

# Annual Report 2015



**ncoss**  
NSW Council of Social Service

**The NSW Council of Social Service (NCOSS) works with and for people experiencing poverty and disadvantage to see positive change in our communities.**

**When rates of poverty and inequality are low, everyone in NSW benefits. With 80 years of knowledge and experience informing our vision, NCOSS is uniquely placed to bring together civil society to work with government and business to ensure communities in NSW are strong for everyone.**

**As the peak body for health and community services in NSW we support the sector to deliver innovative services that grow and evolve as needs and circumstances evolve.**

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# About Us



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# Message from the President

The community sector is growing and vibrant. At NCOSS we are able to harness the energy, passion and innovation of our colleagues across the sector, while reaching out to government and other sectors to work towards addressing the impact of poverty and disadvantage on people in NSW.

Our focus on reconnecting with our members and growing membership engagement through activities such as the election campaign and pre-budget submission has provided NCOSS with even greater insights into the work of the sector and the issues they and the people of NSW are facing.

This work will continue to inform our strategy and development, particularly as we head into a new strategic planning cycle in 2016.

We commenced the year with a Board review of our strategic directions. While we reaffirmed the directions, some tweaking of our focus on impact provided important impetus for our strong external engagement work in this, our 80th year.

Recognising and celebrating the 80 year anniversary of NCOSS has been a major

highlight for organisation. NCOSS brings a legacy of significant impact on social policy in NSW and we have been strongly focused as a Board and in the organisation on protecting previous gains, while ensuring that we make a difference now and set the stage for that to continue into the future.

This year commenced with the most significant change in Board composition that NCOSS has experienced in a number of years. We welcomed four new Board members, bringing new skills and experience to the governance of NCOSS. At the end of the year we farewell a number of experienced Board members and I thank them for their hard work. The combination of stability and renewal on the Board will be key to our success.

The NCOSS team, inspirationally led by CEO Tracy Howe, has created many new opportunities for social change through policy, advocacy, member engagement and sector support. Not least the development of the new Social and Affordable Housing Fund, which will direct new resources to key infrastructure in NSW.

My thanks to Tracy and the team for their hard work and persistence.

I'd like to acknowledge the commitment of the Board as a whole and in particular the support of the Board Executive, Vice Presidents Tony Davies and Adam Farrar and Treasurer Vivek Prabhu.

Looking forward to kicking off the next 80 years with a wonderful, transformative year in 2016.



Karen Bevan  
President

# Message from the CEO

In 2015 NCOSS reached its 80th Anniversary. That's 80 years of advocating for and with people experiencing disadvantage and poverty and 80 years of working with our member services to contribute to a strong civil society in NSW.

80 years is a big milestone and in the lead up to this, we have gathered feedback from members and stakeholders about the future direction of NCOSS to ensure we remain a strong, effective, vibrant organisation.

They told us they wanted a refreshed NCOSS, with a regional presence and a strong advocacy approach and we set about making it happen this year.

This year has seen NCOSS continue to develop the sound policy positions we are known for but also work with the sector to build capacity and be on the front foot with emerging influences, such as social investment, philanthropic partnerships and collective impact.

We've worked with members to ensure key issues for people experiencing disadvantage and poverty are kept on the agenda right up to the March Election and beyond.

There's been some great success with a commitment to establish a \$1billion social and affordable housing fund from the NSW government and some movement on improving access to concessions and health services through a boost to the Isolated Patients Transport and Accommodation Assistance Scheme.

But this year has also had its challenges. The end of the year delivered devastating news of funding cuts to crucial services across the country. NCOSS worked closely with ACOSS and the Council of Social Service network to combat these cuts and there will be more work to do in this area.

We know that when individuals are given a chance to participate in civil society we have stronger communities and a strong community and strong services to support it are crucial to achieving better outcomes for people experiencing disadvantage and poverty.

This year we've rolled our projects to boost the

capacity of the sector through training and support services, we've got a renewed focus on broad consultation in cities and in our regions to ensure they can bring the voices of people experiencing poverty and disadvantage to the table when we look to new ideas and policy initiatives, and we've boosted our engagement through FONGA, regional forum and other key consultative groups.

Next year will see this engagement heightened further and I look forward to the work we can do together with our stakeholders. I know it will be great.



Tracy Howe  
CEO

Poverty affects nearly 900 000 people in New South Wales – more than in any other state or territory. More than one in five of those people are children. The rate of poverty in NSW is 14.6% - also among the highest of any state or territory, and well above the national average. In addition to the million people living in poverty in NSW, a further 7% are near, or at risk of poverty.

Sydney has a higher rate of poverty (15%) than any capital city in Australia – largely due to our high cost of housing.

We know that Aboriginal people, people from CALD backgrounds, people with disability, people who are unemployed, people with mental health concerns, older people and young people are at greater risk of experiencing poverty and disadvantage.

We also know that everyone has different experiences, needs and aspirations, depending on the place they live, their culture and identity and their life experiences.

# Poverty in NSW

**NCOSS works every day towards a NSW free from poverty and disadvantage, towards achieving better outcomes for people experiencing poverty and disadvantage. Our contribution towards achieving that vision is based on:**

- Effective public policy advocacy that reduces disadvantage and inequality in NSW**
- Leadership in the community sector**
- An effective voice on social justice issues**
- A strong and robust organisation**

**This Annual Report outlines the highlights of our work over the past twelve months towards achieving this vision.**

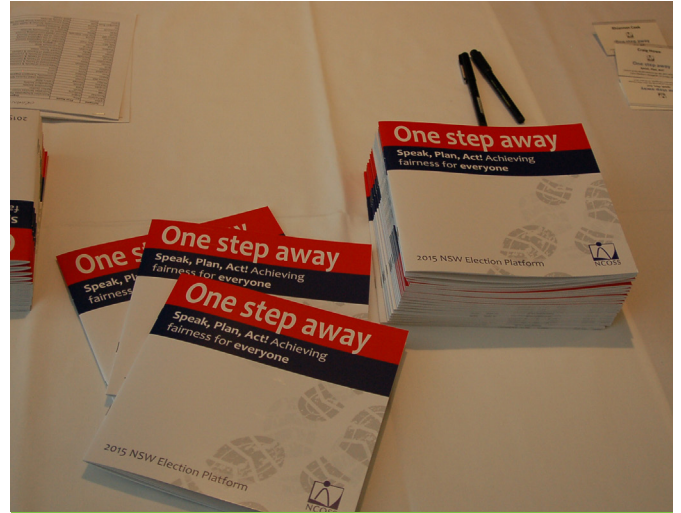
**A better NSW for  
everyone**



# 2014-15 highlights



Social and affordable housing fund: delivering a \$1 billion boost to housing stock in NSW



Election 2015: 13 recommendations for action to reduce poverty, disadvantage and marginalisation in NSW



NCOSS Training: 22 sessions in 7 cities and regional centres across NSW to 382 people.



New accessible offices: saying goodbye to the Children's Court





Working together  
for a fairer NSW

# Working together for a fairer NSW



## Election 2015

In the lead up to the 2015 NSW Election, NCOSS wanted to see everyone speak about the issue of poverty and disadvantage in our state, plan for a fairer NSW and act to address poverty, disadvantage and marginalisation.

The NCOSS Election Platform, One Step Away, was launched in October and provided an agenda to start that discussion. It was based around four themes that shaped the development of 13 specific proposals for action. These were:

- Bridging the divide to reduce inequality
- Ensuring everyone has access to universal services
- Planning so that communities flourish
- A fair say in decision making

The product of extensive consultation with the sector, the recommendations provided a roadmap to improve the wellbeing, resilience and opportunities for people experiencing poverty, disadvantage and marginalisation and have the capacity to contribute to building a stronger, fairer state. This included a recommendation developed with Aboriginal community controlled member organisations.

NCOSS worked with its members, with government and with other key stakeholders to take action before the Election that would help end poverty and disadvantage in NSW.

The election saw commitments from all parties in relation to:

- increasing social and affordable housing;
- investing in mental health and access to health care;
- alleviating cost of living pressures, including boosts to rebates and concessions for transport, council and energy bills; and
- reducing the prevalence of domestic and family violence.

Labor and the Greens made commitments to continue support for independent advocacy, information, and representation for people with disability.

While there is still more work to be done to see improved policies for people experiencing poverty and disadvantage, it was good to see some key issues receive traction during the election campaign with solid commitments that followed.

# Working together for a fairer NSW



## \$1 billion social and affordable housing fund

During our 2015 NSW Election consultations NCOSS members told us that the lack of social and affordable housing in NSW was the issue of most concern to them and their clients – and we listened.

NCOSS made achieving a result in this area a high advocacy priority. We developed policy, engaged in advocacy, developed partnerships and built on the extensive work of the community sector to deliver a genuine solution to his growing problem.

Following extensive advocacy Premier Baird committed during this year's election campaign to establishing a fund to that will result in \$1 billion in social and affordable housing growth in NSW.

It is envisaged that the fund will:

- Provide new housing stock, particularly through the facilitation of social and affordable housing proposals that might otherwise not be viable;
- Seek to leverage additional contributions;
- Fast-track or facilitate proposals in which proponents have land or other assets to be leveraged; and
- Be implemented in accordance with appropriate standards of probity and not give rise to any exclusive, favourable treatment or undue advantage.

NCOSS and IPA have since assisted the NSW Government in consultations with the community sector, housing proponents and the financial sector to inform the final structure of the fund.

The consultations included three workshops. Workshop 1 focused on the structure of the Fund, including financing, and other structural and delivery options. The focus of workshops 2 and 3 on was social policy, social need and potential principles for the Fund, with workshop 3 having a specifically regional focus.

A summary of outcomes from these consultation sessions will build a set of principles to support the design of the Fund, including the following:

- Ways to promote fund growth and sustainable social outcomes for housing residents;
- Innovation in design and service delivery;
- Improved collaborative partnership opportunities in relation to the Fund; and
- Leveraging improved pathways into the mainstream housing market for low income households.

