

✓✓✓ closure of the gaps. → affordability of health, housing, food etc.

✓✓✓ Integrated & working together  
- streamlined & not fragmented

✓✓ Will not be totally reliant on one <sup>source of</sup> funding

✓✓ Skilled, educated, sustainable workforce

✓✓ Inclusion of diverse cultures  
- SHARING KNOWLEDGE

- SHARING

✓ NO BARRIERS

✓ People ~~work~~ work

✓ ALL levels to be the  
being etc.

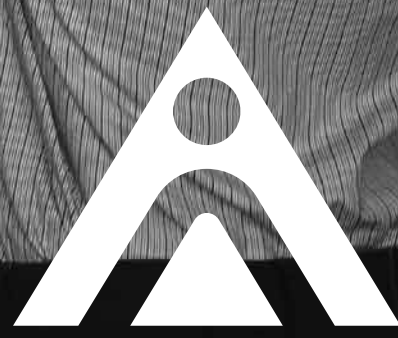
✓✓ Funding Models & Se  
reality not fragmented

✓ Strong well managed

Tasmanian Council of Social Service

# Annual Report

2013/14



TasCOSS

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# Organisational members 2013/14

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Advocacy Tasmania  
Alcohol, Tobacco & Other Drugs Council (Tas) Inc  
Anglicare Tasmania  
Arthritis Tasmania  
Aspire A Pathway to Mental Health  
Aurora Disability Services (TAS Association of People with Disabilities and their Advocates)  
Australian Association of Social Workers  
Australian Red Cross  
Baptcare  
Bethlehem House Tasmania Inc  
Brain Injury Association of Tasmania  
Break O'Day Health Resource Assoc. Inc/Healthy House  
Burnie City Council  
Centacare Tasmania  
Citizen Advocacy Launceston Region Inc  
Colony 47 Inc  
Community Connections Inc  
Community Transport Services Tasmania Inc  
Cosmos Inc  
Council on the Ageing  
Community and Public Sector Union (SPSFT) Inc  
Cystic Fibrosis Tasmania Inc  
Devonport Community House  
Drug Education Network  
Early Support for Parents  
Eat Well Tasmania  
Epilepsy Association of Tasmania Inc  
Family Based Care Association North  
Family Based Care Association North West Inc  
Family Planning Tasmania  
Flourish Mental Health Action in our Hands Inc  
Foster Carers Association Tasmania (Inc)  
Geeveston Community Centre  
Glenhaven Family Care  
Greek Welfare Centre  
Health & Community Services Union (HACSU)  
Hobart City Council  
Hobart City Mission  
Hobart Community Legal Centre  
Hobart Women's Health Centre  
Hobart Women's Shelter  
Holyoake  
HOPES Inc  
Independent Living Centre  
Jireh House Association Inc  
Karinya Young Women's Service  
Kennerly Childrens Home Inc  
Kidsafe  
Langford Support Services Inc  
Launceston Benevolent Society  
Launceston City Mission  
Launceston Community Legal Centre Inc  
Launceston VFC Services Inc  
Launceston Women's Shelter Inc  
Laurel House  
Life without Barriers  
Lifeline Tasmania  
Lifelink Samaritans Tasmania Inc  
Meals on Wheels  
Mental Health Carers Association  
Mental Health Council of Tasmania  
Mersey Community Care Association Inc  
Migrant Resource Centre (Northern Tas) Inc  
Migrant Resource Centre (Southern Tas) Inc  
Mission Australia  
Montagu Community Living  
MS Society of Tasmania  
Multicap Tasmania  
Multicultural Council of Tasmania  
Nexus Inc  
NILs Network of Tasmania  
Optia Incorporated  
Pathways Tasmania  
Positive Solutions  
Pregnancy Counselling & Support Tasmania Inc  
Quality Improvement Performance  
Quit Tasmania / Cancer Council Tas  
Rainbow Communities Tasmania Inc  
Ravenswood Neighbourhood House  
Relationships Australia, Tasmania  
Rosebery Community House  
Salvation Army  
Scarlet Alliance  
Sexual Assault Support Service  
Shelter Tasmania Inc  
Speak Out Association of Tasmania Inc  
St Michaels Association Inc  
St Vincent de Paul Society (Tasmania) Inc  
STAR Tasmania Inc  
Support Help and Empowerment Inc  
Tascare Society for Children  
Tasmania Recovery from Eating Disorders (TRED)  
Tasmanian Acquired Brain Injury Services Inc  
Tasmanian Association of Community Houses  
Tasmanian Association of State School Organisation Inc (TASSO)  
Tasmanian Catholic Justice & Peace Commission  
Tasmanian Centre for Global Learning  
Tasmanian Council on Aids, Hepatitis & Related Diseases  
Tasmanian Deaf Society  
Tasmanian Men's Shed Association Inc  
Tasmanian Public & Environmental Health Network  
Tasmanian School Canteen Association  
Tenants' Union of Tasmania  
The Hobart Clinic  
The Link Youth Services  
Unions Tasmania  
Volunteering Tasmania  
Warrabee Committee Inc  
Wise Employment  
Women with Disabilities Australia  
Women's Legal Service  
Working it Out  
Wyndarra Centre  
Yemaya Women's Support Service  
Youth Futures  
Youth Network of Tasmania  
Youth Suicide Action Group (Time Out House)

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# About TasCOSS

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*TasCOSS, established in 1961, is the peak body for the Tasmanian community services sector. Our membership includes not-for-profit organisations and individuals, as well as associate membership for government bodies.*

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## OUR MISSION

To be an advocate for the interests of low-income and otherwise disadvantaged Tasmanians, and to serve as the peak council for the state's community services sector.

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## OUR VISION

A fair, just and inclusive Tasmania

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## ACHIEVING OUR VISION

We work to improve the lives of Tasmanians who are living in poverty or suffering from disadvantage or social exclusion. We do this by raising awareness and understanding of social injustice and inequality, and strongly advocating for and developing improved social and sector policy through consultation, research and analysis.

Through our sector development role, we work with community service organisations to enhance their efficiency and effectiveness, and their ability to work together cohesively and collaboratively.

We also support the community sector in our role as peak council, by advocating on its behalf, coordinating joint advocacy efforts, and providing services to the sector that contribute to good governance, management and delivery of services. To provide the resources to achieve this vision we continue to improve and build TasCOSS as a well-managed and effective organisation providing value and leadership to its members.

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## KEY AREAS OF FOCUS

The TasCOSS Board and staff members will continue the Council's focus on the three key areas which have formed the basis of our strategic plans in recent years:

### 1 ACHIEVING A SOCIALLY JUST SOCIETY

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### 2 STRENGTHENING THE COMMUNITY SERVICES SECTOR

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### 3 IMPROVING AND BUILDING THE TasCOSS ORGANISATION

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# From the President

## 2013/14

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*Noel Mundy*

President

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TasCOSS has a vision for a 'fair, just and inclusive Tasmania' and over the past 12 months the organisation has continued to work towards that vision as it strengthens community sector organisations and advocates on behalf of low-income and disadvantaged Tasmanians.

TasCOSS is viewed within the broader community, government agencies and all levels of politics as being a credible, well-informed and very strong advocate. As an organisation, TasCOSS continues to speak out on issues affecting Tasmanians and has achieved a strong influence over government policy and funding priorities.

The Board of TasCOSS has the responsibility to govern the organisation to assist it to fulfil its vision. During the past year a committed group of Board members has worked to ensure that TasCOSS is a viable, well-governed and well-respected organisation. The focus remains on achieving the goals of our strategic plan and the activities within this plan remain the guiding priority of the staff at TasCOSS.

