

# Tasmanian Council of Social Service

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# TASCOSS

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## Annual Report 2011



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The Tasmanian Council of Social Service (TasCOSS) was established in 1961. It is the peak body for the community services industry in Tasmania.

#### OUR MISSION

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

#### OUR VISION

is of a fair, just and inclusive Tasmania.

#### ACHIEVING OUR VISION

We work to improve the lives of Tasmanians who are living on low incomes or who are in other ways disadvantaged.

We do this by supporting and developing better social policy, informed through consultation, research and analysis.

We support the community sector in our role as a peak council, by advocating on its behalf, coordinating collaborative activity, and providing services that contribute to good governance, management and practice.

This work is supported by the Community Services Industry Plan which outlines priorities for the sector.

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

#### 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

Our three key areas of focus have been:

- Achieving a socially just society.
- Strengthening the community services industry.
- Building on the strengths of the organisation.

TasCOSS values highly the contribution of its member organisations, individual and associate members, and indeed could not function as the effective peak body that it is without a strong and diverse membership base.

#### ORGANISATIONAL MEMBERS 2010-2011

Advocacy Tasmania Inc.  
Alcohol Tobacco & Other Drugs Council  
Arafmi Tasmania  
Anglicare Tasmania Inc.  
Arthritis Tasmania  
Aspire Tasmania  
Australian Association of Social Workers  
Australian Red Cross  
Baptcare  
Bethlehem House Homeless Men's Assistance Centre  
Brain Injury Association of Tasmania  
Break O'Day Health Resource Association  
Carers Association of Tasmania  
Centrecare Tasmania  
Child Health Association Inc.  
Choir of High Hopes Hobart  
Colony 47 Inc  
Community Connections  
Community Transport Services Tasmania Inc.  
Cosmos Inc.  
Council on the Ageing (Tas) Inc.  
Cystic Fibrosis Tasmania Inc.  
Drug Education Network Inc.  
Early Support for Parents  
Eat Well Tasmania  
Epilepsy Association of Tasmania Inc  
Family Based Care (North)  
Family Based Care Association NW Tasmania  
Family Planning Tasmania Inc  
Family Support Services Association  
Foster Care Association of Tasmania Inc.  
Geeveston Community Centre Inc.  
Glenhaven Family Care Inc.  
Good Beginnings  
Grandpower Inc  
Greek Welfare Centre (Hobart)  
Headway North West Inc.

Health and Community Services Union  
Hobart Benevolent Society  
Hobart City Mission  
Hobart Community Legal Service  
Hobart Women's Health Centre  
Hobart Women's Shelter  
Holyoake  
Independent Living Centre (Tas) Inc.  
Jireh House Association Inc.  
Karinya Young Women's Service Inc.  
Kennerley Children's Home  
Kidsafe Tasmania  
Langford Support Services Inc.  
Launceston Benevolent Society  
Launceston City Mission  
Launceston Community Legal Centre  
Launceston Women's Shelter Inc.  
LAUNCH empowering youth of the streets Inc.  
Laurel House  
Life Without Barriers  
Lifeline Hobart Inc.  
Lifeline North West Tasmania Inc.  
Link Youth Health Service Inc  
Liquor, Hospitality & Misc. Union (LHMU)  
Live Free Tassie (Teen Challenge Tas Inc.)  
Meals on Wheels Association of Tasmania Inc.  
Mental Health Council of Tasmania  
Migrant Resource Centre (South)  
Mission Australia  
Montagu Community Living Inc.  
MS Society of Tasmania  
Multicultural Council of Tasmania (MCOT)  
Nexus Inc.  
NILS Network of Tasmania  
North West Centre Against Sexual Assault  
Oak Enterprises  
Parakaleo Ministries Inc.  
Positive Solutions

Pregnancy Counselling & Support Tas Inc.  
Quality Management Services  
Quit Tasmania  
Relationships Australia Tasmania  
Salvation Army  
Samaritans Tasmania  
Scarlet Alliance  
Sexual Assault Support Service  
Shelter Tasmania  
Speak Out Association (South)  
St. Michaels Association Inc.  
St. Vincent de Paul Society (Tasmania) Inc.  
Star Tasmania  
Sunlea Team Inc.  
Tasmanian Association of Community Housing  
Tas. Council on AIDS, Hepatitis & Related Diseases  
Tascare Society for Children  
Tas. Catholic Justice & Peace Commission  
Tasmanian Centre for Global Learning  
Tas. Council for Sexual & Gender Diverse People  
Tasmanian Deaf Society  
Tas. Men's Health & Wellbeing Association Inc.  
Tas. Public & Environmental Health Network  
Tasmanian School Canteen Association  
Tasmanians with Disabilities Inc.  
Tenants Union of Tasmania  
The Smith Family  
Uniting Care  
Volunteering Tasmania Inc.  
Warrabee Committee Inc.  
Wise Employment  
Women with Disabilities Australia  
Women's Legal Service Tasmania  
Working it Out  
Wyndarra Centre Inc.  
Yemaya Women's Support Service  
Youth Futures Inc.  
Youth Network of Tasmania  
Youth Suicide Action Group



In the community services sector 'change' is a term we have become very familiar with and life at TasCOSS over the past 12 months has certainly seen a great deal of that change.

We started the past year with Ann Hughes being seconded from Anglicare Tasmania to the interim role of CEO whilst a permanent appointment as CEO was finalised. As many of you would be aware Ann has a long association with TasCOSS and is a life member of our organisation. Ann brought great passion and energy to this role and continued to strengthen TasCOSS's relationships with government agencies, member organisations and worked closely with the Board and staff to implement our strategic plan and vision. I would like to acknowledge the work of Ann and thank her for her willingness to step into the role at short notice. Ann has such a rich history within TasCOSS and it was ironic that as we entered our 50th year of service to the Tasmanian community Ann Hughes was once again leading our organisation and being the voice who spoke out on behalf of disadvantaged and low income Tasmanians. Thanks Ann. I would also like to acknowledge Anglicare Tasmania and thank them for their willingness to support TasCOSS during this time of secondment.

In February 2011 our new CEO Tony Reidy joined TasCOSS. Tony has had a long career in various roles supporting Tasmanians and it was fantastic to be able to welcome someone with his business acumen and community background to the role of CEO of TasCOSS. Tony has quickly settled in and has continued to strengthen our position with member organisations, all sides of the political spectrum and government agencies. Tony has worked closely with staff to implement some structural change to ensure TasCOSS is listening to our members and operating within modern business practices. Tony has also been very proactive in linking TasCOSS into a range of relevant groups that are working collaboratively to address issues of need and disadvantage in our communities.