# Working together for a fairer NSW



## Training: building the capacity of the community sector

This year NCOSS developed a comprehensive training program designed to support community sector organisations in the areas of governance and management with an emphasis on training areas relevant to current reform processes.

Over the past year we have delivered 32 sessions, in 7 key cities and regional centres and were attended by 382 people. The sessions were held in Sydney, including Western and South Western Sydney, the Central West, Northern Rivers, Illawarra and the Hunter.

Topics included:

- Confident Board Member
- Windows on Economics
- Moving into a Person Centred Practice world
- Planning for non-planners
- Working with other organisations
- Writing winning funding proposals
- Parliamentary Inquiries: How to have your say and Maximize your influence, Parliament House, Sydney

The training received excellent feedback from participants who said it was of real value to their ongoing work:

I came back with new knowledge and network and refreshed ideas about writing submissions.

Fancy being able to develop reports that actually reflect what you want and need with a program you can afford!

I particularly liked the scenario planning – where you can develop budgets for the ‘what if’ situation and for a variety of submissions. I also liked being able to choose the content of the reports – that was refreshing. Oh, and I did learn about unit costing...

# Working together for a fairer NSW

## New, accessible offices

NCOSS was very excited to move to new offices in October 2014, saying goodbye to the old Children's Court building in Albion Street Surry Hills and establishing more modern, accessible premises in William Street at the eastern edge of the CBD.

There is much history attached to the Children's Court and it served NCOSS well as its office over the years.

Our new offices, however, are better suited to their purpose, present significantly fewer safety risks to visitors and staff and enable us to welcome people to our offices who use wheelchairs or have other mobility issues.

They also offer the opportunity to provide board room space and hot desks for community sector organisations and others in the city. This service is being developed and will be up and running in the upcoming financial year.





Our work



# Our work

## Effective public policy advocacy that reduces disadvantage and inequality in NSW

Goal: NCOSS has a clear, cohesive public policy agenda that we advocate for and evidence based strategies that focus on addressing the causes and consequences of disadvantage and inequality.

### Anti-Poverty Week statement

New research conducted by ACOSS in the lead up to 2014 Anti-Poverty Week showed Sydney had the highest rate of poverty compared to all other capital cities.

NCOSS produced a snap shot of the data in NSW through its Poverty in NSW: any one of us is just one step away report. Poverty and disadvantage are not just about a lack of money. They limit people's life chances and inhibit their opportunity to participate fully in economic, cultural and social life.

NCOSS used the report to highlight the need for action to reduce the experience of poverty in NSW in the lead up to the election.



The report showed how the cost of living was pushing low income households to the limit. These are households who spend most, or even all, of their weekly budget on essential items. When they have unexpected rises in the cost of living they are facing increasingly difficult decisions about what is more essential – food, a school excursion, or a trip to the doctor?

It also highlighted the impact of a lack of available social and affordable housing in NSW. 56% of people who are eligible for social housing in NSW are missing out. It showed that without a stable roof over their head

finding a job, getting kids off to school every day and managing major health issues becomes almost impossible for people.

### The lease of the electricity networks

During the 2015 NSW election the proposed leasing of the electricity networks was a hot topic. NCOSS was concerned, however, that the effect on consumers of the lease was not being given adequate attention.

NCOSS commissioned a piece of work that showed without adequate safeguards, consumers would bear the long term costs of the lease.

# Our work

The report, *Consumer Power: The lease of the NSW Electricity Networks from an electricity consumer's perspective*, showed previous privatisation processes demonstrated how consumers risked having costs passed on to them down the track.

NCOSS argued that too much focus was on the funds to be raised from the lease and the infrastructure projects they will pay for and that little attention was being given to how the Government plans to ensure that all 'costs of sale' are paid for by the lease proceeds so electricity consumers aren't left to pick up the bill.

The report showed there was also a risk of losing efficiencies gained from integrating operations of the three electricity distribution networks together under Networks NSW and from having to pay damages to whomever takes on the leases if projected targets outlined at the time of the lease are not met down the track.

NCOSS advocated that adequate protection for consumers in the lease of the electricity network must include:

- consideration of the impact of a lease of an essential service on the state's consumers;
- structuring the lease in a way that manages risk and minimises negative consumer impacts; and
- developing consumer protections where these risks cannot be managed effectively.

## Cost of living and concessions

A particular focus of NCOSS work in the past year was cost of living pressures and their effect on low income earners and people experiencing poverty.

In its cost of living report, *Cost of living: Are concessions doing their job* NCOSS argued the concessions system was in desperate need of review as low income households struggled to afford the basic essentials.

It showed how spending on essentials consumed a much larger proportion of the weekly budget for people on very low incomes. That housing accounts for 27% of expenditure for renting households, food consumes 18.6% of weekly expenditure for low income earners, and some households spend more than 10% of their disposable income on energy bills.

NCOSS argued while various rebates and financial supports are available in NSW they are not always providing the right support to those most in need.

Many concessions are not keeping pace with price rises, they are not well targeted and many low income households are missing out on the most important concessions available.

In addition to a full review of concessions the report identified three priority actions for the NSW government in this area:

1. The Low-Income Household Rebate and the Family Energy Rebate should be combined into a new energy rebate calculated as a percentage of a household's bill.
2. Public transport concessions should be made available to all people on low-incomes.
3. The NSW Government should develop a central point of access for information about concessions.

# Our work

## Transport concessions extended to asylum seekers

NCOSS has long been arguing for acute gaps in transport concession and subsidy schemes respectively. These include the lack of concession entitlements for low paid working households, jobseekers and asylum seekers.

NCOSS has been one of several organisations pushing for access to transport concessions for asylum seekers including Settlement Services International, Sydney Alliance, Asylum Seeker Centre, Jesuit Refugee services, Refugee Council of Australia, Amnesty International NSW, STARTSS and House of Welcome.

It was excellent to see that policy and advocacy work come to fruition this year with Premier Baird announcing access to transport concessions at the same rate as the Gold Pensions Concession for asylum seekers who meet particular criteria.

## Budget Analysis

NCOSS delivered its annual budget analysis shortly after the Budget was handed down at an event attended by the Treasurer Gladys Berejiklian.

While the NSW Government's 2015/16 Budget had a focus on fiscal strength and infrastructure spending, it also provided for a welcome expansion of a number of key social services.

The Budget included a number of new initiatives which will benefit the not-for-profit sector and, most importantly, many of the people we represent and serve. This includes:

- 770 new social housing dwellings and a new Social Housing Improvement Fund;
- More funding for energy rebates, including the introduction of new rebates; and
- Enhancements to Isolated Patients Travel and Accommodation and Assistance.

However, there were some shortcomings in the Budget, such as:

- Forecasted increases in property values, which will exacerbate housing affordability issues;
- A less-than expected increase in domestic violence support; and
- Ongoing uncertainties in relation to disability advocacy funding beyond 2015/16.

Of particular concern are projections concerning Federal Government's decision to reduce National Partnership funding to NSW. This has already led to a cut in Aboriginal Health and by 2017/18 will see expense growth stall at just 1.5%, with \$2.8 billion cut from health and education funding.

## Disability policy and advocacy

NCOSS has continued to play an active role in disability policy this reporting period. We've had a voice on key NSW disability policy issues, for example strongly advocating that the rights of consumers were protecting in the sale of Home Care, and that Aboriginal Homecare remained a separate entity.

The NSW Disability Network Forum (DNF), chaired by NCOSS, has had two main focuses:

- Highlighting the importance of safeguarding independent advocacy, information and representation services under the NDIS.
- Assisting NSW Government Department in the development of their Disability Action Plans.

# Our work

The DNF has hosted guests including the Minister and Shadow Minister for Disability Services and the Secretary of FACS, and have made numerous submissions on State and Federal issues relating to people with disability.

NCOSS also chairs the Assistive Technology Community Alliance NSW (ATCAN), which has aimed to ensure people with disability have choice and control over the assistive technology they needs.

Our Ageing and Disability Updates are a valuable source of news and events in these changing times.

## **Transition to the NDIS: identifying the needs of Aboriginal and CALD people with disability**

NCOSS is currently in the process of completing a project that aims to develop an evidence base about the needs of Aboriginal and CALD people with disability, who may confront a range of barriers in accessing the NDIS.

The project focuses on various processes relating to the NDIS, including information about the application phase, assessment, planning and reviews. The project will investigate the experiences of a range of agencies involved in supporting people with a disability to engage with the NDIA, and provide feedback to the NDIA, NSW Family and Community Services, and the non-government sector about how to support people with disability to overcome these barriers.

The project will use this evidence base to build capacity amongst agencies involved with people with disability to support access and ongoing engagement with the NDIS. This will be complete in the upcoming year.

## **A strong focus on the health of people experiencing poverty, and health NGOs**

We know that people experiencing poverty and disadvantage want quality health services that are affordable and meet their needs.

NCOSS has had a strong focus on influencing health policy and programs throughout the year, including advocating for community based mental health services, improved non-emergency health transport, approval of new Hepatitis C drugs, campaigning against the Commonwealth's funding cuts to health and hospitals, and across a range of other issues.

Our Health Policy Advice Group is our strongest and most effective PAG, and includes representatives from across the sector. Throughout the year we have shared information and worked together to promote better health services for people experiencing poverty, but also lobbied together for a fair deal for non-government organisations funded by NSW Health.

We look forward to working together with government and our members to ensure that NSW has sufficient revenue to meet the challenge of an ageing population and the increased costs associated with new treatments and technology that improve and lengthen our lives.

## **Transport to treatment for people living with a chronic disease**

For many of people with a chronic disease, health transport is a lifeline, reducing the burden of travel and improving access to healthcare services.