On behalf of the Board and all TasCOSS members I want to acknowledge the work of all staff and thank them for their passion and commitment. The team under the leadership of CEO Tony Reidy continues its strong and effective advocacy for disadvantaged Tasmanians and the sector organisations that serve them.

It was a delight last year to appoint three Life Members to TasCOSS. We congratulate Georgina McLagan, John Stuart and Dr Chris Jones, and thank them for their long history of supporting the work of TasCOSS and the community sector in Tasmania.

I want to thank all Board members for their commitment to the governance of TasCOSS. Their willingness to give freely of their time to support and govern the organisation is greatly appreciated. The Board is strongly representative of the community

sector and it has been a pleasure to work with all members over the past 12 months.

I want to acknowledge and thank the State Government through the Department of Health and Human Services, which has continued to fund the core policy and advocacy work of TasCOSS. The relationship goes beyond the provision of funds and there have been many opportunities for TasCOSS and DHHS to work jointly to develop the community sector and provide essential services to clients.

One of the strategic focuses of the Board is to grow our membership base, particularly outside the southern region. It has been very encouraging that at most Board meetings we have received new member applications. The ongoing growth in our membership base strengthens the advocacy voice of TasCOSS.

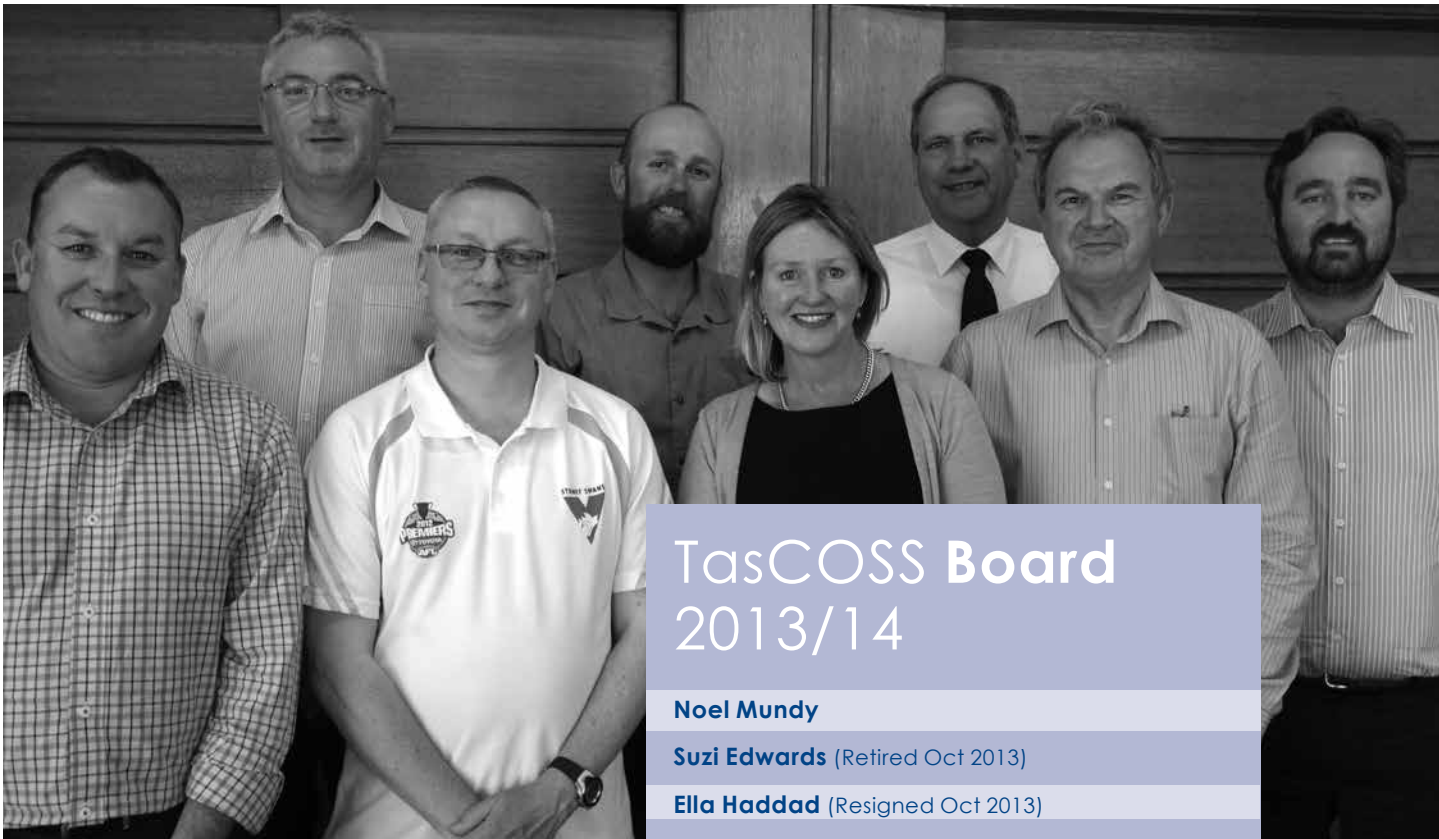
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## TasCOSS Regional Councils

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In 2012-13 TasCOSS reviewed the way it consults with members, the sector and the broader community and in 2013-14 implemented a new Consultation Framework. This Framework includes conducting regular regional open forums and establishing TasCOSS Regional Councils made up of TasCOSS members.

TasCOSS extends a warm thank you to all those who participated in the TasCOSS Regional Councils during 2013-14. Your contribution has been greatly valued.



## TasCOSS Board 2013/14

**Noel Mundy**

**Suzi Edwards** (Retired Oct 2013)

**Ella Haddad** (Resigned Oct 2013)

**Debbie Evans**

**Dale Eastley** (joined Jan 2013)

**Simon Paul** (Elected Oct 2013)

**Darren Carr**

**Fred Lester** (Elected Oct 2013)

**Mat Rowell** (Elected Oct 2013)

**Tim Gourlay**

Board from left to right, Mat Rowell, Noel Mundy, Darren Carr, Simon Paul, Debbie Evans, Tim Gourlay, Dale Eastley, Fred Lester.

### Regional Council members 2013/14

#### NORTH WEST REGION

**Vacant** (Chair)

<b>Kate Beer</b>	Devonport Community House
<b>Douglass Doherty</b>	Family Based Care Assoc North West Inc
<b>Clare Thompson</b>	Individual
<b>Debbie Hollinger</b>	Individual
<b>Denese Ferguson</b>	Wyndarra Centre

#### NORTH REGION

<b>Fred Lester</b> (Chair)	TasCOSS Board / Time Out House
<b>Raelene Tabor</b>	AASW - Australian Assoc of Social Workers
<b>Kate Fish</b>	Advocacy Tasmania
<b>Dr Shandell Elmer</b>	Individual
<b>John Stuart</b>	Launceston Benevolent Society
<b>Maryann Midson</b>	Launceston City Mission
<b>Nicky Snare</b>	Launceston Community Legal Centre Inc.
<b>Jenny Gee</b>	Ravenswood Neighbourhood House
<b>Mandy Brown</b>	Tasmanian Acquired Brain Injury Services Inc

#### SOUTH REGION

<b>Darren Carr</b> (Chair)	TasCOSS Board / Mental Health Council of Tasmania
<b>Jann Smith</b>	ATDC
<b>Sue Leitch</b>	COTA
<b>Joel Winter</b>	Hobart City Council
<b>Glynis Flower</b>	Hobart Women's Health Centre
<b>Maxine Griffiths</b>	Individual
<b>Darren Stocks</b>	Individual
<b>Elida Meadows</b>	Mental Health Council of Tasmania
<b>Liz Little</b>	Sexual Assault Support Service
<b>Marina Campbell</b>	St Vincent de Paul Society
<b>Adrienne Picone</b>	Volunteering Tasmania
<b>Joanna Siejka</b>	YNOT
<b>Kate Lord</b>	Quality Innovation Performance (previously QMS)
<b>Wendy Groot</b>	Mental Health Carers Tasmania

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# From the CEO

## 2013/14

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*Tony Reidy*

Chief Executive

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The last 12 months have seen TasCOSS operating at the peak of its advocacy in a remarkable year of activities including a federal election, a Tasmanian state election and a federal budget, all of which have had a significant impact on low-income Tasmanians and the community sector that supports them.

