians affected by poverty?

We are constantly negotiating these questions at TasCOSS, as we strive to fulfil our mission and achieve the organisation's vision of a fair, just and inclusive Tasmania. As an organisation we are about getting results for low-

income Tasmanians and the key question for all of our work is 'what will this mean for low-income Tasmanians?'. That initial question drives all of our work, and it helps us to make sure we don't stray from our mission and vision.

### **Grounding our work in research with Tasmanians**

TasCOSS cannot be an advocate for low-income Tasmanians unless we put mechanisms in place to speak with and listen to the experiences of low-income Tasmanians. That is why we prioritised a comprehensive research project in 2007-2008 to ask low-income Tasmanians about their lives and the issues that shape and define their quality of life. By the end of the financial year, TasCOSS had interviewed approximately 150 Tasmanians, and had begun undertaking analysis of the data.



Tom Muller



This research was implemented in parallel with the Home and Community Care (HACC) consumer consultation project that TasCOSS implemented during 2007-2008. In many ways the HACC project was the foundation for our broader research, as the skills in consulting with low-income Tasmanians that TasCOSS has developed through the HACC project have been shared across the organisation.

Both our broader and HACC specific research affirms much that we know from our policy expertise, the research literature, and our engagement with TasCOSS members. In particular, the stories we have heard from across all age groups and from people receiving all types of support reinforce our understanding that there are entrenched structural factors that need to be addressed to achieve a fairer Tasmania. These include the need to

tackle the inadequacy of income support payments to ensure Tasmanians are not living in poverty – when 31% of Tasmanian households are dependent on federal government support payments as their primary source of income it is critical that we see increases across all income support payment types. In addition to illustrating the impact of income deprivation, the research is highlighting the importance of transport, housing, education, health, the cost of food and utilities, the difficulty people have accessing services, and the impact of feelings of loss of community and isolation.

TasCOSS will be releasing the findings from this research in 2008-2009. We will also build on this work in the following year by producing a document that identifies responses to the key issues from the research.

### **Shaping public debate and achieving policy change for low-income Tasmanians**

In 2007-2008 we have continued to advocate for policy change and reform to benefit low-income Tasmanians. The positive changes in government policy and new social investment that the State Government has made in critical areas demonstrate the important role that advocates such as TasCOSS play.

A big win for low-income Tasmanians that TasCOSS contributed to was the increase in the electricity concession in line with price rises (past and present) and indexation of the concession into the future. The State Government made these changes, and is to be commended for helping to mitigate the impact of electricity price changes on those most in need.

TasCOSS also continued to advocate for more funding for public housing. This included active involvement in organising and managing a Housing Advocacy Day at Parliament House in October 2007, during which representatives from across the community services industry, along with public housing tenants met with almost every MLC and MHA to discuss the housing crisis and the importance of funding for new public housing. In February 2008 Premier Lennon announced an immediate injection of \$60 million for public housing, and community service organisations need to take credit for this. The challenge for 2008-2009 is to make sure that the State Government builds on the investment committed to this year.

TasCOSS and member organisations celebrated in June 2008, as the State Budget provided funds for initiatives that we have long been calling for, including increased funding for community houses and community legal centres. The Budget also included significant funding for disability, drug and alcohol, and children and families services and system reforms, which the community services industry has also long been advocating for.

This year TasCOSS called for the State Government to

establish a social inclusion unit, and to develop a social inclusion strategy for Tasmania. This was funded in the State Budget, and highlights the importance of TasCOSS and members not only advocating for long-standing reforms but also for new initiatives that we know, from experience in Australian jurisdictions and internationally, can make a difference.

Critical to all of the successes in 2007-2008 has been not only effective lobbying with members of Parliament and Government departments, but also an ongoing commitment to keeping the Tasmanian community informed about the reality of poverty, disadvantage and exclusion with the community. During Anti-Poverty Week in 2007, TasCOSS released its report *An Unfair State? Poverty, Disadvantage and Exclusion in Tasmania*, which generated a significant amount of media and community interest.

### **Working to strengthen the industry**

2007-2008 was the second year of funding for the TasCOSS Industry Development Unit (IDU). The Unit plays a critical role supporting organisations by providing one-on-one support, answering innumerable questions from community service organisations, brokering training, and driving the development of industry

policy positions to strengthen the capacity of community service organisations.

After an initial year spent recruiting staff to the Unit, designing the service, consulting with community service organisations about their capacity support needs and getting the service off the ground, 2007-2008 has been about bedding down the service and testing different strategies to support capacity development. One of the strengths of the IDU is its commitment to internal reflection, learning and improvement. This means that as the Unit implements services and provides support, the staff team is constantly asking how this could be done differently and how they could improve. This internal focus on learning has been complemented by the implementation of an ongoing external evaluation of the activities of Unit, which is helping TasCOSS refine the services we provide.

One of the critical projects that TasCOSS facilitated in 2007-2008 was the Community Services Industry Plan project. In the second half of 2007 TasCOSS engaged in an intense consultation process with other peak bodies to determine the best representative structure to oversee the development of the plan. This resulted in the establishment of a Steering Committee with 16 repre-

sentatives from key community service industry areas. Throughout the first half of 2008, the Steering Committee has driven the development and finalisation of the Industry Plan, which will be launched in October 2008.