The past twelve months has also seen some changes on the TasCOSS Board. We farewelled Lindy O'Neill and Michelle Swallow who both resigned at the end of 2010 and following the last AGM elections we welcomed two new Board members, Claire Vissenga and John Paton. Three Board members, Kiros Hiruy, Peter Middleton and Stuart Smith were co-opted during the past twelve months. All Board members bring a great commitment to the work of TasCOSS and I would like to thank them for their leadership and support during the past year. I would also like to acknowledge the support of our Vice President Suzi Edwards and Treasurer Helen Hortle who fulfil very important roles within the Board. Finally I would like to acknowledge Chris Jones who has been a Board member for the past 2 years. Many of you would be aware that Chris also has a long history of involvement with TasCOSS and he has decided not to renominate for the Board. Please join me in thanking Chris for his valuable contribution and long commitment to TasCOSS.

There have been many highlights over the past twelve months, many of which will be mentioned throughout this report. One particular highlight I would like to recognise was the unanimous decision of the Board to offer Life Membership of TasCOSS to Kay Thompson. Kay had been a Board member for many years and has also worked within the community services sector for over thirty years and it was a privilege to recognise her outstanding contribution to Tasmania through life membership. Congratulations Kay.

The past twelve months have also been a difficult one for our sector particularly as funding has become harder to obtain and the number of clients accessing our services has significantly increased. TasCOSS continues to support low income and disadvantaged Tasmanians through our advocacy work and industry development and through working closely with funding agencies and politicians to highlight community needs and funding shortfalls. As we enter a new year TasCOSS is developing a new strategic plan to ensure we continue to meet our Vision, Mission, Values and Objectives.

I would like to acknowledge the ongoing support of the State Government and particularly the Department of Health and Human Services for their continued funding of TasCOSS. It is vitally important that TasCOSS continues to be the voice for low income and disadvantaged Tasmanians and we thank the department for its support to enable this to occur.

The strength of any organisation lies within its staff and TasCOSS staff brings a passion, commitment and dedication to their roles to ensure our organisation is able to be that voice for a fairer Tasmania. Thank you to every staff member for what they bring to the organisation and their desire to achieve our vision.

Of course TasCOSS would not exist without our strong membership base. Thank you to the many organisations and individuals who contribute to our work. Thanks also for the work you individually do for low income and disadvantaged Tasmanians through your respective workplaces and involvement with TasCOSS.

Whilst constant change has continued to occur and the past twelve months have thrown up many challenges, I have continued to enjoy my role as TasCOSS President and I look forward to continued involvement with this great organisation.

As we celebrate 50 years of service to our communities, TasCOSS has so much to be proud of and the rich history we have of supporting Tasmanians most in need will continue for many years.

TasCOSS has seen many changes over the past five decades and we can be assured that change will be a constant as we continue to work together to see every Tasmanian reach their potential and provide the opportunity for everyone to have the best possible place to work and live.

NOEL MUNDY

CURRENT POSITION

- Tony Reidy** Chief Executive Officer
- Kath McLean** Social Policy Officer
- Meg Webb** Social Policy Officer
- Wynne Russell** Social Policy Officer
- Carol Patterson** HACC Project Officer
- Klaus Bauer** HACC Project Officer, Consumer Engagement
- Elida Meadows** Development Officer
- Dale Rahmanovic** Development Officer
- Tim Tabart** Development Officer
- Lure Wishes** Core Skills Facilitator
- Jill Pope** Finance Officer
- Maureen Richardson** Administration Assistant



**Jill Pope**  
Finance Officer



**Maureen Richardson**  
Administration Assistant

PAST POSITION

- Ann Hughes** Action CEO
- Martin Gibson** Manager, Social Policy & Research
- Miranda Kellett** Social Policy Officer
- Melissa Iocco** Social Policy Officer



**Lure Wishes**  
Core Skills Facilitator

	Meetings attended	Out of total number
Noel Mundy	7	8
Chris Jones	5	8
Helen Hortle	7	8
John Paton	7	8
Suzi Edwards	8	8
Claire Vissenga	6	8
Stuart Smith	7	7
Kiros Hiruy	3	4
Peter Middleton	5	5

Previous Members from this financial year

Michelle Swallow	1	1
Lindy O'Neill	1	1

Note: There were 8 meetings over the financial year. No meetings were held in January, April, June or December.

BOARD ATTENDANCE



**Tony Reidy**  
Chief Executive Officer

I came to the role of Chief Executive in late January this year at a time of significant challenges for TasCOSS; not the least of which are state and federal government financial constraints and an environment of global economic uncertainty.

However among the many things attracting me to work with a progressive, dynamic organisation like TasCOSS is its enduring role in Tasmanian society, evidenced by the fact that in 2011 we are celebrating the Council's 50th anniversary.

The TasCOSS vision of a fair, just and inclusive Tasmania resonates even more strongly in our current circumstances, and against that background we are getting on with the job.

I start by acknowledging and thanking Ann Hughes, TasCOSS Life Member and one of the community sector's "true believers" for her selfless work as acting chief executive for many months during the busy reporting period. My orientation was significantly helped by Ann's remarkable knowledge and understanding of the sector and its history, and through the excellent briefings and handover notes made available to me.

The TasCOSS strategic plan calls for action towards three particular goals; achieving a socially just society, strengthening the community services industry, and building on the strengths of our own organisation. I am pleased to report much activity and considerable progress in each of these areas.

SOCIAL POLICY AND ADVOCACY

Despite reduced staffing resources through significant changes during the past twelve months our Social Policy and Research team has provided an impressive range of policy initiatives, responses and submissions in our work shaping public policy.

The full list of TasCOSS submissions is detailed later in this annual report, with a continuing concentration on advising the regulators and legislators on the position of low income and disadvantaged Tasmanians in their consideration of legislative and costing changes.

Among those submissions is our advocacy on consumer pricing for the essential provision of electricity, water and sewerage services, advice to governments on the social and economic impact of gambling and the need for controls, and contributions to the debates on regional land use strategy, the formulation of a state economic development plan, and Tasmania's path to a human rights charter.

The annual centrepiece of our political lobbying is of course the TasCOSS Budget Priorities Statement, through which we closely consult the community sector before making recommendations to the state government.

The past year has seen a number of personnel changes in our policy team. Miranda Kellett moved to a senior role with the Economic Development Department; the team's manager Martin Gibson moved to a position in the Social Inclusion Unit in the Department of Premier and Cabinet; and long-term social policy researcher Melissa Iocco took up a challenging new role in adult literacy at Risdon Prison. We wish all of them well in their new positions.

TasCOSS welcomed two new staff members to the policy and research team, Meg Webb and Dr Wynne Russell, who are now making key contributions to our vital work in this area.

Dr Carol Patterson and Klaus Baur have continued their valuable work during the year on consumer and client engagement in the Home and Community Care sector.

I am particularly grateful to Dr Kath McLean for her continuing role as Senior Policy and Research Officer. Kath has had an exceptionally productive year for TasCOSS, providing much continuity and experience to the workflow of the team.

The evidence-based outputs of our research team provide the information for our vocal public advocacy on behalf of some of the most disadvantaged people in our state, and I am pleased to report that the profile and credibility of TasCOSS in the broader community is at a very high level.

#### STRENGTHENING THE COMMUNITY SECTOR

The past year has also seen much activity and innovation in our work with community sector organisations, which has been characterised by partnerships and collaboration.