The level of support needed for these activities has required a very strategic use of TasCOSS human resources, as well as the continuing dedicated commitment of our skilled staff team.

It is disappointing that in the context of the state's poor social indicators, and our very high level of dependence on Commonwealth income support, so much of the work of TasCOSS during the past year has been directed at campaigning to prevent policy directions that would increase disadvantage in Tasmania.

Turning to the key components of our strategic plan:

### 1

#### ACHIEVING A SOCIALLY JUST SOCIETY

The TasCOSS staff team, spearheaded by our colleagues in the Social Policy and Research Unit and supported by so many of our member organisations, was on a 'campaign footing' throughout the year.

Careful research enabled the production of useful and persuasive campaign materials for a federal election, state election and a very controversial federal budget.

The community sector campaign for the state election in March 2014 was an excellent collaboration, with candidates and political parties providing responses to our key questions,

indicating that they understood the level of disadvantage in the state.

Other highlights include a comprehensive Budget Priorities Statement for the 2014-15 State Budget, a highly successful 'Transport in the Community' project and a public forum on the federal budget proposal for a Medicare co-payment.

TasCOSS's vital work on energy research and advocacy continues as we bring the consumer's position to the attention of regulators and government.

### 2

#### STRENGTHENING THE COMMUNITY SECTOR

The Sector Development Unit of TasCOSS continued its work throughout the year supporting community organisations as they improve service delivery, strengthen their governance arrangements and deal with the emerging agenda of change in key areas such as consumer-directed care.

The TasCOSS 'Leadership Series' was conducted in partnership with the government and leading sector peaks, involving workshops and information-sharing events to support sector organisations respond to an increasingly dynamic service environment.

The TasCOSS Governance Series of workshops provided practical and useful support to a wide range of sector organisations.

The crucial need for a whole-of-community response to the state's concerning social indicators was supported through our work in staging Collective Impact forums in collaboration with government, business and the community sector.



The TasCOSS project on consumer engagement in the Home and Community Care sector moved to a new phase of providing successful training and industry certification in this vital area of consumer involvement in all aspects of service delivery and care.

### 3 IMPROVING AND BUILDING TASCOSS

During a year of peak activity, TasCOSS continued its work in strengthening our staff resources, improving our communications and consultation, building our membership base and achieving recognition as a quality organisation.

New consultative arrangements were put in place, with regular regional consultation forums and TasCOSS member Regional Council meetings.

Following three years of project work, TasCOSS successfully completed all components of its Quality Improvement Council accreditation and was advised that certification will be granted.

Working to a strategic communications plan, TasCOSS further increased its extensive issues-based media coverage and participation in social media activities, redesigned its e-news format and effectiveness, and completed work on the redesign of its website.

Our special thanks go to those organisations and individuals who provide the funding for our vital work: the Tasmanian Government through the Department of Health and Human Services, the Federal Government through provision of research funding in Home and Community Care, the Consumer Advocacy Panel, generous sponsors such as superannuation fund HESTA, and the organisations and individuals who are the membership base of TasCOSS.



Leading a peak organisation in the community sector in the current environment is challenging and inspiring, and only possible through the support of skilled and dedicated staff and Board teams.

However the real inspiration for the work of TasCOSS in Tasmania's civil society is the dedicated work of those community organisations that strive every day to alleviate poverty and disadvantage in all parts of our state.



# TasCOSS Staff

## 2013/14



Tony Reidy



Beng Poh



Jill Pope



Gabrielle Rish



Meg Webb



Kath McLean



Wynne Russell



Pauline Marsh



Marguerite Grieve



Lindsey Moffatt



Leigh Delaney



Dale Rahmanovic



Tim Tabart



Klaus Baur



Gus Risberg



Jacob Fischer

### Staff 2013/2014

<b>Tony Reidy</b>	Chief Executive
<b>Beng Poh</b>	Executive Assistant to the CEO
<b>Jill Pope</b>	Finance Officer
<b>Gabrielle Rish</b>	Communications Officer
<b>Meg Webb</b>	Manager, Social Policy and Research
<b>Kath McLean</b>	Senior Social Policy and Research Officer
<b>Wynne Russell</b>	Social Policy and Research Officer
<b>Pauline Marsh</b>	Social Policy and Research Officer *

<b>Marguerite Grieve</b>	Social Policy and Research Officer*
<b>Lindsey Moffatt</b>	Manager, Sector Development
<b>Leigh Delaney</b>	Acting Manager, Sector Development*
<b>Dale Rahmanovic</b>	Development Officer
<b>Tim Tabart</b>	Development Officer
<b>Klaus Baur</b>	HACC Project Officer/ Consumer Engagement
<b>Gus Risberg</b>	Shared Services Project Manager
<b>Jacob Fischer</b>	Volunteer

\*Relieving staff on leave



TasCOSS President Noel Mundy with new TasCOSS life members John Stuart, Georgina McLagan and (inset) Chris Jones

# 1

## ACHIEVING A SOCIALLY JUST SOCIETY

### Highlights

***Budget Priorities Statement for 2014-15 State Budget***, with funding eventuating for three major TasCOSS recommendations.

***TasCOSS Community Sector State Election Campaign***, a collaborative campaign with a number of sector partners.

***Transport in the Community Project***, featuring stakeholder engagement from the public, private and community transport sectors.

***Public forum on Medicare co-payments***, a collaborative effort with the reconvened Tasmanian Medicare Action Group.

***Public forum on new arrivals***, discussing the challenges facing people seeking asylum and humanitarian entrants in Tasmania.

***Energy research and advocacy***, including newsletter articles, submissions and representation on the Tasmanian Economic Regulator's Customer Consultative Committee and the Australian Energy Regulator's Customer Consultative Group.

***Community Sector Policy Network***, convened by TasCOSS to foster information-sharing and collaboration between policy officers.

The TasCOSS Social Policy and Research team concentrates its work primarily on achieving a socially just society. In 2013-14, we continued to make progress towards that goal. This year the team was led by Meg Webb as Manager, Kath McLean as Senior Social Policy and Research Officer and Wynne Russell as Social Policy and Research Officer. Gus Risberg worked with us on our Transport in the Community project, Jacob Fischer provided valuable – and much appreciated – assistance as a regular volunteer, and Zoe Jay was a volunteer researcher on an education-related project.

### POLICY ANALYSIS AND DEVELOPMENT

2013-14 was an unusual year due to the State Election in March 2014 and the delayed State Budget. Social policy work within the State Government was minimal from the second half of 2013 through to the State Election, and continued to be quiet post-election due to the delayed Budget.

This meant there were fewer matters on which TasCOSS was asked to provide input or submissions. Ten policy submissions were made in 2013-14 (see full list on page 13).

The major policy development work by the SPR team remained the annual TasCOSS Budget Priorities Statement (BPS) – a comprehensive identification of policy and funding priorities for the community services sector in order to assist low-income, disadvantaged and vulnerable Tasmanians.

The BPS was widely circulated and provided a foundation on which the TasCOSS Community Sector State Election Campaign was built.