The Partnership to Jobs Capacity Building project that TasCOSS had been implementing since July 2006 was completed in March 2008. This project saw TasCOSS provide capacity building support to community organisations that sought funds from the Partnership to Jobs Program. The TasCOSS project was a great success, and we would like to thank the Department for Economic Development for funding it.

### **Grounding our work in consultation and collaboration with community service organisations**

One of the key success factors to TasCOSS' work in 2007-2008 has been our commitment to working in collaboration and partnership with stakeholders, and ensuring that we consult with members.

I believe it is important for TasCOSS to acknowledge the critical role that collaboration plays in our research and policy development. We could not have undertaken our research with low-income Tasmanians or consulted with members about an Industry Plan without the continual in-

kind support and commitment of our membership.

We could also not have been as effective in our advocacy without taking a collaborative approach. The Housing Advocacy Day, the work we are doing on elder abuse, the forum we organised on health promotion, and most of the submissions we have made would not have been possible without the input of our members.

I think it is also important to recognise that in 2007-2008 the Peaks Network has developed as a strong and vibrant network of peak bodies that can debate critical industry policy issues and develop appropriate responses. The Peaks Network played an important role in 2007-2008 working in partnership with DHHS to set an agreed agenda of work for the Agency Sector Forum. The Peaks Network has also been active in considering issues in relation to the DHHS reform agenda.

### **Working with ACOSS and influencing the national agenda**

The big national event in 2007-2008 was the Federal Election. TasCOSS coordinated its election campaign activities with the Australian Council of Social Services (ACOSS) whose key activity during the lead up to the election was the Australia Fair Campaign.

ACOSS took a lead role in promoting the need for a national social inclusion strategy, which culminated in the ACOSS Conference in early 2008 focusing on social inclusion. ACOSS was actively involved in supporting Indigenous members in responding to the Federal Government's Northern Territory Intervention and has played a lead role in advocating for equity in Government responses to the challenges of climate change.

### **Plenty achieved; plenty more to do!**

TasCOSS is a professional and passionate organisation with a commitment to achieving better outcomes for Tasmanians living in poverty and experiencing inequality. We are fortunate to have a talented staff team, a strong and supportive Board, and committed and active members. We have achieved much in the last year, but we need to continue to build on our strengths and always remember to ask that question, 'what will this mean for low-income Tasmanians?'

# Social Policy and Research Report

Martin Gibson



## Working to achieve a socially just society.

### The Team

The beginning of the financial year brought significant changes to the Social Policy & Research (SPR) team with Tom moving into the Acting CEO role, Kath acting as SPR Manager while continuing her usual workload until Martin joined in November. The team was one member down during perhaps its most crucial part of the year and Kath, Melissa and Pauline deserve considerable credit for delivering high quality work during a very busy period.

### The Work

The team has continued to work effectively to deliver on the outcomes set out in our SPR Work Plan for 2007-2010. The focus for this year has been to deliver key reports on statistical indicators and qualitative experiences of poverty in Tasmania and to continue effective policy development and advocacy on the key areas of employment and income, education and training, health and wellbeing, housing and social infrastructure.

The following are notes on the key areas of the SPR team's work for this period.

### Poverty Research and Advocacy

This year we completed the first phase of this plan with the publication of *An Unfair State: Poverty, Disadvantage and Exclusion in Tasmania*. This report provided a snapshot of the key statistical indicators of poverty in Tasmania, and was launched in October during Anti-Poverty Week.

We have taken significant steps toward completing the second phase of this plan, the development of a qualitative report providing the stories of what it is like to live on a low income in Tasmania. This year we spoke - both individually and in small groups - to 150 Tasmanians living on low incomes about how living on a low income affects their quality of life. We spoke to people in Rocherlea, Ravenswood, Launceston, Westbury, Latrobe, Smithton, Burnie, Wynyard, Devonport, Ulverstone, Scottsdale, St

Helens, Bicheno, Triabunna, Campbelltown, Ouse, New Norfolk, Bridgewater-Gagebrook, Glenorchy, Clarendon Vale, Hobart, Nubeena, Zeehan and Rosebery.

### Budget Priorities Statement 2008-09: Sustainable Communities: Invest in Tasmania's Future

Our annual Budget Priorities Statement (BPS) outlining community sector recommendations for funding by State Government forms the basis of our policy and advocacy work for the following year. Our submission this year (for the 2008-09 Budget) focused on social inclusion and called for a well resourced social inclusion unit within the State Government to 'research, develop and deliver a long-term, comprehensive whole-of-government social inclusion strategy'. Other recommendations provided practical solutions to barriers to inclusion such as housing affordability, health status, educational participation and



attainment, unemployment, and access to support from community services.

## The State Budget 2008

About 30% of the recommendations from our 2008/09 BPS were adopted by the State Government.

Among the recommendations funded were:

- \$60m for public housing
- \$16.8m for students with high needs
- \$11.2m for a Social Inclusion Unit
- \$26.3m for Disability Services Reforms
- \$17.1 m for Alcohol, Tobacco & other Drug Services Review
- \$800 000 for Community Legal Centres
- \$2.8m for full-time Neighbourhood House Coordinators
- Funding for urban renewal (Bridgewater/Gagebrook)

We conducted a post-budget briefing for members immediately following the release of the 2008 State Budget in June and later prepared papers identifying details of budget allocations to our priority areas and community sector programs.