NCOSS produced a report that focused on the unmet health transport needs associated with two of the most prevalent chronic diseases impacting individuals, families, communities in our society: cancer and chronic kidney

# Our work

disease

There are gaps in the current system which result in inequities in access to these services but the level of unmet need for non-emergency health transport services in NSW is currently not known. In response to this gap in the evidence-base, NCOSS produced a report examining the level of need for community transport services for people with cancer or chronic kidney disease.

The findings were based on a national survey of health professionals engaged in cancer and kidney disease care during the period between May 2014 and July 2014.

NCOSS welcomed recent announcements to increase funding to the Isolated Patients Travel and Accommodation Assistance Scheme (IPTAAS) by the NSW Government. This will make a significant difference to remedying this issue. NCOSS will, however, continue work to ensure transport to health services is better at meeting demand for those who most need it.

## Public participation

Effective public participation leads to better policy outcomes, more efficient public services and increased decision legitimacy.

NCOSS released a report *Have your say...but how? Improving public participation in NSW*, exploring the benefits, the challenges and the success stories of public participation in NSW.

While there is strong commitment in NSW to give the community a say in decisions that affect them, there are also a number of challenges to achieving effective public participation.

Overcoming these challenges is increasingly important with public service outsourcing and person-centred approaches.

NCOSS outlined a number of strategies to overcome these challenges. Government and the community sector must work together so everyone, particularly people with lived experience of poverty and disadvantage, have the opportunity to have a say in their own lives, their community, and the future of NSW.

# Our work

## Leadership in the community sector

Goal: NCOSS is seen as an authoritative, respected peak for the community sector, providing information, solutions and demonstrating vision and leadership.

### State of the sector 2015

NCOSS delivered the second round of research into the state of the community service sector this year.

The research, conducted by the University of NSW's Social Policy Research Centre looks at the characteristics of community services and the trends in their experiences working within the sector and with government.

This report presents information collected in early 2015 about the characteristics of non-government, not-for-profit community service organisations operating in NSW, and the issues and challenges they face.



The research paints a picture of a resilient, collaborative sector. A sector that places great importance in good governance, in the value for money it delivers. Our focus is first and foremost on delivering outcomes for people.

It also shows community service organisations are important employers, and their workforce reflects principles of diversity and inclusion.

There are, however, challenges that we face. Our sector is changing and, with change comes new ways of working and often teething problems. The sector and government must constantly be assessing what works and what doesn't and how we can do better.

In response to this research NCOSS will start conversations with the sector and with government about what good reform looks like, what a good working relationship looks like and shape a framework that ensures services can continue to deliver the best support possible for people experiencing poverty and disadvantage.

NCOSS will be talking to its members and stakeholders about this in the coming year and look forward to this being the catalyst for some constructive ideas for the future.

### Reform of the Federation

NCOSS attended the Reform of the Federation White Paper consultation roundtable in Sydney, facilitated by the Department of Prime Minister and Cabinet. The purpose of the proposed White Paper is to seek to clarify roles and responsibilities of the states and territories vis-à-vis the Commonwealth.

Key issues raised by NCOSS at the roundtable included:

1. Concern that the White Paper process might be used to justify further cuts in state funding for health, education and family and community services – reference was made to the 2013/14 Federal Budget Papers, which had made such a justification;



# Our work

2. The need to maintain adequate Commonwealth funding to the states for essential social services, like hospitals, schools and family support;
3. The need to increase funding to the states for social housing, especially in light of the Commonwealth's role in population policy and the necessarily consequent flow-on effects to housing demand, and hence, overall affordability;
4. Concern that the High Court's decision in Williams No 2 had or might be used by the Commonwealth to explain reductions or removal of community grants funding.

In relation to (1) and (2), representatives from DPMC provided clear assurance that the White Paper process would not be used as a means to bring about further cuts.

In relation to (3), representatives from the NSW Department of Premier and Cabinet (DPC) indicated their agreement and attraction to the argument that control over population policy required ongoing Commonwealth involvement in support for social and affordable housing.

## Tax discussion paper

NCOSS also participated in consultation surrounding the Commonwealth's Tax Discussion Paper. As a state-based body, NCOSS focused on the following issues:

- The link between stamp duty and federal Capital Gains Tax (CGT) concessions (ie, 'negative gearing') and housing affordability;
- The need for ongoing, secure and growing revenue sources for the states to meet growing funding demands in health, education and family services; and
- The need to widen and simplify the availability of tax concessions for not-for-profit organisations, with more consistent decision-making in relation to eligibility.

## How to have your say and maximize your influence with the Legislative Council

NCOSS has worked closely with the Legislative Council on training for non-government organisations who want to know more about parliamentary inquiries, how they can effectively take part and influence policy.

The course provides practical tips for effective participation, including:

- What inquiries can achieve
- How inquiries are initiated
- The steps of an inquiry
- Maximizing the impact of a submission
- Giving effective evidence at a hearing

Demand for this training is always high and it's great to see the sector developing these skills in this area.

## Windows on Economics

NCOSS believes it is critical that the community sector is well-equipped to engage in, and to critique, processes driven from an economic perspective; to ensure that core social justice principles are not compromised, and to shape change in ways that lead to a more equitable – not just a more efficient – society.

# Our work

It developed its Windows on Economics seminar series featuring eminent professors, prominent academics and senior Treasury officials guiding participants through key economic concepts to arrive at a clearer understanding of how economics influences our society.

The series was very well received and attendee feedback showed they felt the course gave them some a new skill set to help inform their future analysis and advocacy work.

## Disability Inclusion Action Plan resource

The Disability Network Forum developed a new resource to help organisations develop a Disability Inclusion Action Plan (DIAP) after new laws passed which require NSW Government departments and local councils to commit to improving access and participation for people with disability.

Although DIAPs are currently only compulsory for public authorities, the DNF encouraged all organisations and businesses to put an effective action plan in place.

An effective plan can encourage broader participation and inclusion, boost reputation and can lead to increased consumer and client satisfaction. As they work to eliminate discrimination, they'll also reduce complaints.

The resource includes strategies to ensure access to buildings, events and facilities, access to information and services, specific needs are accommodated, complaints are handled appropriately, employment is supported and new funding agreements promote inclusion.

## Forum of Non Government Agencies

FONGA works actively to improve the circumstances and life opportunities of disadvantaged people and communities and advocate for a more just, fair and inclusive society.

In the past year NCOSS has welcomed Ministers as guests to FONGA to discuss key issue for the sector and for people experiencing disadvantage and poverty.

This includes:

- then Minister for Family and Community Services, Gabrielle Upton
- Minister for Innovation and Better Regulation, Victor Dominello

These meetings have proved productive, with good initiatives stemming from these initial meetings. The Social Innovation Council, a partnership between NSW Government agencies and NGO leaders and led by Minister Dominello, has been established to drive sectoral reform in human service delivery.



# Our work

## An effective voice on social justice issues

Goal: NCOSS has a high public profile as a thought leader and effective influencer in social justice



### Communications and member engagement strategy

In the past 12 months NCOSS developed a communications and member engagement strategy that will lift the profile of the organisation and its mission with key stakeholders and more effectively engage its membership in its policy development and advocacy work.

NCOSS was a strong voice for people experiencing poverty and disadvantage in the lead up to the 2015 Election, was a regular commentator in media, spoke at numerous events and worked with many members and stakeholders to highlight key issues. This work continued after the election with important analysis commentary regarding the NSW Budget that followed.

NCOSS is now poised to roll out a comprehensive consultation process to develop its recommendations for the next Budget in its Pre-Budget Submission. Consultations are scheduled around the state to ensure we hear from as many members as possible on what is affecting them and the people they serve on the ground.

Planned campaign and policy work for the rest of 2015 will also allow NCOSS to continue its proactive story generation and the closer work between the Policy and Advocacy Team and the Media and Communication Manager will allow NCOSS to build more nimble responses to announcements and public debate.

### Pre-Budget Submission

NCOSS is about to start work in the development of its next Pre-Budget Submission (PBS). Over the years the NCOSS PBS has been the culmination of research, analysis, consultation, discussion and debate, and has reflected the skills, expertise, judgement and commitment of NCOSS staff and members. In 2015 we will retain this overall approach, but will add more extensive participation of members and community stakeholders in determining the focus of the recommendations.

We will travel widely across NSW and hold multiple conversations with members and community stakeholders to gain a deep understanding of what they envisage as the appropriate focus of this year's PBS. We hope to hear about the type of community that members wanted for their clients, the barriers they experienced in attaining this, and the possible solutions that could improve the lives of people experiencing poverty and disadvantage.

We look forward to presenting the next PBS in the coming year.

# Our work

## Working effectively with government

NCOSS continues to build on its strong relationships with key members of parliament and bureaucrats to provide advice and guidance on policy initiatives as they develop and to highlight where gaps are or are emerging in the delivery of much needed services and support.

NCOSS CEO Tracy Howe is a member of the NSW Government's Social Impact Investment Expert Advisory Group which is made up of experts in both public and private sectors to advise the NSW Government on growing the social impact investing market in NSW and to raise awareness of social impact investment.

She is also appointed to the NSW Domestic and Family Violence Council and the NSW Premier's Council on Homelessness.

## A new look NCOSS

NCOSS is close to finalising a full rebrand and new website.

Following a communications assets audit it was decided to streamline and recategorise the website, to make it more appealing and easier to navigate for our membership and the general public. The NCOSS website is a key portal for the NSW Community Sector. We utilise it for dissemination of our various reports and submissions, for general information and news, and to run campaigns. It is a busy site with new content being uploaded every day.

The new website will provide a more accessible portal for the sector. NCOSS has engaged web developers with a focus on producing website that meet key accessibility standards.

The new branding is being developed following consultation with members and key stakeholders and reflects the new direction of NCOSS. This will be reflected in the new website and across all NCOSS communications and content.

## Participating in the conversation

Participation in committees and speaking at events are important ways that NCOSS engages in important discussions and debates on the key issues affecting people experiencing poverty and disadvantage.