In 2013-14 the prime focus of the TasCOSS Energy Research & Advocacy Project was on Tasmanian electricity reforms. TasCOSS has played a key role in representing the interests of low-income and vulnerable Tasmanian households throughout this process.

### What we achieved

While outcomes from policy work are often difficult to attribute, we were pleased that all major parties made election commitments that responded to our 2014-15 BPS and State Election platform.

The Liberals, who went on to form government, picked up on many recommendations, including: an Affordable Housing Strategy, support for the Homeshare scheme, bill smoothing for car registration, Transport Access Strategy, full funding for the community sector Equal Remuneration Order, additional funding for disability services, additional funding for prevention of elder abuse and expanding the role of the Commissioner for Children.

Policy submissions made during 2013-14 received positive feedback and several requests for further discussion and information.

### What's next

TasCOSS will continue to provide input into public policy consultations and deliberations, and to the development of the next State Budget, based on solid research and consultation.

## EVIDENCE-BUILDING

TasCOSS policy work continued to be informed by thorough research and evidence-building. We maintained our links with local and national research organisations and networks, and drew on international research where appropriate.

TasCOSS transport research and policy work continued strongly this year in the Transport in



the Community project developed by Wynne Russell and carried out by Gus Risberg. The project brought together stakeholders from the public, private and community transport sectors to identify opportunities for better coordination, integration and innovation.

Fresh insights into research and evidence-building were provided through attendance by SPR staff at the Australian Council of Social Service Conference held in Brisbane in June 2014, the Social Determinants of Health Conference in Hobart in November 2013, Tasmanian Economic Forum in October 2013 and Collective Impact Conferences in November 2013 and February 2014.

### **What we achieved**

In 2013-14 we continued to collect and collate Tasmanian statistics for use in TasCOSS policy and advocacy work, and made available on the TasCOSS website.

During 2013-14, the TasCOSS SPR team and the Social Action and Research Centre at Anglicare began discussions and scoping for a joint Poverty and Social Indicators research project. A Memorandum of Understanding for this project was signed between the two organisations, with work to begin on the project in 2014-15.

### **What's next**

Current Tasmanian statistics relating to demographics, income, housing, educational attainment, employment and health outcomes will continue to be made available on the TasCOSS website.

TasCOSS will embark on the Poverty and Social Indicators Project in partnership with Anglicare.

TasCOSS will explore other opportunities to engage in research projects on issues relevant to the Tasmanian community sector and low-income and disadvantaged Tasmanians.

## CONSULTATION

Under our new consultation framework, the three Regional Councils provided advice and input, and the regional public forums were an opportunity to consult more broadly with the sector and beyond.

Input to submissions is invited from all stakeholders through our fortnightly e-news. Also, we frequently consulted with other sector peak bodies and policy colleagues in the sector and within Government.

TasCOSS held specific consultation events in the North-West, North and South of the state in August 2013 to seek input for our 2014-15 Budget Priorities Statement.

The Transport in the Community project centred on consultation with a wide range of stakeholders from the public, private and community transport sectors and all levels of government.

### **What we achieved**

The new consultation framework of Regional Councils and Regional Public Forums was trialed

this year and found of value in getting input on policy issues and directions.

In 2013-14 TasCOSS built on its previous work in the transport policy arena and, as a consequence, the interests of transport-disadvantaged Tasmanians have received a broader hearing. The Liberals' election commitment to the development of a Transport Access Strategy is a positive outcome in this area.

### **What's next**

The consultation framework of Regional Councils and Regional Public Forums established in 2013-14 will be evaluated with the view to improving its functioning as a key consultation mechanism.

## ADVOCACY

TasCOSS has continued to be an active advocate both for sector needs and for the interests of low-income, disadvantaged and vulnerable Tasmanians.

In 2013-14, TasCOSS collaborated with a range of sector organisations to conduct the TasCOSS Community Sector State Election Campaign. This campaign included a Call to the Parties platform document covering key social justice issues in the State, active lobbying of all parties, and a collaborative media plan across the pre-election period.

TasCOSS advocated for the recommendations contained in the BPS, meeting with all relevant ministers, including the Premier / Treasurer, their staff and relevant departmental decision-makers.

TasCOSS organised a public forum on new arrivals, discussing the challenges people seeking asylum and humanitarian entrants face in Tasmania.

TasCOSS maintained its prominence in the media statewide on issues affecting low-income and disadvantaged Tasmanians. The media frequently and consistently seek comment from TasCOSS on social policy issues and we have regularly and proactively raised issues in the media to advocate for change.

The increased TasCOSS presence on social media in 2013-14, via Facebook and Twitter, has also contributed to our campaigning and advocacy work.

Advocacy was also carried out in a range of advisory / consultative groups that SPR staff regularly attend to represent the interests of low-income and disadvantaged Tasmanians. See the full list on pages 22-23.

## What we achieved

TasCOSS continued to be recognised as a key advocate for the Tasmanian community services sector and for the interests of low-income, disadvantaged and vulnerable Tasmanians. TasCOSS maintains a regular media presence.

We were successful in having a number of recommendations from the BPS and from the Community Sector Election Campaign adopted by all major parties.

TasCOSS has excellent access to decision-makers and regularly meets with ministers, advisers and departmental staff. We are often consulted by government and by ministerial advisers ahead of major policy decisions and are seen as a respected and legitimate voice of the community services sector.

## What's next

Regular TasCOSS advocacy work such as the BPS and submissions will continue in 2014-15.

Given the ongoing debate and potential impact of measures proposed in the 2014 Federal Budget, we anticipate a continuation of collaborative work with our colleagues at ACOSS and the state COSS network.

We will hold further policy forums in 2014-15 on topics of relevance to low-income and disadvantaged Tasmanians.

## COLLABORATION

In 2013-14, TasCOSS collaborated with a range of sector organisations to conduct the TasCOSS Community Sector State Election Campaign, including a collaborative approach to media across the pre-election period.

In response to the proposed measures to introduce co-payments for various medical services in the 2014 Federal Budget, TasCOSS reconvened the Tasmanian Medicare Action Group with a number of other members from the original group formed in 2003. This reconvened group hosted a policy forum on co-payments in June 2014, and continues to share information and advocacy opportunities.

The TasCOSS SPR team has continued to coordinate and convene a Community Sector Policy Network in Tasmania to foster information-sharing and collaboration between policy officers in peak and other community sector organisations.

The Transport in the Community project was conducted in partnership with Regional Development Australia.

## What we achieved

The TasCOSS Community Sector State Election Campaign collaboration was successful in

# Policy Submissions 2013/14

Department of Health and Human Services,  
Office for Children

## **Draft Working with Vulnerable People (Background Checking) Bill 2013**

Australian Energy Regulator  
**Draft AER Consumer Engagement Guideline  
for Network Service Providers**

Department of Premier and Cabinet  
**Tasmanian Multicultural Policy Review**

Department of Health and Human Services  
**Advocacy for Children in Tasmania  
Discussion Paper**

TasWater  
**Draft TasWater Customer Charter**

TasWater  
**Draft Price and Service Plan 2015-18**

Department of Industry (Federal)  
**Energy White Paper: Issues Paper**

Australian Energy Market Commission  
**National Energy Retail Amendment (Retailer price  
variations in market retail contracts) Rule, 2014**

Community Affairs Legislation Committee Inquiry  
into Out of Pocket Healthcare Costs  
**TasCOSS and Tasmanian Medicare Action  
Group submission**

Department of Health and Human Services  
**Affordable Housing Strategy**

sharing resources and amplifying influence. The media events and public campaigning were strengthened by the involvement of a range of organisations.

The Tasmanian Medicare Action Group has a membership of about 30 individuals and organisations eager to continue advocacy on protecting universal healthcare.