## Affordable Housing

Affordable housing continued to be a policy focus for TasCOSS in 2007/08. We joined with Shelter and Anglicare to hold a successful Housing Advocacy Day at Parliament House during Anti-Poverty

Week in October 2007 and produced joint housing policy positions (and associated papers) to underpin the advocacy campaign. Almost all MLCs and MHAs were directly lobbied by delegations of community sector workers and service users.

We made a written submission to the Legislative Council Select Committee Inquiry into Housing Affordability in Tasmania and later appeared before the Select Committee to provide evidence and answer questions about our submission.

## Electricity Concessions

A major policy win this year was the announcement by the Treasurer of an increase of 70% in the electricity concession provided to eligible Tasmanians to assist in offsetting increased electricity prices. This was the figure advocated for by TasCOSS based on our calculations of electricity price increases since the concessions were introduced in 1994. In addition, the Government has indexed the electricity concession to movements in the annual CPI.

## Water and Sewerage Reform

TasCOSS took a strong interest in proposals for reforms to the delivery and pricing of water and sewerage in Tasmania. As part of the reform consultation process, we made two submissions focusing on the significance of access to reticulated water as a basic human right and proposing a pricing structure comprising an initial free (or very low cost) 'lifeline tariff' allocation of water to households with increasing tariff blocks to minimise the impact of likely cost recovery for water on Tasmanians living on low incomes.

## Fiscal Paper

The SPR team produced a discussion paper on State Government fiscal policy in August. The purpose of the paper was to analyse the Tasmanian Government's current fiscal options in the context not only of social justice and equity, but also of practicality and responsible government. The paper examined the fiscal policy options available to the State Government and identified



a number of policy principles that TasCOSS could advocate for in public debate on how the State can fund crucial community services.

### **Federal Election**

We wrote letters to Tasmanian candidates from the three major parties in the Federal Election calling for commitment to three key issues for Tasmania: relief of Housing Tasmania's debt to the Commonwealth; the re-instatement of the Commonwealth Dental Health Scheme; and increased funding for Tasmania's community legal services.

We released a special Federal election edition of the TasCOSS newsletter on the announcement of the election date – mailed to all members and stakeholders along with a copy of *An Unfair State* and the ACOSS Australia Fair campaign material.

### **Fringe Lending**

TasCOSS joined with Anglicare, the No Interest Loans Scheme, Hobart City Mission and Hobart Community Legal Service to organise a successful public forum on fringe lending to low income Tasmanians during Anti-Poverty Week in October.

### **Education**

We held a briefing for the community services sector on the proposed reforms to post-year 10 education - 'Tasmania Tomorrow' and an education

forum jointly with the Australian Education Union as part of efforts to see increased investment in education, particularly in disadvantaged areas.

### **Health Promotion**

TasCOSS held a joint forum in May with the Tasmanian Branch of the Australian Health Promotion Association to discuss whether a health promotion foundation would be beneficial for Tasmanians. The Forum heard from Todd Harper, CEO of VicHealth, and participants identified some of the strengths of and barriers to successful health promotion in Tasmania.

### **Family Violence Act**

We convened a consultation by research consultants Urbis with community services sector members in relation to a review of the Family Violence Act.

### **Charter of Rights**

We organised a letter campaign from Tasmanian Social Policy Council members advocating for a charter of rights for Tasmania and we also met with the Attorney-General on this issue.

### **Rental Deposit Authority**

We wrote to the Attorney General and later met with him regarding the substantial delays to the establishment of a Rental Deposit Authority in Tasmania.

### **Consumer Issues**

With continued funding from the National Consumers Electricity Advocacy Panel, we remained involved with the national energy market reform process and other energy issues. This included ongoing active participation in the National Consumers' Roundtable on Energy and participation in consultations on a new national distribution and retail customer regulatory framework; 'smart meters', energy efficiency and climate change issues. We also continue to have a representative on the Tasmanian Energy Regulator's Customer Consultative Committee.

After lobbying efforts by TasCOSS and other groups, a Consumer Advisory Committee was established this year by the Minister for Justice and the State Office of Consumer Affairs and Fair Trading. TasCOSS nominated a representative on that committee and Kath McLean was appointed for a three year period.

The Tasmanian Oral Health Service also established an advisory committee this year and invited TasCOSS to nominate a representative.

TasCOSS maintains an interest in consumer issues and is a member of the Consumers Federation of Australia, Choice and the Consumers Health Forum.



## 2007-2008 Policy Submissions

**National Framework for Non-Economic Electricity Distribution and Retail Regulation**, Ministerial Council on Energy, July 2007

**Community Services Training Package Review**, TAFE Tasmania, July 2007

**Draft Report on Electricity Price Determination: Distribution and Retail**, Tasmanian Energy Regulator, August 2007

**Housing Affordability in Tasmania**, Legislative Council Select Committee on Housing Affordability in Tasmania, September 2007

**Strategic Framework for Neighbourhood Houses in Tasmania 2008-2013**, DHHS, September 2007

**Alcohol, Tobacco and Other Drugs Services Review**, DHHS, September 2007

**Social and Economic Impact Study into Gambling in Tasmania**, September 2007

**Draft Challenges, Strategies and Initiatives**, Demographic Change Advisory Council, November 2007

**State Government Concessions Review**, Department of Treasury and Finance, December 2007

**Home and Community Care Triennial Plan 2008/09-2010/11**, HACC Unit DHHS, January 2008

**Future Regulation of the Tasmanian Water & Sewerage Sector Position Paper – Part A**, Ministerial Water and Sewerage Taskforce, January 2008