NCOSS convenes a variety of consultative forums and committees. These explore what the solutions are to some of these key issues and how we can best see those solutions become a reality.

NCOSS also participates in many sector and government advisory groups and committees.

# Our work

## A strong and robust organisation

Goal: NCOSS is a dynamic, contemporary organisation that is well resourced.

### Well organised system of management and governance

This year saw significant changes to how NCOSS was governed and managed, and in the leadership of our organisation. While we said goodbye to President Eileen Baldry and long-time NCOSS Director Alison Peters, we also welcomed our new President Karen Bevan, and new CEO Tracy Howe.

NCOSS has also reshaped its management team to refocus on our work on the best way to make a difference. We have now appointed a new Media and Communications Manager Laura Maclean, and a new Campaigns Manager Mel Fernandez, to ensure we are well positioned to shape the public debate on issues that affect people experiencing poverty in NSW, and mobilise our members and stakeholders to take action and achieve positive change.



### Skilled and well supported staff

NCOSS has a capable and effective team, with a mix of skills, that is well positioned to make change happen for people experiencing poverty and disadvantage in NSW. This year we undertook a comprehensive skills audit that benchmarked the Policy Advocacy team against the Queensland and NSW public service capability frameworks and provided detailed feedback about areas for development. Our capability was boosted by several new staff joining NCOSS this year, and the team now includes experts in social science, public health, law, communications and business.

We also said farewell to some long time staff who left us to pursue new opportunities, or due to organisational change implemented throughout the year. During the year we saw Liz Shreeve retire, Solange Frost, Warren Gardiner and Rashmi Kumar depart for greener pastures, as well as Communications Coordinator Grace Crowley, Finance Officer Julia Zhang, Admin Support Miguel Heatwole, Kelly Torrance and Santo Barbagallo also saying goodbye. We wish them well in the next phase of their journey, and thank them for their remarkable work at NCOSS over many years.

NCOSS has been a proud supporter of pay equity in our sector, and has continued to implement the Equal Remuneration Order of the Fair Work Commission. NCOSS has had no industrial disputes, and no workers compensation claims during the 2014/2015 financial year.

### Clear reporting, accountability and communications systems

During the year NCOSS entered a partnership with Accounting for Good to deliver financial management services to NCOSS, reducing our overheads, improving our systems, and enhancing our reporting. We have also developed an Investment Strategy to improve our return on surplus cash, and better manage our assets.

# Our work

Recognising that good decision making requires good information, we have completely reformed how we provide information to the Board, with the focus now on tracking and reporting our performance against plans and key indicators, discussing risks and challenges and celebrating success. This has resulted in better decision making, improved collaboration between Board and staff and stronger internal lines of communication.

## **Increased collaboration with the COSS network**

During the year NCOSS has continued to collaborate effectively with the COSS network, including through our representation on the ACOSS Board and our participation in COSS Director collaborative meetings. NCOSS has led on joint COSS projects throughout the year, including coordinating the research component of the Payment adequacy: a view from those relying on social security payments project of the COSSes, participating in the Tax Reform working group with SACOSS, VCOSS and ACOSS, and the joint campaign against the cuts to services, social security and family payments in the 2014 Commonwealth Budget.





NCOSS  
engagement

# NCOSS engagement

## Committees and groups convened by NCOSS

Assistive Technology Community Alliance NSW (formerly PADP Community Alliance)  
Forum of Non-Government Agencies (FONGA)  
Forum of Non-Government Agencies (FONGA) Working Party – Measurement & Evaluation  
NCOSS AON Partnership Meeting  
NCOSS Cost-of-Living Reference Group  
NCOSS Health Policy Advice Group  
NCOSS Regional Forum  
NCOSS Sector Development Forum  
NCOSS Transport Policy Advisory Group  
NGO Research Forum  
NSW Aboriginal Community Care Gathering Committee  
NSW Children's Services Forum  
NSW Disability Network Forum  
NSW Oral Health Alliance

## NCOSS involvement in other community sector boards and committees

ACOSS Board  
Anti Poverty Week NSW Working Party  
Coalition for Appropriate Supported Accommodation for People With Disability (CASA)  
Community Organisations Public Liability Insurance Group  
Flinders University Social Determinants of Health Research Advisory Group  
IMPACT Committee  
Insurance Council of Australia – National Consumer Reference Group  
National Energy Consumer Roundtable  
NDS Workforce Recruitment carecareers Stakeholder Reference Group  
NSW Ageing Alliance  
NSW Community Services and Health Industry Training Advisory Body (ITAB)  
NSW Electoral Commission Equal Access to Democracy Reference Group Meeting  
NSW Futures Alliance for people with disability who are ageing  
NSW Harm Reduction Alliance  
NSW Homelessness Community Alliance  
NSW Strategic Carers Action Network (SCAN)  
NSW Users & AIDS Association Policy and Advocacy Sub Committee  
PIAC Energy and Water Consumers Advocacy Program Reference Group  
Social Determinants of Health Alliance (SDOHA)  
UNSW Research Centre for Primary Health Care and Equity Advisory Committee  
Youth Justice Coalition

# NCOSS engagement

## NCOSS involvement in government and private sector committees and advisory bodies

### Agency

Ausgrid

Department of Attorney General & Justice  
Department of Family and Community Services

Ageing, Disability and Home Care

Housing NSW

Department of Finance & Services  
Sydney Water  
NSW Ombudsman  
Ministry of Health

### Agency

Ministry of Health (cont.)

Health Care Complaints Commission

NSW Environmental Trust

Transport for NSW  
Office of Liquor Gaming and Racing

### Committee

Ausgrid Customer Council  
Endeavour Energy Customer Consultative Committee  
Women's Advisory Council

FACS NGO Peaks Committee  
ADHC Central Coast & Hunter Community Care Access Point Stakeholder Advisory Committee  
ADHC Community Asset Building Steering Committee  
ADHC Cultural Diversity External Advisory Group  
ADHC Unit Costing Tool Steering Group  
NGO Loans Financing Project Steering Committee  
NSW Office for Ageing NGO Roundtable  
Going Home Staying Home Sector Reference Group  
Housing NSW Living Communities Consultative Committee  
Enabling Information Sharing Working Party  
Sydney Water Customer Council  
Community Living Consultation Group  
Justice Health Consumer and Community Group  
NSW Health NGO Advisory Committee  
NSW Health NGO Chronic Disease Roundtable

### Committee

NSW Health NGO Strategic Purchasing Working Group  
NSW Health Refugee Health Improvement Network (RHIN)  
NSW Oral Health Promotion Network  
NSW Oral Health Advisory Group  
Health Care Complaints Commission Consumer Consultative Committee  
Lead Environmental Community Group Technical Review Committee  
Accessible Transport Advisory Committee  
ClubGRANTS Fund Committee



# Governance

# Governance

The NCOSS Board guides and monitors the business and affairs of NCOSS on behalf of the members. The Board is elected from the membership at the annual general meeting and is accountable to members.

Around half the Board is elected each year, with Directors' terms set at two years.

Candidates for the Board are drawn from a wide cross-section of expertise within the social and community sector in NSW. During the year, additional Board members are co-opted to fill vacancies and to ensure that as many major community interests as possible are represented.

Board Members for the year 2014-2015 were:



## President

Karen Bevan



## Vice President

Adam Farrar



## Vice President

Tony Davies



## Treasurer

Vivek Prabhu



## Directors

Michael Perusco



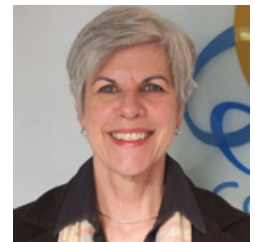
## Directors

Ngila Bevan



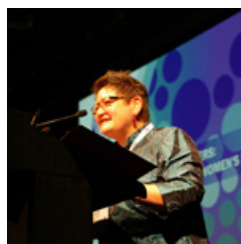
## Directors

Eamon Waterford



## Directors

Cecily Michaels



## Directors

Denele Crozier



## Directors

Sarah Fogg



# Treasurer's report



# Treasurer's report

The financial position of NCOSS remains sound with a surplus of \$88,905 being achieved in 2015 (2014: \$147,644), bringing the organisation's total equity to \$1.52 million (2014: \$1.43 million). This solid result was achieved in a challenging environment, where competition for funding remains high and the relocation of our office premises resulted in significant relocation costs and a permanent increase in occupancy costs.

During the year, I led the formalisation of NCOSS's investment and audit policies to further strengthen our governance processes. Subsequently, a search and tender process was conducted, with Deutsche Bank being appointed NCOSS's investment manager and Moore Stephens (now Pitcher Partners, following their merger) being appointed as our auditors.

The relocation of our office premises, resulted in NCOSS entering into a five year lease, incurring market based rent for the first time in over three decades. From November 2014 the "peppercorn" rent tenancy of our offices at 66 Albion St, Surry Hills ceased and the organisation began incurring commercial rates of rent at our new offices in William St, East Sydney. Whilst we were fortunate to receive some one off funding assistance from the NSW State Government towards the cost of relocation, we don't anticipate additional ongoing funding to meet this increase in occupancy costs. Consequently, NCOSS has taken measures to strengthen the organisations financial sustainability to meet this ongoing increase in operational costs.

These initiatives have included a program of cost reductions and strategies to increase income from self-generated sources. This included outsourcing much of our accounting and finance to Accounting for Good, a revised investment strategy for generating returns from NCOSS accumulated funds as well as pursuing partnerships with other organisations to increase the revenue generated by member services such as NCOSS community cover, Community Jobs and a general increase in the size and revenue generated by the membership base.

The Board will continue to invest in developing the capacity of NCOSS to deliver on the organisation's strategic directions with a particular focus on the areas of communications and membership outreach.

The Board believes that these investments will help to deliver a more robust NCOSS revenue base in the future.

I would like to acknowledge the financial assistance received from the Commonwealth and NSW Governments, on which NCOSS heavily relies, representing 79.9% (2014: 77.4%) of total revenues.