Our ongoing coordination of the Community Sector Policy Network has received much positive feedback among Network members. The Network continues to grow and foster collaborative work.

## What's next

TasCOSS believes that collaboration with like-minded individuals and groups is the most effective way to make progress toward our goals, and we will continue to collaborate on policy and advocacy where possible. We plan to continue to lead and actively participate in advocacy campaigns towards achieving a socially just society.



The TasCOSS Measuring Outcomes seminar in November 2013

# 2

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## STRENGTHENING THE COMMUNITY SERVICES SECTOR

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### Highlights

*Not-for-Profit Leadership Series, in partnership with NDS, ATDC, MHCT and DHHS, provided workshops and information-sharing events to support sector organisations respond to an increasingly dynamic service environment.*

*The TasCOSS Governance Series provided workshops for a diverse range of organisations throughout the state on the four key areas commonly grappled with by boards.*

*Collective Impact forums in December 2013 and June 2014 contributed to a growing recognition that isolated programs cannot solve Tasmania's complex social problems, and that coordinated cross-sectoral processes are needed.*

*Standards & Performance Pathways (SPP) portal on the TasCOSS website continued to provide community service organisations with a time-saving means of monitoring, developing and reporting quality improvement processes.*

*Delivery of nationally accredited Vocational Graduate Certificate in Consumer Engagement, the first such training held in Tasmania.*

*Helpdesk assistance: TasCOSS continued to provide a helpdesk service to sector organisations, including handling inquiries about governance, organisational change process, sourcing training and skills development, and requests for presentations to boards and pre-vocational students.*

### ACHIEVING OUTCOMES PROJECT

The TasCOSS Achieving Outcomes Project (2013-2015) has two connected and integrated streams of activity aimed at increasing effectiveness in tackling Tasmania's social challenges.

The first stream aims to build knowledge, skills and systems for measuring the outcomes of community service organisations.

The second stream is focused on supporting collective impact approaches to tackling complex social issues within Tasmania by helping community sector organisations to understand and engage with collective impact, and other sectors of the community.

#### What we achieved

A November 2013 seminar and statewide training workshops on measuring outcomes in May 2014 involved about 200 people in building their skills and knowledge on measuring the outcomes of their work.

The initiation of a Tasmanian Chapter of the Social Impact Measurement Network of Australia (SIMNA) is beginning to provide those with an interest in social outcomes measurement a way to connect, share and learn about good practice, and events and resources both locally and across Australia.

TasCOSS and the Alcohol, Tobacco and Other Drugs Council (ATDC) represented the sector on a DHHS working group overseeing the development of the new DHHS Funded Community Sector Outcomes Purchasing Framework. CSOs involved in workshops testing the Framework have provided positive feedback on the logic and practicality of the Framework. The implementation timetable of DHHS has been lengthened out to 2017 to ensure adequate trialling, assessment and systems development before all CSOs will be contracted under it.



TasCOSS produced a Plain English guide to the Framework to help sector organisations make sense of how they might be impacted by new obligations as the Framework is implemented.

Our involvement in the planning of two Collective Impact forums, in Burnie in December 2013 and Hobart in June 2014, led to a significant change in thinking about ways to tackle Tasmania's entrenched disadvantage. Both forums were planned by a variety of cross-sectoral organisations. We are seeing a growing recognition that complex social issues need collaborative, cross-sectoral approaches to tackle their root causes. This understanding is emerging in the sector, in government, amongst politicians and in some elements of the business community.

#### What's next

The Liberals' first State Budget announced an additional \$250,000 over four years for TasCOSS to support outcomes thinking and systems within the community services sector. We will continue to build on the Achieving Outcomes Project to provide the sector with access to information and resources, learning and training opportunities, as well as facilitating networking between organisations in Tasmania and interstate.

## STANDARDS AND PERFORMANCE PATHWAYS

The TasCOSS SPP Portal continued to provide Tasmanian community service organisations with a time-saving and highly practical alternative to monitoring, developing and reporting quality improvement processes against recognised standards. In December we successfully negotiated continuing financial support from the Department of Health and Human Services and generous conditions from the SPP portal provider, BNG NGO Services Online, to see the Portal continue into its second year of operation.

#### What we achieved

From December 2012 to December 2013, 103 organisations took advantage of a 60% subsidy to subscribe to the SPP. In a survey of SPP subscribers in November, 95% of organisations who had used it enough to be reasonably familiar with it said it was extremely or very useful; 100% said it provided

extremely or very useful tools and resources; 55% said it had saved their organisation a significant or very significant amount of time.

From January 2014 onwards, organisations have been faced with the decision of whether to renew their SPP subscription. In 2012/13 the subscription was subsidised so they only paid 40% of the full rate. While, from 2014 onwards, renewing subscribers have had to pay the full rate, we have seen a renewal rate of approximately 75%.

#### What's next

The effectiveness and financial sustainability of the SPP Portal will be evaluated between September and November 2014 to inform negotiations on the continuation of the portal into the future.

## WORKFORCE DEVELOPMENT

Workforce development and planning continued to feature as a prominent activity for TasCOSS during 2013/14. With a commitment to promoting a professional and resilient sector workforce equipped to respond to an evolving environment, TasCOSS has worked at two levels:

- Collaboration with community sector peaks and other stakeholders to identify and plan activities that meet current and future workforce needs.
- Facilitating the delivery of information and skills development opportunities that meet workforce development demand, with an emphasis on a partnership approach with other community sector peaks and stakeholders

In response to the release of the Tasmanian Community Services Sector Workforce Development Plan in March 2013, TasCOSS convened the Tasmanian Community Services Sector Workforce Roundtable and continues to coordinate its activities based on the three priority areas identified in the Plan on behalf of the Peaks Network and in collaboration with other stakeholders.

In partnership with National Disability Services Tasmania, the Alcohol, Tobacco and Other Drugs Council of Tasmania, the Mental Health Council of Tasmania and the Department of Health and Human Services, TasCOSS developed and

facilitated a Leadership Series that provided skills development and information sharing on three areas designed to build resilience and flexibility within the sector in response to a rapidly evolving environment.

These areas were: Adaptive Leadership for Organisational Change; Consumer Engagement; and Social Outcomes Measurement.

TasCOSS provided a series of governance workshops, developed with Michelle Swallow from Leadership and Change Consultants. These workshops provided participants with an opportunity to develop skills in the following four areas: Roles and Responsibilities; Legal Matters and Risk Management; Everything Financial; and Strategy and Planning.

### What we achieved

Participants at TasCOSS events continued to report a high level of satisfaction with the content, delivery and, in particular, the triggering of new thoughts and ideas. A summary of the evaluation results shows:

- 88% reported the relevance of the training to be extremely/very high.
- 93% reported the quality of resources and tools provided to be extremely/very high.
- 100% reported that the event triggered new thoughts and ideas.
- 98% reported that the event encouraged an exploration of new policy options.

### What's next

Informed by consultation with members and sector stakeholders, TasCOSS will continue its commitment to supporting workforce and skills development activities in the sector with its involvement in the Workforce Roundtable and training and information sharing events.

## HACC CONSUMER ENGAGEMENT PROGRAM

The year saw a growing interest in the TasCOSS Home and Community Care (HACC) Consumer Engagement Program, facilitated in partnership with the Health Issues Centre, Australia's main consumer engagement research, training, resource and consultancy not-for-profit organisation.