**Review of Australia's Consumer Framework**, joint submission with the National Consumers' Roundtable on Energy to Productivity Commission, February 2008

**Future Regulation of the Tasmanian Water & Sewerage Sector Position Paper – Part B**, Ministerial Water and Sewerage Taskforce, March 2008

**Joint Parliamentary Inquiry into the provision of Assistive Technology and Equipment for People with Disabilities (Community Equipment Scheme)**, Tasmanian Parliament, March 2008

**Draft National Framework on Energy Community Service Obligations**, Ministerial Council on Energy's Standing Committee of Officials Retail Policy Working Group, March 2008

**Cost Benefit Analysis on Smart Metering & Direct Load Control (Electricity)**, Ministerial Council on Energy, April 2008

**Draft Ageing and its impact on disability and housing information paper**, Demographic Change Advisory Council, April 2008

**Bridgewater & Southern Midlands Education Renewal Taskforce Report**, BSMER Taskforce, May 2008

Another big year for the

## Home and Community Care Consumer Consultation Project

It was another big year for the HACC project in 2007-08, culminating in a significant report – *Enhancing Quality of Life: Addressing Poverty and Disadvantage through the HACC Program* – based on research with HACC consumers and potential HACC consumers.

This year's project was a team effort conducted in conjunction with broader TasCOSS consultations with Tasmanians living on low incomes. It focused on the issues of poverty and disadvantage and how these impact on HACC service users, carers and potential service users, making recommendations for how the HACC program can contribute to enhancing the quality of life of HACC consumers.

### Why did we choose this topic?

Tasmanians experience generally higher levels of poverty and social disadvantage than people living in other states and territories. The HACC target

group represents a section of the Tasmanian community who are particularly vulnerable to both poverty and social disadvantage – about 90% of HACC clients are living on low incomes. To be eligible for HACC services, a person needs to be experiencing difficulties in participating fully in society – that is, experiencing social disadvantage. In HACC language, we call this experiencing difficulties living at home independently.

In addition to this, the HACC Program guidelines identify 'financially disadvantaged people' as a special needs group within the target population. Identifying this client group demonstrates the HACC Program's awareness of the specific needs of people living in poverty and social disadvantage. So not only are Tasmanian levels of poverty and disadvantage relatively high, the levels within the HACC population are proportionally very high.

This creates some challenges for HACC.



### Who was consulted?

HACC consumers, carers and potential consumers living on low incomes were interviewed individually and in small groups. The interviews involved discussions about life on a low income and, in addition people were asked to identify the elements that they considered to be necessary for a good quality of life.



Pauline Marsh

### Who was consulted?

		Interviewees (total 44)	Group participants (total 104)
Region	NW and W	20	15
	S and SE	19	56
	N and NE	5	33
Gender	Male	11	38
	Female	33	66

Recommendations of the report included:

That the HACC Program prioritise funding for the following types of programs:

- Programs that are consistent with health promotion principles;
- diverse, low fee, social support programs;
- programs that enable active community engagement, volunteering and paid work options for HACC clients;
- programs that facilitate reciprocity opportunities;
- food and nutrition focused programs;
- flexible transport provision, especially in isolated areas; and
- programs that facilitate community involvement.

That the HACC Program:

- Maintains the policies of low fee caps for services

and fee waivers, review the distribution and uptake of fee waivers amongst service providers and explore ways to incorporate the services that are currently exempt from HACC fee caps or waivers;

- provides additional support to the Community Nutrition Unit to expand the work of the HACC Nutrition Service;
- advocates for the inclusion of nutrition service standards into the HACC National Service Standards;
- investigates and addresses geographical gaps in the provision of community transport services;
- provides funding to build awareness of the impacts of client poverty, disadvantage and social exclusion amongst HACC service providers, and the role they can play in

alleviating these impacts; and

- works with the Tasmanian Social Inclusion Unit to ensure the HACC target group is part of that Unit's broad agenda to address poverty and disadvantage.

### Evaluation of the HACC Project

This year an independent evaluation of the TasCOSS HACC Project was conducted. The evaluation report was glowing in its praise for the project and the way in which it had been conducted. Report comments included:

*The reports and content are identified by the primary client as robust, understandable –“they speak to people”... They are used as an important resource and are distributed with both a sense of pride and as professional documents.*



*The use of plain language in the quotations and story telling through case studies has allowed information that would otherwise be challenging to include or potentially seen as someone pushing a barrow, be presented in a manner that is recognisable, clear and providing the basis to acknowledge and deal with the specific problems.*

*...a national benchmark for such qualitative research...*

*The TasCOSS research approach and methodology reflects contemporary, best practice approaches to qualitative research with vulnerable groups of the population. The research has provided high quality information on which people operating at all levels of the sector can use to make better service quality decisions.*

*In terms of focus, content, readability and presentation they reflect highly upon the author and the organisations involved.*

Some responses from stakeholders:

- "Not bureaucratic jargon"*
- "Basic, understandable stuff, clients borrow them"*
- "The reports stand alone"*
- "An excellent resource, Tasmanian, not generic"*

*"Work is considerate of the client, tough stuff but meaningful, put tactfully and constructively"*

The evaluation report also made a series of recommendations designed to maximise the leverage of this research and to formalise the relationship between TasCOSS and the HACC Unit.