I would like to thank the NCOSS staff and my colleagues on the Board for delivering a solid financial result for 2015 and strongly positioning the organisation to manage the challenges that lay ahead.

I recommend our audited financial statements to the NCOSS membership.



Vivek Prabhu  
Treasurer



Finances

# Finances

Your directors present this report on the Council of Social Service of New South Wales ("the Company") for the financial year ended 30 June 2015.

## Directors

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

Bevan, Karen	
Prabhu, Vivek	
Crozier, Denele	
Fogg, Sarah	
Davies, Tony	
Perusco, Michael	
Farrar, Adam	Appointed 19 November 2014
Bevan, Ngila	Appointed 19 November 2014
Waterford, Eamon	Appointed 19 November 2014
Michaels, Cecily	Appointed 19 November 2014
Baldry, Eileen	Resigned 19 November 2014
Perkins, Mary	Resigned 19 November 2014
Priestley, Elizabeth	Resigned 19 November 2014
Bowden, Matthew	Resigned 19 November 2014

Directors have been in office since the start of the financial year to the date of this report unless otherwise stated.

## Company Secretary

Howe, Tracy

## Objectives: Short-Term and Long-Term

The Company advocates with and for people experiencing poverty and disadvantage and the community sector, and provides an independent voice on social and economic policy issues and reforms and is the major co-ordinator for nongovernment social and community services in NSW. The Company acts as a channel for consultation with government and between parts of the nongovernment sector with common interests and diverse functions.

The Company also provides and facilitates organisational development services and products designed to improve the effectiveness and viability of not-for-profit human services organisations.

## Principal Activities

The Company acted during the course of the financial year, as the major coordinator of non- government welfare and various community sector organisations in New South Wales.

## Key Performance Measures

The Company measures its own performance through the use of both quantitative and qualitative benchmarks. The benchmarks are used by the Directors to assess the financial sustainability of the Company and whether the Company's short-term and long-term objectives are being achieved.

## Information on Directors

Karen Bevan	President
Qualifications:	BA Communications (CSU) (1990), Master - Legal Studies (UNSW) (2006)
Experience:	Board member since 2009
Special Responsibilities:	Member of Human Resources Committee
Vivek Prabhu	Treasurer
Qualifications:	B. Bus (Acc & Fin), F. Fin, FCA, MBA, GAICD
Experience:	Board member since September 2013
Special Responsibilities:	Chair of Management and Finance Committee
Denele Crozier	Director
Qualifications:	Diploma of Accounting, Diploma of Business, RPN, 30 years working in community sector
Experience:	Board member since 2003
Special Responsibilities:	Member of Management and Finance Committee

# Finances

Sarah Fogg:	Director	Eamon Waterford:	Director (Appointed 19 November 2014)
Qualifications:	BSc (Hons), MA (Public and Social Administration)	Qualifications:	Bachelor, International Studies (Globalisation Studies); Masters of Political Economy
Experience:	Board member since 2009	Experience:	Board member since November 2014
Special Responsibilities:	Member of Risk and Compliance Committee	Special Responsibilities:	Member of Management and Finance Committee
Tony Davies:	Director	Cecily Michaels:	Director (Appointed 19 November 2014)
Qualifications:	B.A, LLB (Hons 1), Graduate Diploma (Legal Practice)	Qualifications:	Bachelor of Music in Education, Masters of Arts (Development and Community Organisation), Masters of Public Health
Experience:	Board member since November 2010	Experience:	Board member since November 2014
Special Responsibilities:	Member of Management and Finance Committee	Special Responsibilities:	Member of Human Resources Committee
Michael Perusco:	Director	Eileen Baldry:	President (Resigned 19 November 2014)
Qualifications:	B Business (Acc)	Qualifications:	BA, Dip Ed (USYD), MWP, PhD (UNSW)
Experience:	Board member since November 2013	Experience:	Board member since November 2010
Special Responsibilities:	Member of Human Resources Committee	Special Responsibilities:	Member of Management and Finance Committee, Chair of Human Resources Committee
Adam Farrar:	Vice President (Appointed 19 November 2014)	Mary Perkins:	Vice President (Resigned 19 November 2014)
Qualifications:	BA (hons); MA (qual), Drama, Philosophy, MA (hons), Philosophy	Qualifications:	B.A. (History and Politics), DipEd, M.A. (Social Work, Social Policy and Sociology)
Experience:	Board member since November 2014	Experience:	Board member since 2003
Special Responsibilities:	Member of Risk and Compliance Committee	Special Responsibilities:	Secretary, Member of Risk and Compliance Committee.
Ngila Bevan:	Director (Appointed 19 November 2014)		
Qualifications:	BscEcon, MscEcon, International relations and security studies, LLB & BVC, Barrister		
Experience:	Board member since November 2014		
Special Responsibilities:	Member of Risk and Compliance Committee		

# Finances

Elizabeth Priestley: Director (Resigned 19 November 2014)  
Qualifications: B.A. Associate Diploma in Welfare Studies, Advanced Certificate in Personnel Management  
Experience: Board member since 2008  
Special Responsibilities: Member of Human Resources Committee

Matthew Bowden: Director (Resigned 19 November 2014)  
Qualifications: B.A.  
Experience: Board member since 2006  
Special Responsibilities: Member of Risk and Compliance Committee

## Meetings of Directors

During the financial year, 7 meetings of directors were held. Attendances by each director were as follows :

	No. Eligible to attend	No. Attended
Bevan, Karen	7	7
Prabhu, Vivek	7	4
Crozier, Denele	7	7
Fogg, Sarah	7	7
Davies, Tony	7	5
Perusco, Michael	7	6
Farrar, Adam	4	4
Bevan, Ngila	4	4
Waterford, Eamon	4	3
Michaels, Cecily	4	4
Baldry, Eileen	3	3
Perkins, Mary	3	3
Priestley, Elizabeth	3	2
Bowden, Matthew	3	2

## Member Contributions

The Company is incorporated under the Corporations Act 2001 and is limited by guarantee. If the Company is wound up, the constitution states that each member is required to contribute a maximum of \$10 towards meeting any outstanding obligations of the Company.

## Auditor's Independence Declaration

The lead auditor's independence declaration for the year ended 30 June 2015 has been received and can be found on page 5 of the financial report.

This directors' report is signed in accordance with a resolution of the Board of Directors.

Karen Bevan  
President

Date: 28 September 2015

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## AUDITOR'S INDEPENDENCE DECLARATION

TO THE DIRECTORS OF COUNCIL OF SOCIAL SERVICE OF NEW SOUTH WALES

I declare that to the best of my knowledge and belief, during the year ended 30 June 2015, there have been no contraventions of:

1. The auditor's independence requirements as set out in the Australian Charities and Not-for-Profits Commissions Act 2012 in relation to the audit; and
2. Any applicable code of professional conduct in relation to the audit.

Moore Stephens Sydney

Melissa Alexander

# Finances

Partner

Dated in Sydney this 28th day of September 2015

## STATEMENT OF COMPREHENSIVE INCOME FOR THE YEAR ENDED 30 JUNE 2015

	Note	2015	2014
		\$	Restated \$
Revenue	2	2,437,525	2,074,780
Other income	2	68,473	76,014
Expenses:			
Administration expenses		(90,379)	(26,156)
Conference		(45,418)	(50,556)
Consultants		(245,064)	(197,709)
Depreciation and amortisation expense		(101,980)	(8,195)
Employee benefits expenses		(1,541,754)	(1,436,465)
Insurance		(22,628)	(33,778)
Office overheads		(15,829)	(75,339)
Premises		(82,602)	(32,410)
Rental expenses	3	(163,650)	(7,989)
Travel		(37,556)	(47,551)
Unrealised loss on financial assets held at fair value through profit or loss		(24,775)	-
Other expenses		(45,458)	(87,002)
Surplus for the year		88,905	147,644

Other comprehensive income	-	-
Total comprehensive income for the year	88,905	147,644

*The accompanying notes form part of these financial statements.*

## STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2015

	Note	2015	2014
		\$	Restated \$
<b>ASSETS</b>			
<b>CURRENT ASSETS</b>			
Cash and cash equivalents	4	933,376	2,572,792
Trade and other receivables	5	252,789	51,637
Financial assets	7	666,046	-
Other current assets	6	65,384	16,381
<b>TOTAL CURRENT ASSETS</b>		<b>1,917,595</b>	<b>2,640,810</b>
<b>NON-CURRENT ASSETS</b>			
Financial assets	7	20,000	20,000
Plant and equipment	8	656,474	27,377
Other assets	6	43,241	-
<b>TOTAL NON-CURRENT ASSETS</b>		<b>719,715</b>	<b>47,377</b>
<b>TOTAL ASSETS</b>		<b>2,637,310</b>	<b>2,688,187</b>
<b>LIABILITIES</b>			



# Finances

<b>CURRENT LIABILITIES</b>			
Trade and other payables	9	980,730	1,159,003
<b>TOTAL CURRENT LIABILITIES</b>		<b>980,730</b>	<b>1,159,003</b>
<b>NON-CURRENT LIABILITIES</b>			
Provisions	10	136,440	97,949
<b>TOTAL NON-CURRENT LIABILITIES</b>		<b>136,440</b>	<b>97,949</b>
<b>TOTAL LIABILITIES</b>		<b>1,117,170</b>	<b>1,256,952</b>
<b>NET ASSETS</b>		<b>1,520,140</b>	<b>1,431,235</b>
<b>EQUITY</b>			
Accumulated surplus		1,520,140	1,431,235
<b>TOTAL EQUITY</b>		<b>1,520,140</b>	<b>1,431,235</b>

*The accompanying notes form part of these financial statements.*

## STATEMENT OF CHANGES IN EQUITY FOR THE YEAR ENDED 30 JUNE 2015

	Accumulated Surplus	Total
	\$	\$
Balance at 1 July 2013 (Restated)	1,283,591	1,283,591