## What we delivered

This year's program components delivered:

- Engagement of and working with 15 providers in the delivery of modules of the nationally accredited Vocational Graduate Certificate in Consumer Engagement. For the first time in Tasmania in any program or service, the certificate was offered in support of services' strategic consumer engagement planning and practical project innovations.
- Two-hour promotional, awareness-raising and information-sharing events involving 72 staff, managers and Board members from the 15 participating providers.
- In-depth practical 'clinics' in the North and South in support of projects and training.
- A one-day training program for participating services' executive teams.
- Production of a comprehensive stories-based consumer engagement resource.

## What we achieved

The 15 participating providers started 19 practical consumer engagement initiatives. All 15 providers sent staff to modules 1 & 2 of the Graduate Certificate training and commenced planning for new consumer engagement initiatives.

Together with participants of modules 1 & 2 from the previous year, a total of 38 individuals attended the remaining modules 3&4 of the Graduate Certificate in Consumer Engagement course. (The program target had been 20.)

The program-supporting 'clinics' were attended by 100% of the project participants. This led to the successful establishment of 19 projects and a total of 29 participants completing full course accreditation.

There was an increased participation by providers' executive teams. New content covered consumer engagement standards requirements, cultural change and the connection between consumer engagement and client-directed care. However, only 60% of the participating providers sent a representative.

The new TasCOSS consumer engagement resource, *What consumers, staff and managers tell us: Program Participant Experiences and Stories*, was very well-received by providers and by

professionals in the consumer engagement / health services fields.

***“An engaging, plain-language resource that takes the theory of consumer participation into the everyday healthcare setting and demonstrates its effectiveness. A wonderful collection of projects and narratives to inspire staff and drive culture change in organisations. It's a great resource. I particularly love the links to the narrative interviews.”***

- Nicky Barry, Health Issues Centre

## What's next

The project will continue to support services across HACC through training, practice and consumer-focused initiatives and in linking consumer engagement with client-directed care developments. Focus in 2014/15 will be on executives, board members and leaders. Services with strong support from the top, with dedicated consumer engagement 'champions', flourish in terms of program/service outcomes and often find it easy to secure funding or additional funding.

## SHARED SERVICES

TasCOSS has been operating a Shared Services Project with the aims of supporting Tasmanian community service organisations to reduce their costs through sharing space and resources. The Shared Services Project has also begun harnessing the purchasing power of the sector by brokering discounts on core costs, such as insurance.

A survey was conducted in November and December 2013 to gauge future sector needs and priorities within shared services and bulk purchasing to inform TasCOSS, other capacity builders, government and the private sector.

## What's next

The results of the survey confirm that the sector is interested in sharing scarce resources in order to be more cost-effective in delivering services. The next step is to identify which model and which needs should be addressed by TasCOSS or another third party.

# McDougall Building



TasCOSS CEO Tony Reidy talks to media about the Federal Budget

# 3

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## IMPROVING AND BUILDING THE TasCOSS ORGANISATION

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### Highlights

***New TasCOSS consultation arrangements,*** involving regional community sector forums open to the public and TasCOSS member regional councils, offered improved opportunity for involvement in setting the priorities for the work of the organisation.

***Strategic and effective campaigning:*** TasCOSS resourced and coordinated collaborative campaigns and advocacy on the federal election, Tasmanian state election, the federal budget and more, to significant effect.

***Quality accreditation:*** Following three years of project work, TasCOSS successfully completed all components of its Quality Improvement Council accreditation and was advised that certification will be granted.

***TasCOSS communications:*** Working to a strategic communications plan, TasCOSS increased its extensive issues-based media coverage and participation in social media activities, redesigned its e-news format and effectiveness, and completed work on the redesign of its website.

***Building and serving TasCOSS members:*** The TasCOSS membership base continues to build, with discounted educational and information services made available to members.

### SERVING OUR MEMBERS

TasCOSS continued its work throughout the year to TasCOSS served its members through the provision of a wide range of member benefits, including member-discounted information sessions, issues-based training, and leadership and advice on key sector issues. The new TasCOSS statewide consultative forums and regional member council meetings were implemented, with strong positive feedback for the opportunities provided.

#### **What we achieved**

Through the new arrangements, structured member and public consultation has been able to take place on key issues, and feedback remains positive on the training and policy input opportunities provided by TasCOSS.

#### **What's next**

TasCOSS will continue to work towards its strategic plan goal to expand the membership base, enabling the organisation to expand its key advocacy, support and services to the widest possible range of community sector organisations, as well as expanding its privately sourced revenue through increased subscriptions.

### THE BOARD TEAM

The strategic governance of TasCOSS is managed by a group of dedicated volunteers drawn from the community sector, who contribute their time and skills to ensure that we work to a strategic and relevant plan. The Board is led by President Noel Mundy who provides support and mentoring to his Board colleagues and beyond.

The TasCOSS Board election cycle resulted in a number of new Board members joining the team, with support provided through induction and familiarisation.



The TasCOSS Board held a meeting in Launceston in September 2013, which provided a good opportunity to meet with regional business and community representatives, as well as networking with regional TasCOSS members.

#### What's next

The Board elections in October 2014 provide four Board positions for possible ballots, allowing TasCOSS members the opportunity to nominate and/or vote.

The Board is hopeful that after the 2014 election process there will be a full complement of Board members, including the key regional Board positions from the north of the state.

## THE STAFF TEAM

Like all small community sector organisations, TasCOSS strives to do so much with so little, and again in this report period it's through the commitment and skill of our staff group that we have achieved great results.

The combined effect of parental and long service leave absences by staff during the year presented particular challenges, and TasCOSS was fortunate to recruit excellent personnel to temporary roles.

Special thanks to Leigh Delaney, who acted as Sector Development Manager during Lindsey Moffatt's parental leave, and to Marguerite Grieve and Pauline Marsh who covered Kath McLean's social policy and research load during her thoroughly deserved long service leave break.

#### What's next

Internal budget pressures and staff movements early in the 2014/15 financial year will bring about significant change to TasCOSS management arrangements, with a stronger emphasis on operational and project management.

## COMMUNICATIONS

The last outstanding actions in the TasCOSS Communications Plan, prepared in late 2011, were completed in 2013/14.

The TasCOSS e-news was redesigned and launched via the Mailchimp online delivery service in October 2013. The new TasCOSS website was completed (going live in the first week of July 2014).

TasCOSS gained media coverage worth \$850,435 in the year to 30 June, with 388 reports featuring TasCOSS across the print and electronic media. We campaigned collaboratively with other community sector organisations ahead of the March 2014 State Election to great effect.

#### What we achieved

Our media work boosted our lobbying efforts, particularly during the state election campaign. All major parties made many election promises aligned with TasCOSS recommendations. The now Liberal Government has recommitted to those promises.

TasCOSS e-news subscriber numbers grew from 715 to 890 in the year to 30 June. In the social media sphere, the TasCOSS Facebook account went from around 100 page likes to 210 page likes and TasCOSS on Twitter went from having 170 followers to 480 followers in the year to 30 June.

#### What's next

We hope to do more collaborative media work with other sector organisations, supported by the TasCOSS-initiated informal network of NFP communications and media people, which had its first meeting in early June. The 2014 TasCOSS Conference will be held on 13-14 November.

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# Representation

## 2013/14

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In 2013-14 TasCOSS participated in many consultative and advisory groups in which we were able to advocate for the needs and concerns of low-income and disadvantaged Tasmanians and represent the experience of community service organisations. Some of these bodies were:

### **ACOSS Energy Policy Advisory Group**

A national advisory group to provide advice to the ACOSS energy policy development process. The group comprises representatives from the state councils of social services and other community sector players in the energy policy arena.

### **Alcohol, Tobacco & Other Drugs Council (ATDC) Expert Reference Group**

Reference group to provide advice or input to relevant workforce development projects from individual members' areas of expertise and/or sector representation. This group provides input into the development of project plans through analysis of, and advice on, key issues affecting projects and is a forum for brainstorming, problem-solving and general discussion. It also promotes projects through networks and dissemination of key learnings.