### **Teaming up with others**

Again this year we worked in partnership with a range of organisations and individuals to achieve project outcomes, including:

- Working with Robin Wilkinson to obtain HACC funding to develop a *Consumer Guide to Personal Care* which will be written by Robin.
- As part of the Research Team for the ARC Linkages funded program *Community Engagement for Productive Ageing: Models to Support Rural Healthy Ageing through the Maintenance of Community Involvement and Contribution*. This project is conducted as a partnership between TasCOSS, the University of Tasmania Department of Rural Health, DHHS and the HACC program.
- As part of the Reference Group for the regulation of community transport.

- The Seniors Action Group Eastern Shore to organise and report on the *Our Lives Our Future* forum.
- Continued to work with Advocacy Tasmania, Aged and Community Service Tasmania and the Council on the Ageing Tasmania to advocate for a whole-of-government strategy to protect against the abuse of elderly Tasmanians.

### **The HACC project as part of the broader work of TasCOSS**

This year the HACC project has been central to the policy work of TasCOSS with the whole of the Social Policy and Research team collaborating on the HACC research project and TasCOSS consultations with Tasmanians living on low incomes.

We also assisted with organising a *Health Promotion Forum* (run by TasCOSS in conjunction with the Tasmanian branch of the Australian Health Promotion Association) to consider whether a health promotion foundation would be beneficial for Tasmanians. Pauline also provided a response to the Demographic Change Advisory Committee Draft Ageing and Disability paper.

## 2007-2008 The Tasmanian Social Policy Council

### Tasmanian Social Policy Council

A new Tasmanian Social Policy Council (TSPC) was elected at the beginning of 2007. The TSPC has been instrumental in informing TasCOSS policy development and validating our policy positions during 2007/08. The Council ensures that the work of TasCOSS is grounded in the experience of the community services sector and its clients. We thank all the members for their commitment to this role and for assisting TasCOSS in our advocacy on behalf of low income and disadvantaged Tasmanians.

### Current Members

#### Board Members

Alex Huntir  
Christopher John  
Pattie Chugg  
Jo Flanagan

St Michael's (President)  
Lifeline (Vice-president)  
Shelter  
Anglicare

#### Peaks Members

Michelle Swallow  
John Hooper  
Maxine Griffiths  
David Clements  
Sheila Given  
Theresa Moore

Mental Health Council of Tasmania (MHCT)  
Tasmanian Association of Community Houses (TACH)  
Volunteering Tasmania  
Alcohol, Tobacco and Other Drugs Council (ATDC)  
Council of the Ageing Tasmania (COTA TAS)  
Youth Network of Tasmania (YNOT)

#### TasCOSS Members

Ankarah Grace  
Tracey Bullen  
Gwyn Jones  
Therese Taylor  
David Owen  
Ken Hardaker  
Ann Hughes  
Sue Williams  
Grant Roberts  
Lianne Barden  
Ken Abery  
Sarah Freeman  
Deborah Smith  
Ronda MacIntyre  
Georgina McLagan  
Jehni Sheyan  
Miriam Herzfeld  
(maternity leave)

Hobart Women's Health Centre  
Drug Education Network  
Tasmanian Mental Health Consumers Network  
Colony 47  
Individual member  
Advocacy Tasmania  
Individual member  
Family Planning Tasmania  
Tasmanian Deaf Society  
The Link  
Foster Care Association of Tasmania  
Pregnancy and Counseling Support  
Uniting Care Tasmania  
Salvation Army  
Centacare  
Hobart Women's Shelter  
Eat Well

# Industry Development Unit (IDU)

## Supporting and strengthening Tasmanian community services.

The IDU's second year of operation has been one of consolidation and change. In our first year we developed a service delivery model based on research and extensive consultation with community service organisations. We provided assistance to many organisations, built up an extensive library and website of resources and information, initiated the statewide Community Services Industry Plan process, and collaborated on a number of learning and skill development activities. That first year of planning and work laid a solid foundation from which we have built and learnt in our second year, refining our focus and being able to spend more time on service delivery.

2007/08 also saw significant change in the IDU. Our 18-month Partnership to Jobs Capacity Building Program contract with the Department of Economic Development (DED) finished in March 2008. We introduced one new staff member, Dale Rahmanovic, but lost John Hooper at the

close of the DED contract, David Guinane retired in May 2008, and Shona Gates left on maternity leave in April. Tim Tabart replaced Shona, moving from his previous role, and Maree Fudge remained as IDU Manager.

### Key achievements in 2007/08:

#### Helpdesk links to more intensive support

*"Invaluable, prompt, unique service and an excellent service for the size of the department. IDU has made a big difference."*

Helpdesk traffic has continued to increase with 105 inquiries, ranging from a quick "Can you tell me the date of the next workshop for Board members?", through to urgent calls from managers or Chairs facing critical governance challenges.

Key themes we have observed through the helpdesk inquiries have included:

- the division of responsibilities between managers/

staff, and their Boards/ Committees;

- translating governance responsibilities into effective governance practices;
- finding new Board or Committee members;
- finding and contracting consultants; and
- human resource management and policy and procedures, especially performance management.