Comprehensive income:

Surplus for the year	147,644	147,644
Other comprehensive income	-	-
	<b>147,644</b>	<b>147,644</b>
Balance at 30 June 2014 (Restated)	1,431,235	1,431,235
Comprehensive income:		
Surplus for the year	88,905	88,905
Other comprehensive income	-	-
	<b>88,905</b>	<b>88,905</b>
Balance at 30 June 2015	<b>1,520,140</b>	<b>1,520,140</b>

*The accompanying notes form part of these financial statements.*

## STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 30 JUNE 2015

	Note	2015	2014
		\$	\$
<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>			
Receipts from grants		1,654,283	1,494,703
Other receipts		556,519	464,518
Payments to suppliers and employees		(2,539,051)	(2,248,263)
Interest received		65,888	76,014
Dividends received		2,585	-
Net cash used in operating activities		<b>(259,776)</b>	<b>(213,028)</b>

# Finances

## CASH FLOWS FROM INVESTING ACTIVITIES

Purchases of financial assets	(1,170,821)	-	
Proceeds from withdrawals of term deposits	480,000	-	
Payment for plant and equipment	(645,578)	-	
Increase in other non-current assets	(43,241)	-	
Net cash used in investing activities	(1,379,640)	-	
Net decrease in cash held	(1,639,416)	(213,028)	
Cash and cash equivalents at the beginning of the year	2,572,792	2,785,820	
Cash and cash equivalents at end of the year	4	933,376	2,572,792

*The accompanying notes form part of these financial statements.*

## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2015

### NOTE 1: STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES

The financial statements cover the Council of Social Service of New South Wales ("the Company") as an individual entity incorporated and domiciled in Australia. The Company is limited by guarantee.

#### Basis of Preparation

These general purpose financial statements have been prepared in accordance with Australian Accounting Standards - Reduced Disclosure Requirements and Interpretations issued by the Australian Accounting

Standards Board ('AASB'), other authoritative pronouncements of the AASB and the Australian Charities and Not-for-profits Commission Act 2012. The Company is a not-for-profit entity for financial reporting purposes under Australian Accounting Standards.

The financial statements, except for the cash flow information, have been prepared on an accruals basis and are based on historical costs, modified where applicable by the measurement at fair value of selected non-current assets, financial assets and financial liabilities. The amounts presented in the financial statements have been rounded to nearest dollar.

The financial statements were authorised for issue on 28 September 2015 by the directors of the Company.

#### Accounting Policies

##### (a) Revenue

Grant revenue is recognised in the statement of comprehensive income when the entity obtains control of the grant and it is probable that the economic benefits gained from the grant will flow to the entity and the amount of the grant can be measured reliably.

If conditions are attached to the grant which must be satisfied before it is eligible to receive the contribution, the recognition of the grant as revenue will be deferred until those conditions are satisfied (grants in advance).

When grant revenue is received whereby the entity incurs an obligation to deliver economic value directly back to the contributor, this is considered a reciprocal transaction and the grant revenue is recognised in the statement of financial position as a liability (unearned grants) until the service has been delivered to the contributor, otherwise the grant is recognised as income on receipt.

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

Donations and bequests are recognised as revenue

# Finances

when received.

Interest revenue is recognised using the effective interest rate method, which for floating rate financial assets is the rate inherent in the instrument. Dividend revenue is recognised when the right to receive a dividend has been established.

Revenue from the rendering of a service is recognised upon the delivery of the service to the customer.

All revenue is stated net of the amount of goods and services tax (GST).

## (b) Plant and Equipment

Each class of plant and equipment is carried at cost or fair value as indicated, less, where applicable, accumulated depreciation and impairment losses.

Plant and equipment are measured on the cost basis and are therefore carried at cost less accumulated depreciation and any accumulated impairment losses. In the event the carrying amount of plant and equipment is greater than its estimated recoverable amount, the carrying amount is written down immediately to its estimated recoverable amount and impairment losses are recognised either in profit or loss or as a revaluation decrease if the impairment losses relate to a revalued asset. A formal assessment of recoverable amount is made when impairment indicators are present.

Subsequent costs are included in the asset's carrying amount or recognised as a separate asset, as appropriate, only when it is probable that future economic benefits associated with the item will flow to the Company and the cost of the item can be measured reliably. All other repairs and maintenance are recognised as expenses in profit or loss in the financial period in which they are incurred.

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

## Depreciation

The depreciable amount of all fixed assets, including buildings and capitalised lease assets but excluding

freehold land, is depreciated on a straight-line basis over the asset's useful life to the entity commencing from the time the asset is available for use. Leasehold improvements are depreciated over the shorter of either the unexpired period of the lease or the estimated useful lives of the improvements.

The depreciation rates used for each class of depreciable assets are:

Class of Asset	Useful Life
Computers	11.25%-50%
Administration equipment	11.25%-50%
Office furniture	7.5%-15%
Lease improvements	20 %

The assets' residual values and useful lives are reviewed and adjusted, if appropriate, at the end of each reporting period.

Gains and losses on disposals are determined by comparing proceeds with the carrying amount. These gains or losses are recognised as income in profit or loss in the period in which they arise. When revalued assets are sold, amounts included in the revaluation surplus relating to that asset are transferred to retained surplus.

For non-financial assets, the fair value measurement also takes into account a market participant's ability to use the asset in its highest and best use or to sell it to another market participant that would use the asset in its highest and best use.

## (c) Leases

Leases of property, plant and equipment where substantially all the risks and benefits incidental to the ownership of the asset (but not the legal ownership) are transferred to the entity, are classified as finance leases.

Finance leases are capitalised, recognising an asset and a liability equal to the present value of the minimum lease payments, including any guaranteed residual values.

Leased assets are depreciated on a straight-line basis

# Finances

over their estimated useful lives where it is likely that the entity will obtain ownership of the asset. Lease payments are allocated between the reduction of the lease liability and the lease interest expense for the period.

Lease payments for operating leases, where substantially all the risks and benefits remain with the lessor, are recognised as expenses on a straight-line basis over the lease term.

Lease incentives under operating leases are recognised as a liability and amortised on a straight-line basis over the life of the lease term.

## (d) Financial Instruments

Financial assets and financial liabilities are recognised when the entity becomes a party to the contractual provisions to the instrument. For financial assets, this is equivalent to the date that the Company commits itself to either purchase or sell the asset (i.e. trade date accounting is adopted).

Financial instruments are initially measured at fair value plus transactions costs except where the instrument is classified 'at fair value through profit or loss', in which case transaction costs are recognised as expenses in profit or loss immediately.

### Classification and Subsequent Measurement

Financial instruments are subsequently measured at fair value, amortised cost using the effective interest rate method, or cost. Where available, quoted prices in an active market are used to determine fair value. In other circumstances, valuation techniques are adopted.

#### (i) Financial assets at fair value through profit or loss

Financial assets are classified at 'fair value through profit or loss' when they are either held for trading for the purpose of short-term profit taking, derivatives not held for hedging purposes, or when they are designated as such to avoid an accounting mismatch or to enable performance evaluation where a group of financial assets is managed by key management personnel on a fair value basis in accordance with a

documented risk management or investment strategy. Such assets are subsequently measured at fair value with changes in carrying value being included in profit or loss.

#### (ii) Held-to-maturity investments

Held-to-maturity investments are non-derivative financial assets that have fixed maturities and fixed or determinable payments, and it is the Company's intention to hold these investments to maturity. They are subsequently measured at amortised cost. Gains or losses are recognised in profit or loss through the amortisation process and when the financial asset is derecognised.

#### (d) Financial Instruments (continued)

#### (iii) Available-for-sale investments

Available-for-sale investments are non-derivative financial assets that are either not capable of being classified into other categories of financial assets due to their nature or they are designated as such by management. They comprise investments in the equity of other entities where there is neither a fixed maturity nor fixed or determinable payments.

They are subsequently measured at fair value with any remeasurements other than impairment losses and foreign exchange gains and losses recognised in other comprehensive income. When the financial asset is derecognised, the cumulative gain or loss pertaining to that asset previously recognised in other comprehensive income is reclassified into profit or loss.

Available-for-sale financial assets are classified as non-current assets when they are not expected to be sold within 12 months after the end of the reporting period. All other available-for-sale financial assets are classified as current assets.

### Impairment

At the end of each reporting period, the Company assesses whether there is objective evidence that a financial asset has been impaired. A financial asset or a group of financial assets is deemed to be impaired if, and only if, there is objective evidence of impairment

# Finances

as a result of one or more events (a 'loss event') has occurred, which has an impact on the estimated future cash flows of the financial asset(s).

In the case of available-for-sale financial assets a significant or prolonged decline in the market value of the instrument is considered to constitute a loss event. Impairment losses are recognised in profit or loss immediately. Also, any cumulative decline in fair value previously recognised in other comprehensive income is reclassified to profit or loss at this point.

When the terms of financial assets that would otherwise have been past due or impaired have been renegotiated, the Company recognises the impairment for such financial assets by taking into account the original terms as if the terms have not been renegotiated so that the loss events that have occurred are duly considered.

## Derecognition

Financial assets are derecognised where the contractual rights to receipt of cash flows expire or the asset is transferred to another party whereby the entity no longer has any significant continuing involvement in the risks and benefits associated with the asset. Financial liabilities are derecognised when the related obligations are discharged, cancelled or expired. The difference between the carrying amount of the financial liability, which is extinguished or transferred to another party, and the fair value of consideration paid, including the transfer of non-cash assets or liabilities assumed, is recognised in profit or loss.

## (e) Impairment of Assets

At the end of each reporting period, the entity reviews the carrying values of its tangible assets to determine whether there is any indication that those assets have been impaired. If such an indication exists, the recoverable amount of the asset, being the higher of the asset's fair value less costs to sell and value in use, is compared to the asset's carrying value.

Any excess of the asset's carrying value over its recoverable amount is recognised in profit or loss.