The TasCOSS Industry Development Unit (IDU) plays a key role in workforce development and planning, the vital exchange of information throughout the sector, and working with community organisations to strengthen their governance and operational capacity. Elida Meadows, Dale Rahmanovic and Tim Tabart form the core of this team and are particularly dedicated to our goals in this area.

A number of excellent new programs were implemented during the report period, with well-attended forums on diversity in the workplace, the valuing and retention of staff, results-based accountability and corporate governance among the presentations on offer.

The development of very valuable TasCOSS "toolkits" for practical application in the community sector on issues such as workforce has been very warmly received, and additional kits are in the planning.

During the year the IDU undertook a major, highly successful collaboration with Tasmanian Regional Arts and the Sirolli Institute to explore the application of enterprise facilitation in the state. The potential of social enterprise in the community sector will be further explored in the coming months.

TasCOSS has had a very strong involvement during the past twelve months in the development of the sector workforce through skills training. Funding was obtained from the Department of Education for research into identifying barriers to adults accessing literacy support, and Karen Donnet-Jones was engaged by TasCOSS to carry out this investigation. A major grant was also secured by TasCOSS for further work in the sector on the development of adults' core skills, and a fifteen-month project will be undertaken in this area by Lure Wishes.

An additional project is also underway to develop a strategic skills plan for the community sector, and discussions are in full swing between TasCOSS and the Tasmanian Skills Institute to create a training partnership in response to the strong demand for quality training in the sector.

Work is also being undertaken on the pressing issue of affordable, longer-term accommodation for community sector organisations in Southern Tasmania, with TasCOSS researching potential in this area through a grant from the Hobart City Council.

#### BUILDING THE STRENGTHS OF TASCROSS

The challenges for TasCOSS are evident; strengthening the organisation and its staff, increasing direct membership, securing a more diverse funding base, and ensuring that the organisation operates efficiently and sustainably into the future.

Projects aimed at achieving these goals in recent months are the commencement of our project on Quality Improvement Council accreditation, working with the other state and territory Councils of Social Service on areas of strategic collaboration including sector development and shared research, development of a carefully targeted strategic communications plan for the organisation, and a redefining of the benefits of membership of TasCOSS as the forerunner for increasing our membership base.

The staffing structures of TasCOSS have been reviewed and re-shaped, and a number of additional project officers have been brought into the work of the Council in pursuit of its strategic plan.

It is vital that the very limited resources of TasCOSS are carefully and strategically used to achieve the best results for our members and the broader community sector, and the Board and staff work very consistently towards that objective.

Despite the difficulties facing TasCOSS and its members, I believe that the future for the wonderful organisations providing vital services in Tasmania's community sector is very sound.

It is a great honour to be in a leadership role at TasCOSS at this time, and I conclude by placing on the record my thanks and admiration for the immense skills, passionate commitment and vision that the TasCOSS Board members and all our staff bring to their work in securing a better Tasmania for those in our community who are most in need.

*Tony Reidy*

TONY REIDY



HACSU Rally

2010-11 was a dynamic year for the Social Policy & Research team and one in which we saw some staff changes and focused on collaborative action, ongoing policy and research work, advocacy and special projects.

#### THE TEAM

The Social Policy and Research team experienced some major changes in the year with Manager, Martin Gibson, and Miranda Kellett both moving on to positions with the Tasmanian government. Kath McLean and Melissa Iocco remained and were joined by Meg Webb and Wynne Russell early in 2011. The Team Manager position was not re-filled when Martin Gibson left and Kath McLean was appointed Senior Policy and Research Officer to oversee the workload of the team.

#### COLLABORATION

The *Our Island Our Voices* election campaign of 2009-10 demonstrated the value of collaborative action and the SP&R team participated in a number of research and advocacy collaborations throughout the year.

- The *Health in All Policies* collaboration brought TasCOSS together with the Public Health Association, the Australian Health Promotion Association and the Tasmanian Chronic Disease Prevention Alliance to advocate for the promotion of health considerations in all public policy.
- TasCOSS participated in a collaborative advocacy with TasBus and the RACT to support our passenger transport recommendations developed for the 2011-12 TasCOSS Budget Priorities Statement.

- TasCOSS SP&R team worked Anglicare Tasmania's Social Action Research Centre to prepare and publish *Making electricity affordable: A four point plan*, a joint advocacy document promoting changes to electricity tariffs and concessions, an increase in emergency relief assistance and significant investment in retrofitting dwellings for increased energy efficiency.
- TasCOSS policy staff initiated the establishment of a Community Sector Policy Network that brings together policy staff from community sector peaks and service organisations to meet informally and share information, ideas and resources relating to policy issues of common interest.
- TasCOSS collaborated with the Australian Health Promotion Association and the Population Health branch of DHHS on a project to develop resources for information and action on the social determinants of health (see 'Projects' below).
- TasCOSS partnered with the Women's Health team in DHHS, Unions Tasmania, the Women's Legal Service and Yemaya Women's Support Service in a postcard project highlighting the continuing inequality of women to mark the 100th anniversary of International Women's Day.
- TasCOSS continued to be an active participant in the National Consumer Roundtable on Energy, an energy consumer advocacy group that focuses on affordability and consumer protection issues, maintains an active e-mail list and meets three times a year.



L-R  
**Kath McLean**  
 Social Policy Officer  
**Meg Webb**  
 Social Policy Officer  
**Wynne Russell**  
 Social Policy Officer

#### 2011-12 STATE BUDGET

The SP&R team prepared a comprehensive submission – *Our path to prosperity through social inclusion* – to the State Government for its 2011-12 Budget. To develop and shape the submission, the team held consultations with TasCOSS members and others in the community services sector across the State and with the Tasmanian Social Policy Council. Recommendations from the submission were discussed with relevant Ministers in meetings prior to the announcement of the State Budget in June 2011.

The 2011-12 Budget, announced in June 2011, was a severe one with cuts across the board reflecting the Tasmanian Government's difficult financial position. TasCOSS was particularly concerned with the level of indexation – below the inflation rate – granted to DHHS-funded community sector organisations which has left funded groups struggling to keep up with increasing costs. The Budget also announced cuts to public programs and foreshadowed further cuts, including \$100 million to be cut in the 2011-12 financial year from the DHHS Budget.

A briefing for the sector was provided late on Budget Day and the Minister for Human Services made a presentation on her portfolio area. The SP&R Team later produced a comprehensive Budget analysis that was distributed to members and posted on the TasCOSS website.

#### OTHER POLICY AND ADVOCACY WORK

SP&R staff continued to work on key policy areas, including housing and homelessness, education, electricity prices, water and sewerage reform and pricing, general cost of living issues, health, gambling, transport, human rights and land use planning. We initiated policy analysis and advocacy activities, and responded

to public consultations in a range of policy areas (see 'Policy submissions' list).

In addition, there were a number of significant Government initiated reviews and policy development processes that the TasCOSS SP&R team contributed to in 2010-11. These included a wide-ranging State Tax Review; an Expert Panel Review of the Electricity Supply Industry in Tasmania; and consultations relating to the preparation and launch of a State Economic Development Plan.