The helpdesk response rate has been shortened to 48 hours, and the provision of information and resources through the helpdesk continues to be a key gateway into more intensive support.

#### Partnership to Jobs Capacity Building Program

*"Feeling good because you're putting something into the community and you're getting paid".*

The IDU's Partnership to Jobs program contract ended in March 2008. The focus of the funding was assisting



Maree Fudge



Tim Tabart



Dale Rahmanovic



Shona Gafes

organisations to develop proposals for the Department of Economic Development's Partnerships to Jobs funding program. The Partnership to Jobs team offered one-on-one assistance to organisations to develop job creation projects and apply for funding. Over its 18 months, the service:

- Supported 39 organisations or projects; contacting 162 organisations or individuals.
- Facilitated 8 funding submissions (including programs other than Partnerships to Jobs).
- Increased networks and partnerships.
- Increased skills in areas such as business thinking, governance, finances and grant writing.
- Broadly promoted social enterprise and community development principles.

Many people across the state met John Hooper or Tim Tabart during the period, and the feedback through our evaluation noted the high quality of their work, their accessibility and their capacity to make a difference in people's skills and thinking. TasCOSS would like to thank John

and Tim for the work and commitment they showed to TasCOSS and the sector. The evaluation also demonstrated that people in community services are keen to try new ideas and approaches but lack the time to develop really solid business plans and proposals.

### Community Services Industry Plan

*"Do what you've always done and you'll always get what you already have – it's time we did things differently."*

(feedback on the First Draft of the Community Services Industry Plan)

2007/08 has seen the drafting and finalisation of the Community Services Industry Plan 2008 - 2012. The project brought the industry peak bodies together with service providers to consider strategic development and industry policy. The Community Services Peaks Network and the Industry Plan Steering Group it established have been the key bodies overseeing the project. Both were supported and facilitated by the IDU.

The first draft of the Plan was delivered to the Steering Group in May 2008, and endorsed for release in August 2008. The Industry Plan will be formally launched in late October 2008.

### **Case Study: Eat Well Tasmania**

Much of the work of the IDU involves assisting organisations with discrete problems, ranging from the complex to fairly straightforward but unfamiliar. Through the avenue of the Helpdesk, IDU provides information and support, helping organisations work through issues faster and more confidently. The assistance given to Eat Well Tasmania is a good example.

- Eat Well Tasmania incorporated in late 2006. After contacting TasCOSS, the IDU briefed them on the incorporation process and how to draw up a constitution, and provided documentation, advice and support through the process.
- In mid-2007, the Board were assisted in setting up induction and orientation processes for new Board members and establishing formal election processes for their first AGM.
- The President attended an Understanding Financial Management workshop organised by the IDU. He described it as very useful, learning important

knowledge for any Board member to fulfil their responsibilities.

- Several months later the IDU provided the Executive Officer with sample questions for the selection interview for a new position.
- In mid-2008, Eat Well was developing a contract with an external provider. The IDU provided information and then referred them on to obtain legal advice to ensure a sound contract was developed.

According to Eat Well's President, "Being able to reference ourselves to the IDU gives you confidence to keep going forwards. For small organisations, that's really helpful."

### **Lessons from 2007/08**

#### **Organisational needs**

Feedback from ongoing consultation with managers and Board members and reviews of IDU's helpdesk and focused capacity building support found that organisational needs remained focused on governance and organisational development:

- Roles and responsibilities of Board members;
- distribution of responsibility between Boards/ Committees and managers/coordinators;

- strategic and risk management skills and tools; and
- skills and tools for performance management of organisations and managers/coordinators.

### **Training isn't always the answer**

The IDU ran a number of financial management workshops in partnership with the TCCI in response to a clearly identified need from community organisations. We found that the initial response was high but attendance was significantly less in following workshop series. Finding the time proved a barrier and there were few participants. On review, we found them expensive and time consuming to run, in return for limited impact. In response to this, and on seeing the benefits of a peer learning approach through the Partnerships to Jobs Capacity Building project, the IDU will now focus on facilitating peer learning networks across the state as a means to improving skills and practice.

### **Focused Capacity Building Support**

We have discovered that careful, confidential assessment and inquiry at the helpdesk often reveals deeper concerns about governance and management. A



critical success factor in improving governance and management is the commitment and courage on the part of the individuals of a Board or Committee to identify and acknowledge where things aren't working well. A common concern among Boards/Committees and managers is that change can require a broad scope of work, and many express relief to realise the practical assistance IDU can offer in this process, making change and improvement more achievable.

### **Priorities for 2008/09**

The coming two years will be characterised by significant change for state funded community organisations, driven by the state's Department of Health and Human Services. IDU will be focusing on assisting organisations to respond to these changes and ensuring our project priorities are aligned with those of the Community Services Industry Plan. Service priorities for IDU will be:

- Continuing to focus on one on one support;
- building peer learning and networks to support skills development in management and governance;
- assisting organisations to attract professionals interested in acting on not-for-profit Boards;

- supporting projects in shared resources – e.g. insurance, bulk purchasing, shared administration; and
- building our statewide presence with monthly visits to the north and the north-west regions.



# 2007-2008 Activities Snapshot

Industry Development Unit activities are organised around four streams of work:

## 1. Focused Capacity Building Support

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

Focused capacity building support involves direct one on one support with more than 2 meetings and a planned approach provided to organisations by a Development Officer.