Where the future economic benefits of the asset are

not primarily dependent upon the asset's ability to generate net cash inflows and when the entity would, if deprived of the asset, replace its remaining future economic benefits, value in use is determined as the depreciated replacement cost of an asset.

Where it is not possible to estimate the recoverable amount of an asset's class, the entity estimates the recoverable amount of the cash-generating unit to which the class of assets belong.

Where an impairment loss on a revalued asset is identified, this is recognised against the revaluation surplus in respect of the same class of asset to the extent that the impairment loss does not exceed the amount in the revaluation surplus for that class of asset.

## (f) Employee Provisions

### Short-term employee provisions

Liabilities for wages and salaries, including non-monetary benefits, annual leave and long service leave expected to be wholly settled within 12 months after the end of the annual reporting period are measured at the (undiscounted) amounts expected to be paid when the liabilities are settled. The Company's provision for annual leave is recognised as part of trade and other payables in the statement of financial position.

### Other long-term employee provisions

The liabilities for annual leave and long service leave not expected to be settled wholly within 12 months after the end of the annual reporting period are measured as the present value of expected future payments to be made in respect of services provided by employees up to the reporting date. Consideration is given to expected future wage and salary levels, experience of employee departures and periods of service. Expected future payments are discounted using market yields at the reporting date on high quality Australian corporate bonds with terms to maturity and currency that match, as closely as possible, the estimated future cash outflows. Remeasurements as a result of experience adjustments and changes in actuarial assumptions

# Finances

are recognised in profit or loss in the period of the remeasurement. The Company's provision for long service leave is recognised as provisions in the statement of financial position.

## (g) Cash and Cash Equivalents

Cash and cash equivalents include cash on hand, deposits held at-call with banks, other short-term highly liquid investments with original maturities of three months or less, and bank overdrafts. Bank overdrafts are shown within short-term borrowings in current liabilities on the statement of financial position.

## (h) Trade and Other Receivables

Trade and other receivables include amounts due from members as well as amounts receivable from customers for goods sold in the ordinary course of business. Trade and other receivables expected to be collected within 12 months of the end of the reporting period are classified as current assets. All other receivables are classified as non-current assets.

Trade and other receivables are initially recognised at fair value and subsequently measured at amortised cost using the effective interest rate method, less any provision for impairment.

## (i) Goods and Services Tax (GST)

Revenues, expenses and assets are recognised net of the amount of GST, except where the amount of GST incurred is not recoverable from the Australian Taxation Office (ATO).

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

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

## (j) Income Tax

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

## (k) Provisions

Provisions are recognised when the entity has a legal or constructive obligation, as a result of past events, for which it is probable that an outflow of economic benefits will result and that outflow can be reliably measured. Provisions recognised represent the best estimate of the amounts required to settle the obligation at the end of reporting period.

## (l) Trade and Other Payables

Trade and other payables represent the liability outstanding at the end of the reporting period for goods and services received by the Company during the reporting period which remain unpaid. The balance is recognised as a current liability with the amounts normally paid within 30 days of recognition of the liability.

## (m) Comparative Figures

Where required by Accounting Standards comparative figures have been adjusted to conform with changes in presentation for the current financial year.

## (n) Critical Accounting Estimates and Judgments

The directors evaluate estimates and judgments incorporated into the financial statements based on historical knowledge and best available current information. Estimates assume a reasonable expectation of future events and are based on current trends and economic data, obtained both externally and within the Company.

## Key Estimates - Impairment

Directors have concluded that assumptions remain materially unchanged, and are satisfied that carrying value of the fixed assets does not exceed the economic benefit at 30 June 2015.

## (o) New, Revised or Amending Accounting Standards and Interpretations Adopted

The Company has adopted all of the new, revised or



# Finances

amending Accounting Standards and Interpretations issued by the AASB that are mandatory for the current reporting year.

NOTE 2: REVENUE AND OTHER INCOME	2015	2014
	\$	\$
(a) Revenue from (non-reciprocal) government grants and other grants		
State/Federal government grants	1,947,387	1,605,368
Membership	227,666	243,995
Service (including web jobs conference and commission)	264,457	258,004
Unearned grants - prior year	(58,802)	29,986
Unearned grants - current year	56,817	(58,802)
Grants transferred to trust	-	(3,771)
<b>Total revenue</b>	<b>2,437,525</b>	<b>2,074,780</b>
(b) Other Income		
Interest	65,888	76,014
Dividends	2,585	-
<b>Total other income</b>	<b>68,473</b>	<b>76,014</b>
<b>Total revenue and other income</b>	<b>2,505,998</b>	<b>2,150,794</b>

NOTE 3: EXPENSES	2015	2014
	\$	Restated \$
(a) Expenses		
Superannuation :		
- Defined contribution superannuation expense	114,161	110,326

Rental expense on operating leases:

- Minimum lease payments	163,650	7,989
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Auditor fees:

- Audit services	16,500	19,000
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Employee Benefits Expense:

- Total employee benefits expense	(a) 1,541,754	1,436,465
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(a) The 2014 closing balance has been restated as a result of the identification of a prior period error. The error relates to the incorrect accounting for non-vesting sick leave entitlements and has been adjusted to be compliant with the applicable accounting standards.

The adjustment increases opening 2014 accumulated surpluses by \$104,216, decreases 2014 employee benefits expense by \$3,957 and decreases closing 2014 trade and other payables by \$108,173.

COUNCIL OF SOCIAL SERVICE OF NEW SOUTH WALES

ACN 001 797 137 OPERATING AS NCOSS

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2015

NOTE 4: CASH AND CASH EQUIVALENTS	2015	2014
	\$	\$
Cash at bank - unrestricted	932,999	2,572,292
Cash float	377	500
<b>Total cash and cash equivalents as stated in the statement of financial position</b>	<b>933,376</b>	<b>2,572,792</b>
<b>Total cash and cash equivalents as stated in the statement of cash flows</b>	<b>933,376</b>	<b>2,572,792</b>

# Finances

## NOTE 5: TRADE AND OTHER RECEIVABLES

### Current

Trade receivables	220,838	50,102
Other receivables	31,951	1,535
Total trade and other receivables	252,789	51,637

### (a) Credit Risk : Trade receivables

The Company has no significant concentration of credit risk with respect to any single counterparty or group of counterparties other than those receivables specifically provided for above. The main source of credit risk to the Company is considered to relate to the class of assets described as "trade and other receivables".

The following table details the Company's trade receivables exposed to credit risk (prior to collateral and other credit enhancements) with ageing analysis and impairment provided for thereon. Amounts are considered as 'past due' when the debt has not been settled within the terms and conditions agreed between the Company and the customer or counterparty to the transaction. Trade and other receivables that are past due are assessed for impairment by ascertaining solvency of the debtors and are provided for where there are specific circumstances indicating that the debt may not be fully repaid to the Company.

The balances of trade receivables that remain within initial trade terms (as detailed in the table below) are considered to be of high credit quality.

	Gross Amount	Past due and impaired	Past due but not impaired (days overdue)				Within initial trade terms
			<30	31 - 60	61 - 90	>90	
	\$	\$	\$	\$	\$	\$	\$
2015							
Trade receivables	220,838	-	13,930	21,085	1,505	184,318	13,930
Total	220,838	-	13,930	21,085	1,505	184,318	13,930
2014							
Trade receivables	50,102	-	38,699	2,472	1,304	7,627	38,699
Total	50,102	-	38,699	2,472	1,304	7,627	38,699

# Finances

NOTE 6: OTHER ASSETS	2015	2014
	\$	\$
<b>CURRENT</b>		
Prepayments	65,384	16,381
Total Other Current Assets	<u>65,384</u>	<u>16,381</u>
<b>NON-CURRENT</b>		
Lease guarantee deposit	43,241	-
Total Other Non-Current Assets	<u>43,241</u>	<u>-</u>

NOTE 7: FINANCIAL ASSETS			
<b>CURRENT</b>			
Held at fair value through profit or loss			
- Listed hybrids	(a)	186,367	-
- Equity securities	(b)	479,679	-
		<u>666,046</u>	<u>-</u>
<b>NON-CURRENT</b>			
Available-for-sale financial assets		20,000	20,000
- Unlisted equity securities	(c)	20,000	20,000
Total Financial Assets		<u>686,046</u>	<u>20,000</u>

## (a) Listed hybrids

These financial assets are represented by investments in fixed income instruments listed on the Australian Securities Exchange.

## (b) Equity securities

These financial assets are represented by investments in Australian managed funds and international exchange traded funds.

## (c) Unlisted equity securities

The financial asset is represented by Shares in Community 21 Limited which have been recorded at cost. Community 21 Limited was formed to fund the

establishment of a community sector bank which would provide lower cost banking services and other financing opportunities to community based organisations. The investment represents an ultimate 2.5% share of Community Sector Banking. Bendigo Bank Ltd is a 50% shareholder in Community Sector Banking.

Based on a prospectus dated 14 August 2014, the investment in Community 21 Ltd was valued at \$100,000. Given the non liquid nature (non listed) and purpose of the original investment, the directors have elected to carry the investment at cost.

## NOTE 8: PLANT AND EQUIPMENT

<b>Leasehold Improvements</b>			
At cost		569,994	-
Accumulated depreciation		(85,265)	-
		<u>484,729</u>	<u>-</u>
<b>Plant and Equipment</b>			
At cost		241,523	165,939
Accumulated depreciation		(155,277)	(138,562)
		<u>86,246</u>	<u>27,377</u>
<b>Make Good Asset</b>			
At cost		85,499	-
Accumulated depreciation		-	-
		<u>85,499</u>	<u>-</u>
Total Plant and Equipment		<u>656,474</u>	<u>27,377</u>

## Movements in carrying amounts

Movement in the carrying amounts for each class of plant and equipment between the beginning and the end of the current financial period.