### **Anti-Poverty Week Facilitating Group**

The Facilitating Group responsible for coordinating and promoting the Tasmanian events associated with Anti-Poverty Week.

### **Aurora Energy Vulnerable Customer Stakeholder Group**

This group meets quarterly to discuss issues relating to Aurora Energy customers who are vulnerable to hardship, serious debt and disconnection. It provides a venue for dialogue between frontline community sector workers, sector policy workers and Aurora Energy staff about these issues, as well as a venue to seek improvements to systems and arrangements for vulnerable customers.

### **Australian Energy Regulator Customer Consultative Group**

This is a national group on which TasCOSS represents the interests of low-income and disadvantaged Tasmanians to the national energy regulation authority. The Australian Energy Regulator regulates energy transmission and distribution revenue and activities, and retail activities (non-price), including consumer protections.

### **Community Sector Peaks Network**

A forum currently chaired by ATDC, comprising all of the Tasmanian community sector peak bodies, convening quarterly to exchange information and plan strategic approaches to issues and developments affecting sector organisations and their clients.

### **Community Sector Peaks and Government Strategic Forum**

A working committee co-chaired by the Secretary of the DHHS and the Chair of the Community Sector Peaks Network, with membership from all the sector peaks, senior officers of the DHHS and the Department of Premier and Cabinet. The group's emphasis is on strategic approaches to sector development.

### **COTA Tasmania Policy Council**

The COTA Policy Council provides advice and policy direction on issues of concern for older Tasmanians.

### **Department of Education Inclusion Working Group**

A working group chaired by the Department of Education to examine the Department's inclusion strategies, specifically with relation to students living with disability.

### **Tasmanian Disability Services and Support Conference Committee**

To provide NDS Tasmania with input into the development of a comprehensive, high-calibre, relevant and interesting conference program for its 2014 Conference.

### **Electronic Directory Services Working Group**

This project is a collaboration between statewide agencies to enable families and service providers to easily find the help and referrals they need online.

### **Health and Wellbeing Advisory Council**

The TasCOSS CEO sits on the Health Minister's advisory body, which is comprised of medical, community and government leaders. The HWAC analyses information and provides policy advice to the Minister on healthcare and preventive health issues.

### **Heart Foundation State Policy Working Group**

A group brought together by the Heart Foundation to discuss the Foundation's development of a draft State Policy on Healthy Spaces and Places.



#### **Human Rights Week Organising Committee**

This committee organises and coordinates activities that occur in Human Rights Week in Tasmania, including Human Rights Week Awards.

#### **Magistrates Court Users Groups**

The Court Users Groups are convened in Hobart, Launceston, Burnie and Devonport. A relevant TasCOSS member acts as the TasCOSS representative at each CUG.

#### **Ministerial Energy Working Group**

The TasCOSS CEO is a member of the Energy Minister's Working Group. The Working Group provides the Department of State Growth with advice, ideas and views on key aspects of energy supply and consumption in Tasmania, to assist and inform the development of the State Government's energy strategy.

#### **National Consumers Roundtable on Energy**

A national coalition of advocates who focus their attention on energy policy and the interests of small consumers, particularly low-income and disadvantaged households. The Roundtable meets about three times a year for briefings on regulatory issues and government policy, and to plan and coordinate research and advocacy activities to promote consumer protections for and affordability of household energy supply.

#### **Office of the Tasmanian Economic Regulator - Customer Consultative Committee**

This committee meets quarterly and covers electricity, gas, water and sewerage regulation as well as some other regulatory issues relating to Metro, MAIB and other government business enterprises or state-owned companies that the Government Prices Oversight Commission used to regulate before it was subsumed by OTTER.

#### **Outcomes Framework Working Group**

This working group is overseeing the development and implementation of the DHHS Community Sector Outcomes Purchasing Framework. The group includes managers across DHHS's social service program areas and includes sector representation from TasCOSS and the ATDC.

#### **Power Saving for Tenants Program Steering Committee**

The focus for this committee is the Power Savings for Tenants Program, an energy-efficiency retrofitting and advice program for tenants in private rental. The program is run by Sustainable Living Tasmania and funded by the Tasmanian Climate Change Office.

#### **Residential Tenancy Act Review Reference Group**

As part of the Residential Tenancy Act Review, the Office of Consumer Affairs and Fair Trading is consulting with key stakeholder groups to promote common understanding of the review process, the issues to be addressed and options to be considered. The role of the Reference Group is to provide expert advice and feedback on the Options Paper developed by CAFT and other aspects of the Review.

#### **Skills Tasmania Equity Committee**

The Committee advises and makes recommendations to the Education Department Secretary on equity in the provision of access to skills training for disadvantaged Tasmanians.

#### **Statewide Elder Abuse Prevention Advisory Committee**

Comprised of key community and government stakeholders, the Advisory Group assists the Government in implementing the strategy to combat elder abuse in Tasmania. TasCOSS also participates as a member of the Community Education Working Group of this committee, providing input and direction on the development of a community education campaign on elder abuse, a key action from the strategy.

#### **Tasmanian Social Enterprise Network Core Management Group**

This group serves to coordinate activities and policy developments aimed at expanding the social enterprise sector in Tasmania to achieve social and environmental outcomes, and as a means for some community organisations to generate their own revenue and increase their impact and sustainability.



**Tasmanian Council of Social Service Inc**  
**A.B.N. 69 078 846 944**

**Financial Report**

**For the Year Ended 30 June 2014**

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**Accru<sup>+</sup>**  
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# Financial Report

## 2013/14

### Tasmanian Council of Social Service Inc Statement of Financial Position as at 30 June 2013

2012/13 \$		Notes	2013/14 \$
	<b>ACCUMULATED FUNDS</b>		
212,071	Retained Earnings		235,519
23,448	Add Operating Surplus		(37,995)
<u>235,519</u>	<b>ACCUMULATED FUNDS</b>		<u>197,524</u>
	represented by:		
	<b>ASSETS</b>		
	<b>Current Assets</b>		
320,138	Cash at Bank and on Hand		376,187
45,400	Accounts/Grants Receivable		31,157
-	Prepaid Expenses		23,172
<u>365,538</u>	<b>Total Current Assets</b>		<u>430,516</u>
	<b>Add Non-current Assets</b>		
145,661	Furniture & Equipment		108,418
(136,272)	Less Accumulated Depreciation		(98,836)
<u>9,389</u>			<u>9,582</u>
62,288	Motor Vehicles		62,288
(24,260)	Less Accumulated Depreciation		(42,946)
<u>38,028</u>			<u>19,341</u>
10,582	Leasehold Improvements		10,582
(10,141)	Less Accumulated Depreciation		(10,582)
<u>441</u>			<u>-</u>
47,858	Property, plant and equipment		
<u>47,858</u>	<b>Total Non-current Assets</b>		<u>28,923</u>
<u>413,395</u>	<b>TOTAL ASSETS</b>		<u>459,439</u>
	<b>Less LIABILITIES</b>		
	<b>Current Liabilities</b>		
90,192	Staff Leave Provisions		127,967
21,307	Accounts Payable		18,866
-	Income in Advance		3,300
35,143	Unspent Funds Carried Forward	3	73,298
12,551	Payroll Deductions Payable		14,917
18,683	Total Tax Liability		23,567
<u>177,876</u>	<b>Total Current Liabilities</b>		<u>261,915</u>
<u>235,519</u>	<b>NET ASSETS</b>		<u>197,524</u>