It involves the crucial step of working together to analyse the issues – the IDU makes use of self assessment to draw out knowledge and strengths, and promote problem solving.

It involves the provision of 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.

Key activities:

- **Initial assessment** of organisational development or governance needs;
- **Governance presentations** to boards on their roles and responsibilities, financial management and risk management;
- **Sounding board and planning workshops** with Boards to get improvement plans in place, particularly matching their practice with their responsibilities; and
- **Review and check in** where we contact the organisation to find out how they are progressing and create an opportunity for re engaging with improvement where plans have stalled.

26% of callers through our helpdesk then flow through to access focused capacity building support.

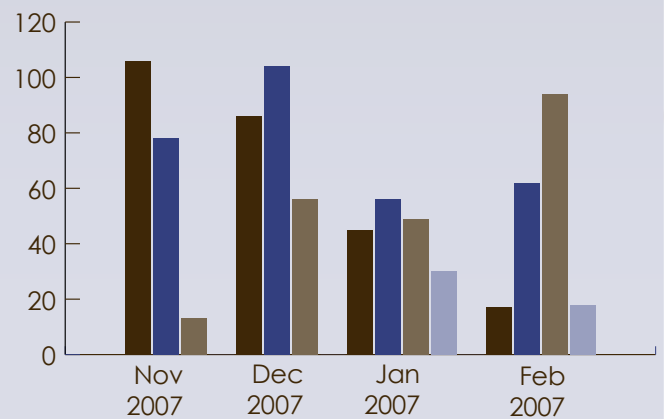
18 organisations engaged in focused capacity building support.

## 2. Information and Resources

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

Our information and clearinghouse resources continue to be a well-accessed and supported:

- 105 helpdesk inquiries, from 70 organisations (July 07 – Jun 08);
- 325 organisations receiving our fortnightly e-news;
- Extensive resources and links via the Industry Development webpages;
- 2 editions of a new quarterly Board bulletin with information and ideas timed to coincide with upcoming activities eg end of financial year, AGMs and Board recruitment; and
- Register of consultants developed and soon to be published on the website.



A short survey of users of e-news and the website in October 2007 found that both were viewed positively. Suggestions for improvements led to a change in the e-news format that has been well received.

### 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.**

The IDU's direct work with community service organisations provided an important research and consultation framework for TasCOSS' broader advocacy role in industry policy.

The Community Services Industry Plan remained our key project for 2007/08. The Plan was endorsed for release in August 2008 and will be formally launched prior to the TasCOSS conference in late October 2008.

The Industry Plan has four key focus areas:

- Building on our strengths;
- Securing a workforce for the future;
- Getting the right sort of investment in social services; and
- Strengthening the social service system.

The Plan is underpinned by a statement of vision and values held across all the varied sectors of the industry.

The Industry Plan project has engaged service providers across the state in developing and refining the priorities and actions that now make up the Industry Plan. The IDU facilitated and supported:

- 4 meetings of the Industry Plan Steering Group comprising service providers and peaks;
- 4 working groups comprising service providers and peaks, addressing:
  - Workforce development and planning
  - Investment in Social Services
  - Service planning
  - Values and vision
- 1 workshop on values and vision;
- A 6-week period of consultation from May – July 2008 including 3 regional forums across the state; and
- Communication with community organisations about 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.**

The IDU facilitated and subsidised the provision of 10 "Financial Matters" Training Workshops for Board members, Co-coordinators and managers during this period. These workshops were provided to not-for-profit community service organisations in the three Tasmanian regions. This ensured equal access to the majority of services in Tasmania.

The initial success of these workshops however was not sustainable due to a number of factors including cost and a falling attendance over time.

Governance and related issues has been identified as a major area of support that the Sector requires. The IDU has responded by providing tailored Governance Workshops and discussion sessions with Boards and Coordinators of organisations throughout Tasmania. The IDU has experienced a high demand for this support.

The IDU recognises that many organisations require the specialised services of a Registered Training Organisation and the more comprehensive training they can supply. The IDU is currently engaged with training organisations and funding bodies such as Skills Tasmania and DHHS with the aim of ensuring that low cost training can be accessed by the Community Services Sector.

Over the year, the IDU has reflected on the most effective way we can facilitate learning and skill development for staff, managers and Boards across the sector. We have adopted a multi-faceted approach including:

- promoting training activities, working with trainers to tailor training to the needs of the sector;
- providing follow-up activities after training, particularly governance training for Boards;
- establishing and supporting peer networks;
- facilitating mentoring linkages; and
- providing varying levels of resources and support as required.