Throughout the year TasCOSS policy staff continued to undertake research and consult with members and others in the community services sector, with government personnel and other stakeholders to assist us to better represent the interests of low income and disadvantaged Tasmanians and the sector in a variety of policy forums and submissions.

#### NATIONAL ENERGY REFORM ISSUES

TasCOSS continued to receive funding from the national Consumer Advocacy Panel for a part-time policy position with a focus on national energy reform issues. The reform process has involved the establishment of national regulation of electricity and gas retail activities by the Australian Energy Regulator and preparations for the introduction of the new National Energy Customer Framework comprising a National Energy Retail Law, Rules and Regulations. Preparation for the new system has involved extensive consultations on a range of significant consumer protection issues. TasCOSS Policy staff have attended briefings throughout the year and have made a number of submissions to the consultation processes.

## A FOCUS ON HUMAN RIGHTS

In 2010 TasCOSS became involved in the Tasmanian Human Rights Week Organising Committee for the first time in many years and held a Human Rights Week Breakfast with a focus on the importance of human rights to the community services industry. Guest speakers were Robin Banks, the Tasmanian Anti-Discrimination Commissioner and Cassandra Goldie, the ACOSS Chief Executive Officer.

## PROJECTS

In addition to its regular policy and research work, the SP&R Team hosted and managed four special and separately funded projects:

- *An Emergency Relief and Food Security Project* with funding from Food Security Council – researcher, Miriam Herzfeld developed a comprehensive report on the intersection between emergency relief and food security in Tasmania.
- *A Rural Energy Consumers Consultation Project* was funded by the Consumer Advocacy Panel. TasCOSS employed consultant researcher Suzanne Vallance to carry out consultations with residential energy users in rural communities across the state. The project report highlighted issues particular to rural consumers and helped inform our ongoing TasCOSS Energy Research and Advocacy Project.
- The Social Inclusion Unit of DPAC provided funding for two related projects, the first identifying and detailing social inclusion principles for land use planning and the other for the production of a how-to guide for community sector organisations

wanting to get involved in the land use planning system. These projects are nearing completion.

- The *Social Determinants of Health Resource Project* is a joint project with the Australian Health Promotion Association, DHHS Population Health & TasCOSS with funding from the Population Health branch of DHHS. Miriam Herzfeld was employed as a project officer and has very ably produced resources to provide information and ideas for action on the social determinants of health. This project is also nearing completion.

## STAFF

Kath McLean  
*Senior Policy & Research Officer*  
(Senior from November 2010)

Melissa Iocco  
*Social Policy & Research Officer*

Meg Webb  
*Social Policy & Research Officer*  
from February 2011

Wynne Russell  
*Social Policy & Research Officer*  
from March 2011

Martin Gibson  
*Social Policy & Research Manager*  
until December 2010

Miranda Kellett  
*Social Policy & Research Officer*  
until November 2010

### Project / Research Staff

Suzanne Vallance – *Rural Energy Consumers Consultation Project*

Miriam Herzfeld – *Emergency Relief and Food Security and Social Determinants of Health Resource Projects*

Miranda Kellett – *Social Inclusion Principles for Land Use Planning Project*

## THE TASMANIAN SOCIAL POLICY COUNCIL

The Tasmanian Social Policy Council (TSPC) has been instrumental in informing TasCOSS policy development and advocacy positions. The TSPC ensures that the work of TasCOSS is grounded in the experience and knowledge of the community services sector and its clients. We thank all the members for their commitment to their role and for assisting TasCOSS in its advocacy on behalf of low income and disadvantaged Tasmanians. A new council has been convened for the 2011-2013 term and we look forward to continue working with all ongoing and new members.

## TSPC MEMBERS 2010-2011

### TasCOSS Board members

Noel Mundy      Mission Australia  
(TasCOSS president)

Lindy O'Neill      Uniting Care

### Peak Body members

Tracey Currie      Alcohol Tobacco and other Drugs Council

Pattie Chugg      Shelter Tasmania  
Jann Smith      Alcohol, Tobacco and other Drugs Council

Maxine Griffiths      COTA (Tasmania)  
John Hooper      Tasmanian Association of Community Houses

Jill Maxwell      Volunteering Tasmania

Joanna Siejka      Youth Network of Tasmania

Michelle Swallow      Mental Health Council Tasmania

## TasCOSS members

Ken Abery      Foster Carers Association Tasmania

Ria Brink      Karyina Young Womyn's Service

Tracey Bullen      Aspire

Sue Burke      Grandpower

Luke Campton      Hobart City Mission

David Closs      TasDeaf

Stuart Davies      Community Transport Services Tasmania

Denese Ferguson      Wyndarra Centre

Kathleen Flanagan      Anglicare Tasmania

Glynis Flower      Hobart Women's Health Centre

Miriam Herzfeld      Individual member

Debra Hindle      Individual member

Carolyn Jeanneret      Individual member

Mary Johnson -Goeldner      Launceston Community Legal Centre

Jack Lane      Hobart Benevolent Society

Louise Leslie      CLS/Parakaleo

Georgina McLagan      Centacare

Jacque Maginnis      Individual member

Kate Moore      Headway North West

Anita Pryor      Anglicare Tasmania

John Stuart      Launceston Benevolent Society

Therese Taylor      Colony 47

Clare Thompson      Individual member

Sue Williams      Family Planning Tasmania



Office of the Tasmanian Economic Regulator, August 2010

**Draft Water & Sewerage Performance and Information Reporting Guideline**

Australian Energy Regulator, August 2010  
**Retail Market Performance Reporting Issues Paper**

Tasmanian Parliament – Select Committee on Gaming Control Amendment Bill 2010 (\$1 Bet Limit), September 2010  
**TasCOSS submission supporting \$1 bet limit**

Office of the Tasmanian Economic Regulator, September 2010  
**Investigation of maximum prices for declared retail electrical services for mainland Tasmania**

Productivity Commission, November 2010  
**Australia's Urban Water Sector: Issues Paper**

Premier's Physical Activity Council, November 2010  
**Tasmania's Plan for Physical Activity**

Productivity Commission, November 2010  
**Caring for Older Australians**

Southern Tasmania Councils Authority, December 2010  
**Draft Southern Tasmania Regional Land Use Strategy**

Department of Premier and Cabinet, December 2010  
**Tasmania Together 10 year review**

Australian Energy Regulator, December 2010  
**AER Retail Market Performance Reporting Position Paper**

Tasmanian Parliament House of Assembly Select Committee, December 2010  
**Tas Water & Sewerage Corporations**

Tasmanian Gaming Commission, December 2010  
**Response to Responsible Gambling Mandatory Code of Practice for Tasmania**

Tasmanian Department of Justice, January 2011  
**Human Rights Charter for Tasmania**

Department for Economic Development, January 2011  
**State Economic Development Plan Discussion Paper**

Department of Premier and Cabinet, February 2011  
**Response to the Agenda for Children and Young People Consultation Paper**