# Financial Report

## 2013/14

### Tasmanian Council of Social Service Inc Statement of Income & Expenditure for the year ended 30th June 2013

2012/13 \$	Notes	2013/14 \$
<b>INCOME</b>		
182,329	Balance brought forward	35,143
882,822	Grants Received	880,720
154,151	Management fees	147,698
41,865	Membership subscriptions	47,722
23,299	Sponsorships and donations	17,137
62,040	Events & Workshops	74,220
47,338	Miscellaneous Income	45,133
<u>1,393,844</u>	<b>TOTAL INCOME</b>	<u>1,247,772</u>
<b>EXPENSES</b>		
6,108	Affiliations and subscriptions	6,980
11,459	Board and AGM	7,365
42,304	Conferences, seminars and functions	40,219
41,114	Depreciation	27,707
2,749	Motor vehicle expenses	
115,990	Office and occupancy	93,287
842,034	Staffing	930,182
261,778	Speaker and consultancy fees	145,343
9,599	Sponsorships and donations	2,133
37,260	Travel and accommodation	32,551
<u>1,370,397</u>	<b>TOTAL EXPENSES</b>	<u>1,285,767</u>
<u><b>23,448</b></u>	<b>OPERATING SURPLUS</b>	<u><b>(37,995)</b></u>

### TASMANIAN COUNCIL OF SOCIAL SERVICE INC. 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 the Balance Sheet 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

#### **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.

# Financial Report

## 2013/14

### Note 2 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.

2012/13		2013/14
\$		\$
5,639	HACC Consumer Consultation Project	4,244
	Transport in the Community	-
1,083	National Elec Panel	846
6,751	Sector Development Unit	2,807
443	Social Policy & Research	2,614
0	Adult Literact Support	0
-	Community Sector Skills Plan	-
16,545	Social Determinants of Health & Advocacy	21,292
4,682	Standards & Performance Pathways	39,551
-	Sirolli Enterprise Facilitation	-
-	Conference/Dorothy Pearce Address	1,944
-	Core Operating	-
<b>35,143</b>		<b>73,298</b>
<b><u>HACC Consumer Consultation Project</u></b>		
48,949	Funds brought forward	5,639
123,288	Income	137,212
(166,598)	Expenditure	(138,607)
<u>5,639</u>	Unspent funds carried forward	<u>4,244</u>
<b><u>Transport in the Community</u></b>		
	Funds brought forward	-
	Income	63,750
	Expenditure	(63,790)
	Transferred from retained earnings	40
<u>-</u>	Unspent funds carried forward	<u>-</u>
<b><u>National Elec Panel</u></b>		
7,699	Funds brought forward	1,083
39,033	Income	42,039
(45,649)	Expenditure	(42,276)
<u>1,083</u>	Unspent funds carried forward	<u>846</u>
<b><u>Sector Development Unit</u></b>		
43,470	Funds brought forward	6,751
350,468	Income	438,009
(387,187)	Expenditure	(441,953)
<u>6,751</u>	Unspent funds carried forward	<u>2,807</u>
<b><u>Social Policy &amp; Research</u></b>		
37,371	Funds brought forward	443
256,389	Income	266,751
(293,318)	Expenditure	(264,580)
<u>443</u>	Unspent funds carried forward	<u>2,614</u>
<b><u>Adult Literacy Support</u></b>		

# Financial Report

## 2013/14

14,060	Funds brought forward	0
32,631	Income	
(50,703)	Expenditure	
4,013	Transferred to retained earnings	
<u>0</u>	Unspent funds carried forward	<u>0</u>
	<b><u>Community Sector Skills Plan</u></b>	
3,400	Funds brought forward	-
10,000	Income	
(13,400)	Expenditure	
<u>-</u>	Unspent funds carried forward	<u>-</u>
	<b><u>Standards &amp; Performance Pathway</u></b>	
-	Funds brought forward	4,682
125,492	Income	84,869
(120,810)	Expenditure	(50,000)
<u>4,682</u>	Unspent funds carried forward	<u>39,551</u>
	<b><u>Sirolli Enterprise Facilitation</u></b>	
25,649	Funds brought forward	-
2,397	Income	
(28,045)	Expenditure	
<u>-</u>	Unspent funds carried forward	<u>-</u>
	<b><u>Social Determinants of Health</u></b>	
-	Funds brought forward	16,545
16,545	Income	4,747
-	Expenditure	
<u>16,545</u>	Unspent funds carried forward	<u>21,292</u>
	<b><u>Conference/Dorothy Pearce Address</u></b>	
1,731	Funds brought forward	-
55,482	Income	6,606
(57,213)	Expenditure	(4,662)
<u>-</u>	Unspent funds carried forward	<u>1,944</u>
	<b><u>Core Operating</u></b>	
-	Funds brought forward	-
234,934	Income	241,943
(207,474)	Expenditure	(279,899)
(27,460)	Transferred from retained earnings	37,956
<u>-</u>	Unspent funds carried forward	<u>-</u>

### Tasmanian Council of Social Services Inc.

#### OFFICERS' ASSERTION 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 June 2014 and its performance for the period 1 July 2013 to 30 June 2014;
2. At the date of this statement, there are reasonable grounds to believe that the Tasmanian Council of Social Service 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 15<sup>th</sup> day of Sept. 2014

  
.....  
PRESIDENT

  
.....  
TREASURER

### INDEPENDENT AUDITOR'S REPORT

To the members of Tasmanian Council of Social Service Inc.

We have audited the accompanying financial report, being a special purpose report, of Tasmanian Council of Social Service Inc., which comprises the statement of financial position as at 30 June 2014, the statement of financial performance for the year then ended, notes comprising a summary of significant accounting policies and other explanatory information, and the officers assertion statement.

#### Officers Responsibility for the Financial Report

The officers of Tasmanian Council of Social Service Inc., are responsible for the preparation of the financial report, and have determined that the basis of preparation described in Note 1, is appropriate to meet the requirements of the *Associations Incorporated Act 1964* and is appropriate to meet the needs of the members. The officers' responsibility also includes such internal control as the officers determine is necessary to enable the preparation of a financial report that is free from material misstatement, whether due to fraud or error.

#### Auditor's Responsibility

Our responsibility is to express an opinion on the financial report based on our audit. We have conducted our audit in accordance with Australian Auditing Standards. Those standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial report is free from material misstatement.

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

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

#### Qualification

As is common for organisations of this type, it is not practicable for Tasmanian Council of Social Service Inc., to maintain an effective system of internal control over





Donations, Fundraising and other income until their initial entry into the accounting records. Accordingly, our audit in relation to donations, fundraising and other income was limited to amounts recorded.

### Qualified Opinion


In our opinion, except for the effects of such adjustments, if any, as might have been determined to be necessary had the limitation discussed in the qualification paragraph not existed, the financial report presents fairly, in all material respects, the financial position of Tasmanian Council of Social Service Inc., as at 30 June 2014 and of its financial performance and its cash flows for the year then ended in accordance with the *Associations Incorporated Act (1964)*.

### Basis of Accounting and Restriction on Distribution

Without modifying our opinion, we draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared for the purpose of fulfilling the officers financial reporting requirements under the *Associations Incorporation Act 1964* and as such may be unsuitable for another purpose.

The officers have determined that the financial report shall be prepared in accordance with a special purpose framework. As a result, the financial report may not be suitable for another purpose as only the accounting standards specifically stated in note 1 to the accounts have been applied in the preparation of this special purpose financial report.

As such, this report should not be distributed or used by parties other than Tasmanian Council of Social Service Inc. and its members.

  
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Michael J Burnett B.Com. FCA  
Registered Company Auditor  
Partner, Accru+ Hobart  
Lvl 1, 18 Ross Avenue  
ROSNY PARK TAS 7018

Date: 17 September 2014