## Statement of Income &amp; Expenditure for the year ended 30th June 2008

2006/2007	Notes	2007/2008
<b>INCOME</b>		
17,198	Net Movement in Unexpended Grant	122,000
737,729	Grants Received	678,811
100,149	Management Fees	56,459
28,120	Membership Subscriptions	26,927
5,282	Sponsorships	12,214
29,016	Miscellaneous Income	31,553
-	Tax Credit	-
-	Gain/loss on disposal of assets	-
<u>917,494</u>	<b>TOTAL INCOME</b>	<u>927,963</u>
<b>EXPENSES</b>		
1,964	Advertising & Publication Expenses	919
2,406	Affiliations	2,970
6,529	Board Development	6,644
5,487	Board/AGM Expenses	4,667
6,558	Catering & Meals	5,776
7,212	Conferences/Seminars/Functions	20,318
5,156	Cover for leave Expense	12,374
27,250	Depreciation	33,636
12,053	M. Vehicle Costs	12,362
136,258	Overheads	114,120
580,812	Salaries	622,737
65,301	Salary on costs	70,248
30,942	Speaker/Consultants Fees	30,246
5,527	Sponsorships & Donations	2,912
16,924	Staff Development	9,112
6,611	Subscriptions	4,601
1,501	Venue Hire	2,959
(1,352)	Account Adjustments	-
<u>917,139</u>	<b>TOTAL EXPENSES</b>	<u>956,601</u>
<u>356</u>	<b>OPERATING SURPLUS/DEFICIT</b>	<u>(28,638)</u>
71,856	OPENING RETAINED EARNINGS	72,212
<u>72,212</u>	<b>CLOSING RETAINED EARNINGS</b>	<u>43,574</u>

## Statement of Financial Position as at 30 June 2008

2006/2007	Notes	2007/2008
<b>ACCUMULATED FUNDS</b>		
72,212	Retained Earnings	43,574
<u>72,212</u>	<b>ACCUMULATED FUNDS</b>	<u>43,574</u>
represented by:		
<b>ASSETS</b>		
<b>Current Assets</b>		
168,864	Cash at Bank	48,823
5,734	Accounts/Grants Receivable	2,679
-	Prepaid Expenses	4,278
6,621	Tax Credit	6,621
(1,353)	Cash on Hand	172
<u>179,866</u>	<b>TOTAL CURRENT ASSETS</b>	<u>62,573</u>
<b>Non-current Assets</b>		
146,260	Furniture & Equipment	151,506
(75,633)	Less Accumulated Depreciation	(95,999)
<u>70,627</u>	<b>Total Furniture &amp; Equipment</b>	<u>55,508</u>
95,585	Motor Vehicles	95,585
(13,724)	Less Accumulated Depreciation	(25,672)
81,861	Leasehold Improvements	69,913
	Less Accumulated Depreciation	10,582
		(1,323)
		<u>9,259</u>
<u>152,488</u>	<b>Total Fixed Assets</b>	<u>134,680</u>
<u>332,354</u>	<b>TOTAL ASSETS</b>	<u>197,253</u>
<b>LIABILITIES</b>		
27,035	Annual Leave Provision	33,453
-	LSL Provision	-
12,115	Cover for Leave Provision	18,072
3,828	Accounts Payable	2,988
63,940	Loan - Essanda Finance	49,687
-	Income in Advance	17,630
121,999	Unspent Funds Carried Forward	6,644
10,812	PAYG Tax Payable	9,362
43	Staff Expenses	165
20,370	Net GST Tax Liability	15,679
<u>260,142</u>	<b>TOTAL LIABILITIES</b>	<u>153,680</u>
<u>72,212</u>	<b>Net Assets</b>	<u>43,574</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:

AASB 1031 - Materiality

AASB 108 - Accounting Policies

AASB 110 - 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.

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 the 2005-06 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 guidelines.

<b>2006/2007</b>		<b>2007/2008</b>
9,915	CORE Funding	-
3,799	HACC Consumer Consultation Project	a 3,355
417	Independent Women's Org. of Tasmania	b 417
-	CONF-(Fairer Futures Conference)	c 2,873
13,910	Industry Development Unit	-
<u>93,959</u>	Partnership to Jobs	-
122,000		<u>6,645</u>
a	Funds brought forward	3,799
	Income	78,938
	Expenditure	<u>79,382</u>
	Unspent funds carried forward	3,355
b	Funds brought forward	417
	Income	-
	Expenditure	<u>-</u>
	Unspent funds carried forward	417
c	Funds brought forward	-
	Income	12,200
	Expenditure	<u>9,327</u>
	Unspent funds carried forward	2,873

**Note 4 Account Adjustment**

This refers to an adjustment made to Furniture & Equipment. Accumulated Depreciation from 2005/06 contracts in accordance with agreed guidelines.

## **INDEPENDENT AUDIT REPORT**

To the members of Tasmanian Council of Social Service Inc.

### Scope

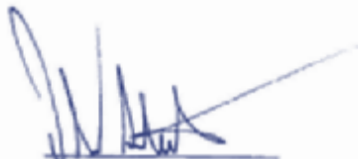
We have audited the financial report, being a special purpose financial report of the Tasmanian Council of Social Service Inc. for the year ended 30 June 2008. The Associations Committee of Management is responsible for the financial report and has determined that the accounting policies used and described 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 2008.



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

Dated 2 September 2008  
Level 3, 6 Bayfield Street  
Rosny 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 2008 and its performance for the period 1 July 2007 to 30 June 2008;
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:



Dated at Hobart this 17<sup>th</sup> day of September 2008


Alex Hunter  
PRESIDENT

HELEN HURTLE  
TREASURER

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

As at the 30<sup>th</sup> June, 2008

Alex Huntir	President
Christopher John	Vice President
Helen Hortle	Treasurer
Pattie Chugg	Board Member
Suzi Edwards	Board Member
Jo Flanagan	Board Member
Kay Thompson	Board Member
Noel Mundy	Board Member
Kate Moore	Board Member

  
Registered Company Auditor  
23<sup>rd</sup> September, 2008



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





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