Parliament of Australia Joint Select Committee on Gambling Reform, January 2011  
**Submission to the Inquiry into Gambling Pre-commitment Schemes**

Electricity Supply Industry Expert Panel, February 2011  
**Statement of Approach Paper**

State Tax Review Panel, February 2011  
**State Tax Review Discussion Paper**

Aurora Energy, February 2011  
**Aurora Energy Retail Tariff Review**

Australian Energy Regulator, February 2011  
**AER Guidance on Approval of Hardship Policies**

Department of Treasury & Finance, March 2011  
**Draft Water & Sewerage Pricing Regulations**

Major Cities Unit, Australian Department of Infrastructure and Transport, March 2011  
**Our Cities discussion paper**

Office of the Tasmanian Economic Regulator, April 2011  
**Water & Sewerage Pricing Investigation Principles & Approach**

Allen Consulting, April 2011  
**Submission to the second social and economic impact study on gambling in Tasmania**

Australian Energy Market Commission, May 2011  
**Strategic Priorities for Energy Market Development**

For the last three years, Dr Carol Patterson, a Home and Community Care consultant with TasCOSS, has focused her research activities on the theme of independence for older people in their daily lives, whether Australian or overseas born. Older people bring a diversity of experiences to ageing which are shaped by cultural attitudes, life-course factors, and family roles and responsibilities; yet, they share the same support needs and desire for understanding and care. Older people's identity as healthy persons and the ability to have control, and thus to live independently at home are influenced by this diversity of these factors and is especially critical for both new arrivals and older migrants from CALD backgrounds. Older people's understanding of independence and therefore their support needs is often at variance, not so much with the aims of service provision, as with the structural and systemic approaches of policy makers. Hence the value of wide-ranging research in this area that also encompasses studies and programs conducted in Australia and overseas. The report for the 2011 annual report reflects the breadth of TasCOSS's research activities in this area.

The HACC consumer consultation engagement project for 2011 *Supporting independence among older people in Tasmania's culturally and linguistically diverse communities* addressed issues in the Aged Care Act 1997 and the HACC National Program Guidelines for the Home and Community Care Program (2007) for older people from non-English speaking backgrounds as a special needs group. People born overseas are a significant and growing section of the older population with a wide diversity of needs. The study focused on the needs of older members of culturally and linguistically diverse (CALD) communities in Tasmania. A report has been presented to the Department of Health and Human Services.

The Australian Research Council project *Community Engagement for Productive Ageing*, a partnership between TasCOSS, the University Department of Rural Health and the Department of Health and Human Services concluded, with a final report delivered to the Australian Research Council. TasCOSS was represented on the Research and Policy Committees. Subsequently, Dr Patterson has been listed as an author on a paper submitted to *Ageing and Society* by Professor Judi Walker of Monash University's School of Rural Health, Victoria and Adjunct Professor, University of Tasmania. This was an important outcome of TasCOSS's participation in the University of Tasmania's ARC Linkage Grant three-year research study: *Community Engagement for Productive Ageing*.

A submission on behalf of TasCOSS was made to the Productivity Commission for its report: *Caring for Older Australians*. Dr Patterson also attended a seminar organised by the Council on Ageing Tasmania (COTA) with guest speakers, addressing the implications for the aged care sector of the Productivity Commission's report.

Dr Carol Patterson made a presentation to the Australasian Association of Gerontology' Annual Conference in Hobart, in November, 2010. Her presentation focused on her 2010 Home and Community Care project: *Independence: Support for the elderly in their communities*. Her presentation was well attended and received.

Dr Carol Patterson attended a Parliament House Seniors' Forum Discussion with Elise Archer MP and Ms Sandi Witterson. Represented were members of the aged care sector including COTA and National Seniors, as well as TasCOSS. This was a dynamic meeting in which the needs of older Tasmanians were canvassed, and outcomes hopefully will inform the Tasmanian Liberal Party's policy development in this area. Carol

also attended a Southern General Practice Forum at Moorilla that reviewed progress of the new Federal health plan initiatives.

TasCOSS was represented on the Advisory Committee of the Tasmanian Government's new Elder Abuse Prevention Strategy. The first meeting of the Advisory Committee on 3 March was attended by the Minister, the Honourable Cassy O'Connor, MHR. TasCOSS is also represented on the Advisory Committee's Community Awareness Campaign Working Group.

In June of 2011, a new Home and Community Care project was initiated, which continues the consumer consultation research theme of independence for older people. This is a qualitative evaluation of the HACC Home Independence Program (HHIP) which is administered by Care Assess Ltd. The qualitative study is being undertaken in conjunction with a quantitative evaluation of the program by Care Assess Ltd. It reflects the theme of independence for older people as a research topic.

#### HACC CLIENT ENGAGEMENT PROJECT

In 2010-11 the HACC client engagement project's development of a generic consumer Engagement Model and Tool Kit was recognised as an innovation. This Model and Tool Kit have the potential to support service providers to implement more comprehensive policies, strategies and activities to involve consumers in planning, delivery and review of the whole service, program and activities.

The Model, Tool Kit and overall project were requested to be presented at the following conferences:

1. International Mental Health Conference; November 2010 – Hobart
2. National HACC Conference; April 2011 - Brisbane
3. Consumers Reforming Health Conference; July 2011 – Melbourne
4. St. John's Ambulance National Member Convention; May 2011 – Hobart

With the title *Community participation, not just a survey but an ongoing dynamic process* this was the feature presentation at the Southern Regional Health Promotion Forum in May 2011. In 2012 the main workshop at the Migrant Resource Centre's annual *Community Partners* Forum will be based on our experiences.

The project developed into a two pronged approach of supporting the overall HACC program through:

- The design of an integrated Model/Tool Kit for consumer engagement covering all aspects of organisational planning, services and reviewing; and
- Consumer and staff focussed practical pilot-projects.

In the past year the project aimed to raise awareness and to practically support HACC, in particular providers, to implement new initiatives.

Consumer engagement and narrative enquiry workshops were undertaken. Narrative enquiry, also referred to as the 'sharing experiences or stories of care' is an effective research approach with the potential to bridge gaps and support cultural change.

The feedback from the workshop was encouraging:

*Thanks so much for a very interesting and useful day...my manager and I came away with a lot of inspiration and food for thought which we are already starting to put into action in our program, even since the workshop day! The workshops certainly broadened my way of thinking about client engagement and got me thinking, especially about the areas we can improve and expand.*

— Sarah De Jonge, Assistant Manager, Lifeline Chats Program

*I feel that my whole nursing philosophy has been validated by this approach to assisting people. I have debated with people over the years about the way we do things. I have never liked task-based care, but have always looked for the holistic approach.*

— Wendy Cornish, Hobart Community Health Nursing

Workshop activities and formal presentations at all three regional HACC provider forums were supplemented with informal meetings with providers.

Five providers implemented specific client engagement improvement projects. One provider invited clients for the first time to participate in their organisation's strategic planning meeting. Some providers used the model successfully as a basis to seek further funding. An additional two providers currently plan major whole-of-service policy and strategic approaches.

One provider wrote a submission based on the Model/Tool Kit and secured additional funds. An art focus was used to engage in new ways with clients with the indented results of achieving greater wellbeing, independence and partnering. The project coordinator described her experience in this way:

*As workers we have a tendency to take over in our interactions with clients and we think we are doing what they (clients) want. Through the relationship focus of the project I have learned to listen more and better and also to look more, to observe more.*

*It feels as if the project has given them (the participants) a purpose again, art is becoming the means for the participants to help each other, share artistic ideas, etc. ... I have also realised that just because someone is old does not mean they can't have a purpose anymore.*

*What was happening to the participants felt like a flower bud opening that had been shut for a long time; it is amazing to watch them change. One participant with advanced dementia is developing new skills, remembers people's faces and engages in social activities beyond the art project.*

A second provider invited all past and current clients to a planning day. The focus was on both wellbeing and client feedback and contributions. Forty clients and program staff attended and simple relaxation/meditation exercises were utilised. An external facilitator was engaged and the event largely consisted of small group work. Two key project staff described their experiences:

*I felt very emotional in the aftermath – so many stories and revelations from people and lots of small moments that allowed me to get to know myself and others a little better. It really made me realise anew the importance of those connections we make and how much they mean.*

*I thought the structure was great and the responsiveness of the participants was fantastic. In some ways I look at it and ask: 'What did we do that makes such a difference for people like Tom who was suffering from anxiety and then feels comfortable enough to speak up in front of all those people?'*  
— Program Manager

In these workshops and conferences, one theme became apparent: the encouragement by facilitators, presenters, funders, passionate workers and consumers to elicit stories and share them. The project also seems to point in a new direction, one I have found neither in research nor elsewhere: a new depth of enjoyment that participating service staff and clients experience.



L-R  
**Carol Patterson**  
HACC Project Officer  
**Klaus Bauer**  
HACC Project Officer,  
Consumer Engagement



L-R  
**Elida Meadows**  
Development Officer  
**Dale Rahmanovic**  
Development Officer  
**Tim Tabart**  
Development Officer

The work of the Industry Development Unit (IDU) revolves around three broad activity areas:

1. Strengthening organisations
2. Workforce development and planning
3. Information exchange and consultation

### 1. STRENGTHENING ORGANISATIONS

#### Information Forums and Toolkit for Managers workshops

The IDU continued our successful Information Forums and Toolkit for Managers workshops throughout 2010/11.

Valuing Staff and Staff Retention Forums were held in Hobart and Launceston on October 25 and 26, 2010. These intensive workshops featured three presenters workshoping different aspects of the topic – all gave their time pro bono. A Valuing Staff and Volunteer fact sheet was also developed. The workshops attracted 23 registrations in Hobart and 18 in Launceston. Evaluations were overwhelmingly positive: 28% rated the workshops as good; 44% very good and 28% excellent. Typical comments were: "Very interactive" and "Clear and relevant".

Malcolm McDonald & Associates facilitated Governance workshops in Launceston and Hobart during March 2011. An additional Hobart workshop was provided as a result of strong demand. A total of 75 people attended and provided very positive feedback.

Also in March, IDU supported a workshop on the Social Community Home Care and Disability Services (SCHCADS) Modern Award delivered by the Australian Council of Social Service (ACOSS) and Jobs Australia. With Tasmania adopting the Modern Award structure and the phasing in of the SCHCADS Award, strong demand

for support and information from the sector resulted in a strong attendance and requests for follow-up workshops.

The IDU collaborated with the Employer of Choice program run by the Department of Economic Development, Tourism and the Arts on an Employer of Choice breakfast focused on the community sector on April 1st. It attracted a large number of community sector organisation representatives. John Paton (Oak Tasmania and TasCOSS Board member) and Shandell Elmer (Quality Management Services) represented the sector on the panel facilitated by Elida Meadows. An *Employer of Choice for the Community Sector* tip sheet was also prepared.

Diversity in the Workplace workshops were held in Hobart and Launceston on April 12 and 13. These lively workshops attracted 53 participants and received very positive feedback.

#### Outcomes, Performance and Accountability

A series of IDU activities in 2010 and 2011 indicated a strong interest in performance measurement and accountability from community service organisations. Following well attended workshops on Results Based Accountability in May 2010, four 2-hour follow-up workshops were run by Tim Tabart in November 2010 – two in Hobart, two in Launceston. 49 people registered, of which around 60% had not attended previous training. From March to July 2011, a peer learning circle focused on reinforcing and implementing learning from the training was run with participants from 7 organisations. The learning circle met monthly for four months.



### Enterprise Facilitation and local economic development with Dr Ernesto Sirolli

TasCOSS invited international local economic development expert, Dr Ernesto Sirolli, to deliver the 8th Annual Dorothy Pearce Address and a one-day training seminar in August 2010. We partnered with other organisations to create a week of training, seminars and presentations around the state. Over 1000 people heard Dr Sirolli and feedback was very positive from all events.

Ongoing negotiations between IDU and partners such as Tasmanian Regional Arts, Department of Economic Development, Tourism and the Arts (DEDTA), Regional Development Australia – Tasmania, the Bendigo Bank and Tasmanian Chamber of Commerce and Industry, led to a three-day training workshop in June 2011 and plans for DEDTA to support a Social Enterprise Facilitation service likely to commence in 2012.

Dr Sirolli's approach combines business with community development principles. It harnesses the passion and intelligence of local people to create remarkably resilient businesses and support networks. His message resonated with community service organisations in areas such as:

- client-driven service delivery,
- strong organisational management, combining service or product delivery, marketing and financial management, and;
- diversifying funding and reducing dependence on government funding.

The three day workshop in June 2011 was a partnership between TasCOSS, Tasmanian Regional Arts and the Sirolli Institute. It combined training with a 12-month mentoring program. Sixteen

participants from all regions of Tasmania attended, including six whose fees were heavily subsidised thanks to sponsorship totaling \$10,000 from the Sidney Myer Fund, DEDTA and Rio Tinto Alcan Bell Bay. Participants included community service organisations, community members, local, state and federal government staff, the arts, and high technology. Feedback was extremely positive.

### Community organisation accommodation project

The IDU joined the Community Organisation Accommodation Working Group in early 2011. Originally set up by the Hobart City Council, this group is developing strategies to address the lack of affordable, accessible and appropriate space for offices and service delivery for community organisations in southern Tasmania. A workshop of community organisations and State Government representatives was held in April, after which TasCOSS agreed to facilitate ongoing work and successfully applied for a grant from Hobart City Council which will support a project to explore examples of good practice from elsewhere, consult with stakeholders and develop clear options to progress this complex issue.

## 2. WORKFORCE DEVELOPMENT AND PLANNING

### Skills Tasmanian Productivity Places Program (PPP)

It has been an exciting 12 months working with Skills Tasmania, Vocational Education and Training (VET) providers and Community Services Peak bodies in securing over \$850,000.00 worth of vital training funds for the Sector workforce.

The IDU continued to coordinate the 'Consortium of Peak Bodies representing the Tasmanian Community Services Sector'

Skills Tasmania PPP tenders, with two very successful tenders submitted. The result for the Sector has been the provision of over 360 certified qualifications that range from industry specific units such as Work Intensively With Clients, Apply First Aid, and Maintain Legal and Ethical Work Practices, up to and including Advanced Diploma level qualifications in Management.

It is important to note that each tender is the result of significant work performed by participating peak bodies, VET providers, Skills Tasmania and the IDU. This investment of resources by the tender partner organisations has also facilitated a shift in the traditional training provider/consumer roles. We are seeing the community services sector starting to control and inform what qualifications it requires, who it will seek to provide these qualifications, and managing the quality and provision of this training.

Tender partners have been:

- Skills Tasmania (Workforce Development team)
- VET providers
  - The Skills Institute,
  - Avidity Training, and
  - Work and Training
- Community Services Peak bodies
  - Multicultural Council of Tasmania (MCOT),
  - Youth Network of Tasmania (YNOT),
  - Mental Health Council of Tasmania (MHCT),
  - Family Support Services Association (FSSA),
  - Alcohol, Tobacco & other Drugs Council of Tas (ATDC),
  - Volunteering Tasmania,
  - Tasmanian Association of Community Houses (TACH), and
  - TasCOSS

### Organisational Culture Project and the Workforce Toolkit

The Organisational Culture Project report and the Workforce Toolkit was launched on September 2, 2010 at the Mercure in Hobart. The project surveyed staff, volunteers and interviewed managers of nine case study organisations, resulting in some interesting findings about what the main issues are in the recruitment and retention of staff and volunteers. The report can be found on the Workforce Development page of the TasCOSS website. There are still copies of the Toolkit for anyone interested in receiving one.

The launch generated a lot of interest and opportunities to further the work. One result of the launch was an invitation from the editor of the LGAT newsletter for Elida Meadows to submit three articles on workforce issues which were published in three successive issues of the publication.

### Workforce Development and Planning Community of Learning

A Workforce Development and Planning Community of Learning was established by the IDU which brought together nine people with an interest in workforce development to share information, practice and learnings. The group met on six occasions from February 2011 to June 2011 covering topics such as skills, positive performance management, organisational culture, and training transfer.

The success of this group had led to plans to develop a Workforce Development Network in 2011/12. This would involve a looser arrangement along the lines of a predominantly e-network with a couple of meetings a year, with more people across the sector involved.

### 3. EXCHANGING INFORMATION AND CONSULTATION

#### E-news, website and Helpdesk

The IDU continued to inform the sector on events, conferences, training, grants and resources via the fortnightly TasCOSS e-news. We continue to receive positive feedback on the comprehensiveness, relevance and timeliness of this service.

Through the IDU pages of the TasCOSS website we provide resources and links covering a broad range of topics such as workforce development, governance and management, grants, and our Consultants Register. Our Helpdesk service assisted organisations with questions and issues such as compliance with the Modern Award, information on the equal pay case and implications for paid and unpaid staff, locating resources such as consultants, workshop venues and teleconference facilities, and contracting arrangements.

#### Moderns Awards and the Equal Pay Case

The attention of community service organisations and staff has been drawn to the deliberations of Fair Work Australia as it has considered, implemented, and in some cases delayed, changes to wages and conditions through the Social Community Home Care and Disability Services (SCHCADS) Award 2010 and the ongoing Equal Remuneration Case.

The IDU and our CEO worked closely with ACOSS as they led the national campaign for equal pay within the community and social services sector. We strove to keep abreast of developments in both the Modern Award and the pay case, and keep the Tasmanian sector informed through email updates and seminars.

#### National COSS Sector Development Network

Following discussions with ACOSS and other COSS's, the IDU coordinated a networking day for COSS sector/industry development workers prior to the ACOSS National Conference in Melbourne on Monday March 28th. Following the networking day, IDU has been involved in a collaboration between the national COSS's to establish the COSS Sector Development Network. The Network's aims are:

- Maximising the impact of industry policy and advocacy
- Sharing resources, services and research
- Reducing isolation of COSS sector development staff
- Fostering innovation and creativity in sector development work

During 2010–2011 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:

#### 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 impacting on 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

Anti Poverty Week is 16th–22nd October 2011. The Facilitating Group are responsible for coordinating and promoting the Tasmanian events associated with Anti Poverty Week.

#### Australian Research Council Linkage Grant Community Engagement for Productive Ageing Reference Group and Research Group

Reference Group for an Australian Research Council funded project conducted as a partnership between TasCOSS, the University Department of Rural Health and the Department of Health and Community Services.

#### Child and Family Centres, Service Delivery and Implementation Committee

Advisory Committee to provide advice on service integration and delivery in the new Child and Family centres.

#### Combined Agency Network (South)

A member of the Social Policy and Research team attends regular meetings of this network of emergency relief providers to keep in touch with the needs of low income and disadvantaged Tasmanians who use emergency relief services. Both long term and emerging needs and trends in cost of living pressures are identified by ER providers.

#### Community Organisation Accommodation Working Group

This Working Group originated from the Hobart City Council Community Sector Reference Group and has become independent. It is developing strategies to address the lack of affordable, accessible and appropriate space for offices and service delivery for community organisations in southern Tasmania.

#### The Community Sector Learning & Development Program (CSLDP) Training Needs Analysis Sub-Committee

The Industry Development Unit of TasCOSS provided support to the Community Sector Learning & Development Program (CSLDP) with representation on the 'Training for the future: Community Sector Learning & Development Program (CSLDP) Steering Committee' and the 'CSLDP Training Needs Analysis Sub-Committee' during the 2009–2010 financial year. The purpose of the CSLDP Training Needs Analysis Sub-Committee was to:

- Determine training needs for each sub sector eligible to participate in the CSLDP program, and
- Prioritise training delivery within the budget parameters of the program.

#### **Community Services Reference Group for the Tasmanian Polytechnic**

This group has a broad representation of organisations and bodies from the Tasmanian community services industry. The primary function of this group will be to identify and discuss both current strengths and areas for development in relation to workers entering the sector post completion of Cert IV and Diploma level qualifications.

#### **COTA (Tas) Policy Council**

The COTA Policy Council was established early 2010 to provide advice and policy direction on issues of concern for older Tasmanians.

#### **DHHS Consumer Engagement Strategy Reference Group**

Overseeing the implementation of the 'Your Care Your Say' consumer engagement strategy.

#### **Emergency Relief State Advisory Committee**

The Emergency Relief State Advisory Committee represents providers receiving emergency relief funding from FaHCSIA, community sector peak bodies and FaHCSIA. The purpose of the Advisory Committee is to:

- Provide advice to FaHCSIA on communities and areas of need in Tasmania
- Identify emerging priority areas and issues that will impact on the provision of Emergency Relief to identified communities within Tasmania, and
- Provide advice on training and support needs for Tasmanian Emergency Relief service providers.

#### **Health in all Policies Collaboration**

Collaboration with the Tasmanian Chronic Disease Prevention Alliance, the Australian Health Promotion Association (Tasmanian Branch) and the Public Health Association of Australia (Tasmanian Branch) to progress a whole of government approach to health promotion.

#### **Hobart City Council Community Sector Reference Group**

Convened as part of HCC's Social Inclusion Strategy.

#### **Homelessness Consumer Engagement Advisory Group**

The HCEAG was established to provide expert advice and feedback on the creation of a Homelessness Consumer Engagement Strategy for Tasmania, an action from the Tasmanian Homelessness Plan 2010-2013: *Coming in from the Cold*. Specifically, the HCEAG was to review and provide feedback to Youth Development Australia, the project consultants, on principle project documentation, including: the Draft Homelessness Charter Discussion Paper; the Draft Homelessness Charter; and the Draft Homelessness Consumer Engagement Framework Discussion Paper.

#### **Homelessness Reference Group**

Advising Housing Tasmania on the development and implementation of the Tasmanian Homelessness Plan.

#### **The Industry Association Forum convened by Skills Tasmania**

The Forum includes industry association representatives across various industries who work with the Skills Tasmania Workforce Development team to enhance the capability of businesses and industry associations to identify and respond to workforce development needs and to provide a mechanism to encourage and enable industries to develop their own workforce plans. The forum also seeks

to identify other opportunities for the group to explore in terms of fostering relationships between industry associations, strengthening the network and exploring the common ground for further collaborations.

#### **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.

#### **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 & sewerage regulation and also 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.

#### **The Oral Health Services Tasmania Community Consultative Committee**

The Committee comprises community sector and government representatives to advise on consumer and community issues relevant to specific initiatives and services provided by Oral Health Services Tasmania.

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

As part of the Residential Tenancy Act Review, the Office of Consumer Affairs and Fair Trading (CAFT) 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 on the development of policy options: for inclusion in the Options Paper to be developed by (CAFT); and for consideration by CAFT through other processes as part of the review.

#### **Social Enterprise Loan Program Reference Group**

This group serves as a steering committee for DEDTA's Social Enterprise Loan Program providing directions for the successful implementation of the program, as well as periodically reviewing guidelines and recommends changes as the need arises.

#### **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 – *Protecting older Tasmanians from abuse: awareness, empowerment, action, support*.

#### **Tasmanian Gambling Consultative Group**

Stakeholder consultative group in relation to State Government gambling policy.

# Tasmanian Council of Social Service Inc

## Financial Report

For the Year Ended 30 June 2011

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Statement of Financial Position  
Statement of Income and Expenditure  
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Officers Assertion Statement  
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Audit Report to Members

**Accru<sup>+</sup>**  
Hobart

Chartered Accountants + Business Advisors

### Tasmanian Council of Social Service Inc Statement of Financial Position as at 30 June 2011

2009/10 \$	Notes	2010/11 \$
	<b>ACCUMULATED FUNDS</b>	
95,422	Retained Earnings	114,446
19,024	Add Operating Surplus	36,787
<b>114,446</b>	<b>ACCUMULATED FUNDS</b>	<b>151,233</b>
	<b>represented by:</b>	
	<b>ASSETS</b>	
	<b>Current Assets</b>	
148,248	Cash at Bank and on Hand	379,895
5,251	Accounts/Grants Receivable	21,339
12,030	Prepaid Expenses	10,331
<b>165,529</b>	<b>Total Current Assets</b>	<b>411,564</b>
	<b>Add Non-current Assets</b>	
144,983	Furniture & Equipment	138,217
(103,028)	Less Accumulated Depreciation	(105,906)
41,955		32,312
59,168	Motor Vehicles	59,795
(33,194)	Less Accumulated Depreciation	(23,726)
25,974		36,069
10,582	Leasehold Improvements	10,582
(4,850)	Less Accumulated Depreciation	(6,614)
5,732		3,968
73,661	<b>Total Non-current Assets</b>	<b>72,349</b>
<b>239,190</b>	<b>TOTAL ASSETS</b>	<b>483,913</b>
	<b>Less LIABILITIES</b>	
	<b>Current Liabilities</b>	
30,134	Staff Leave Provisions	40,156
31,402	Accounts Payable	33,246
8,692	Loan - Esanda Finance	-
21,760	Income in Advance	151,572
14,441	Unspent Funds Carried Forward	84,998
8,702	PAYG Tax Payable	8,244
7,556	Net GST Tax Liability	14,464
<b>122,687</b>	<b>Total Current Liabilities</b>	<b>332,680</b>
	<b>Add Non Current Liabilities</b>	
2,058	Loan - Esanda Finance	-
<b>124,744</b>	<b>TOTAL LIABILITIES</b>	<b>332,680</b>
<b>114,446</b>	<b>NET ASSETS</b>	<b>151,233</b>

**Tasmanian Council of Social Service Inc**  
**Statement of Income & Expenditure for the year ended 30th June 2011**

2009/10	Notes	2010/11
\$		\$
<b>INCOME</b>		
18,702		14,441
682,329		685,249
119,557		106,699
31,172		36,445
22,400		43,091
51,664		-
27,698		38,704
20,615		65,175
974,136		989,804
<b>EXPENSES</b>		
31,461		455
5,812		6,409
7,713		5,903
26,150		19,346
25,700		31,807
8,589		4,519
89,624		92,795
639,196		643,536
96,681		130,908
10,917		4,617
11,954		16,954
1,317		-
-	2	(4,230)
955,113		953,017
19,024		36,787

**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 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 Prior Year Adjustment - Motor Vehicle Purchase**

This refers to an adjustment made to 2009-10 Motor Vehicle Purchase incorrectly allocated to Interest on Loan - Motor Vehicle purchase expense not Loan - Esanda Finance Liability



**TasCOSS Board Membership 2010-2011**

NAME	WORKPLACE	BOARD ROLE
Noel Mundy	Mission Australia - Tasmania	<b>President</b>
Helen Hortle	Tasmanian Centre for Global Learning	Individual <b>Treasurer</b>
Peter Middleton	Volunteering Tasmania	Peak Body
Suzi Edwards	TACH	Peak Body 1
Kiros Hiruy	University of Tasmania	Individual
Chris Jones	Anglicare - Tasmania	Organisation
Claire Vissenga	Aspire a Pathway to Mental Health	Regional Organisation
Stuart Smith	Launceston City Mission	Regional Organisation
John Paton	Oak Tasmania	Organisation

  
 Michael Burnett  
 Registered Company Auditor  
 Accru SBN Hobart

**Tasmanian Council of Social Service 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 Service Inc. as at June 2011 and its performance for the period 1 July 2010 to 30 June 2011;
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 <sup>28<sup>th</sup></sup> day of September 2011

  
 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 for Social Services., which comprises the statement of financial position as at 30 June 2011, 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 1-3, 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 2011 and of its financial performance 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 1-3 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  
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Date: 21 September 2011