# Finances

	Leasehold Improvements	Plant and Equipment	Make Good Asset	Total
	\$	\$	\$	\$
2015				
Balance at the beginning of the year	-	27,377	-	27,377
Additions at cost	569,994	75,584	85,499	731,077
Depreci-ation expense	(85,265)	(16,715)	-	(101,980)
Carrying amount at end of year	484,729	86,246	85,499	656,474

2015	2014 Restated
\$	\$

## NOTE 9: TRADE AND OTHER PAYABLES

### CURRENT

Trade payables		180,293	63,367
Deferred rent liability		34,095	-
Employee entitlements	(a)	102,074	142,026
Grants in advance		339,953	534,951
Grants in trust		267,498	359,857
Unearned grants		56,817	58,802
Total Trade and Other Payables		980,730	1,159,003

(a) The 2014 closing balance has been restated as a result of the identification of a prior period error. Refer to Note 3(a) for further information.

## NOTE 10: PROVISIONS

Note	2015	2014
	\$	\$

### NON-CURRENT

Long-Term Employee Benefits			Provision for Make Good		
Opening balance at 1 July 2014		97,949	83,948	Opening balance at 1 July 2014	-
Additional provision raised during the year		16,073	24,444	Additional provision raised during the year	85,499
Amount used		(63,081)	(10,443)		-
Balance at 30 June 2015	(a)	50,941	97,949	Total Provisions	136,440

# Finances

## (a) Long-Term Employee Benefits

Provision for employee benefits represents amounts accrued for annual leave, long service leave and other leave.

The current portion for this provision includes the total amount accrued for annual leave entitlements and the amounts accrued for other leave entitlements that have vested due to employees having completed the required period of service. Based on past experience the company does not expect the full amount of annual leave or long service leave balances classified as current liabilities to be settled within the next 12 months. However, these amounts must be classified as current liabilities since the Company does not have an unconditional right to defer the settlement of these amounts in the event employees wish to use their leave entitlement.

The non-current portion for this provision includes amounts accrued for long service leave entitlements that have vested but are not expected to be settled in the next 12 months. It also includes provisions for long service leave entitlements that have not yet vested in relation to those employees who have not yet completed the required period of service.

## NOTE 11: CAPITAL AND LEASING COMMITMENTS

	2015	2014
	\$	\$

### (a) Operating Lease Commitments

Non-cancellable operating leases contracted for but not capitalised in the financial statements:

Payable – minimum lease payments

- not later than one year	171,104	6,354
- between two and five years	513,313	-
- over five years	-	-
	<u>684,417</u>	<u>6,354</u>

## NOTE 12: EVENTS AFTER REPORTING PERIOD

No matters or circumstances have arisen since the end of the financial period which significantly affected or may significantly affect the operations of the Company, the results of those operations, or the state of affairs of the Company in future financial years.

## NOTE 13: RELATED PARTY TRANSACTIONS

### (a) Key Management Personnel

Any person(s) having authority and responsibility for planning, directing and controlling the activities of the company, directly or indirectly, including any director (whether executive or otherwise) is considered key management personnel.

#### Key Management Personnel Compensation

	Short-term benefits	Post employment benefits	Total
	\$	\$	\$
2015			
Total compensation	152,790	14,027	166,817
2014			
Total compensation	133,432	12,178	145,610

## NOTE 14: CONTINGENT LIABILITIES

The Company has no contingent liabilities as at 30 June 2015.

## NOTE 15: MEMBER CONTRIBUTIONS

The Company is incorporated under the Corporations Act 2001 and is limited by guarantee. If the Company is wound up, the constitution states that each member is required to contribute a maximum of \$10 towards meeting any outstanding obligations of the Company.

# Finances

## NOTE 16: COMPANY DETAILS

The registered office and principal place of business of the Company is:

Council of Social Service of New South Wales  
Level 3, 52-56 William Street  
Woolloomooloo NSW 2011

1. The financial statements and notes, as set out on pages 6 to 21, are in accordance with the Australian Charities and Not-for-profits Commission Act 2012 and:
  - a) comply with Australian Accounting Standards - Reduced Disclosure Requirements; and
  - b) give a true and fair view of the financial position of the Company as at 30 June 2015 and of its performance for the year ended on that date.
2. There are reasonable grounds to believe that the Company will be able to pay its debts as and when they become due and payable.

This declaration is made in accordance with a resolution of the Board of Directors, and is signed in accordance with subsection 60.15(2) of Australian Charities and Not-for-profit Commission Regulation 2013 .

Karen Bevan

President

Dated this 28th day of September 2015.

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Sydney NSW 2000  
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Sydney, NSW 2001  
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INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS  
OF COUNCIL OF SOCIAL SERVICE OF NEW SOUTH  
WALES

We have audited the accompanying financial report of Council of Social Service of New South Wales ("the Company"), which comprises the statement of financial position as at 30 June 2015, the statement of comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, notes comprising a summary of significant accounting policies and other explanatory information, and the directors' declaration.

### Directors' Responsibility for the Financial Report

The Directors are responsible for the preparation of the financial report that gives a true and fair view in accordance with Australian Accounting Standards – Reduced Disclosure Requirements (including Australian Accounting Interpretations) and the financial reporting requirements of the Australian Charities and Not-for-profits Commission Act 2012.

The Directors' responsibility also includes establishing and maintaining internal controls relevant to the preparation and fair presentation of the financial report that is free from material misstatement, whether due to fraud or error.

### Auditor's Responsibility

Our responsibility is to express an opinion on the financial 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 company'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 company's

# Finances

internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the directors, as well as evaluating the overall presentation of the financial report.

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

## Independence

In conducting our audit, we have complied with the independence requirements of the Australian Charities and Not-for-profits Commission Act 2012.

## Opinion

In our opinion, the financial report of Council of Social Service of New South Wales is in accordance with the Australian Charities and Not-for-profits Commission Act 2012, including:

- (a) giving a true and fair view of the Company's financial position as at 30 June 2015 and of its performance for the year ended on that date; and
- (b) complying with Australian Accounting Standards – Reduced Disclosure Requirements (including Australian Accounting Interpretations) and the financial reporting requirements of the Australian Charities and Not-for-profits Regulation 2013.

Moore Stephens Sydney

Melissa Alexander  
Partner

Dated in Sydney this 28th day of September 2015





NCOSS  
membership

# NCOSS membership



Ability Options Ltd  
Aboriginal Child, Family &  
Community Care State  
Secretariat  
Access Sydney Community  
Transport  
Accessible Arts  
ACL Disability Services  
ACON  
Action For People With Disability  
Inc  
Advance Diversity Services Inc.  
Age Communications  
Aged & Community Services  
Association NSW & ACT  
Aged Care Rights Service, The  
Aid for Africa Down Under  
Albury Wodonga Community  
Network Inc  
Alexander Appointments  
Alice's Cottages Inc  
Alt Beatty Consulting  
Alzheimer's Australia NSW  
Anglicare  
Armidale Care For Seniors Inc  
Asian Women At Work Inc  
Association Of Blind Citizens Of  
NSW Inc  
Association Of Children's Welfare  
Agencies  
Auburn Asian Welfare Centre Inc  
Auburn Community Development  
Network  
Auburn Diversity Services  
Auburn Youth Centre Inc

Australian Association Of Social  
Workers NSW Branch  
Australian Chapter of Batten  
Disease Support Research Assn  
Australian Huntington's Disease  
Association  
Australian Kookaburra Kids  
Foundation Inc  
Australian Red Cross Society  
Australian Services Union (NSW)  
B Miles Women's Foundation  
Ballina Byron Family Centre Inc  
Ballina District Community  
Services Association  
Ballina Shire Meals On Wheels  
Bankstown City Council  
Bankstown Dementia Carers'  
Group Inc  
BaptistCare NSW & ACT  
Barnardos Australia  
Bega Valley Meals On Wheels Co-  
operative  
Benevolent Society - Paddington  
Best Employment Ltd  
Blackheath Area Neighbourhood  
Centre Inc  
Blacktown Area Community Centre  
Blacktown Community Transport  
Bligh Park Community Services  
Blue Mountains City Council  
Blue Mountains Integrated  
Transport  
Blue Mountains Women's Health &  
Resource Centre Inc  
Bobby Goldsmith Foundation

Bondi Beach Cottage - Family  
Centre  
Bondi Youth Accommodation  
Bonnie Support Services Ltd  
Boronia Multicultural Services  
Botany Family & Children's Centre  
Inc  
Boys' Town Engadine - Dunlea  
Centre  
BRC Recruitment Pty Ltd  
Bridge Housing  
Bridge Youth Services Inc  
Bridging the Gap Sydney West Inc  
Broken Hill City Council  
Broken Hill Community Inc  
Broken Hill Youth Accommodation  
& Support Services  
Buddist Library and Meditation  
Centre  
Burdekin Association Inc  
Burwood Community Welfare  
Services  
Byron Youth Service Inc  
Cabramatta Community Centre  
Camden Council  
Campbell Page  
Campbelltown City Council  
Campbelltown Family Support  
Service Inc  
Cancer Council NSW  
Canterbury City Community Centre  
Canterbury City Council  
Carers NSW  
CareWest Inc  
Caringbah Neighbour Aid

# NCOSS membership

Casino Family Support Service Inc  
Cassia Community Centre Inc  
Catholic Social Services NSW/ACT  
CatholicCare - Canberra and  
Goulburn  
CatholicCare - Diocese of Broken  
Bay  
CatholicCare - Wollongong  
CatholicCare Social Services  
CCSA (formerly Community  
Connections Solutions Australia)  
Cecil Hills Community Carers  
Central Coast Community Council  
Central Coast Disability Network  
Central Coast Family Support  
Service Inc  
Central Coast Tenants Advice &  
Advocacy Service  
Central West Community Care  
Forum  
Central West Women's Health  
Centre Inc  
Centre for Volunteering, The  
Cessnock Community Transport Inc  
Chester Hill Neighbourhood Centre  
Inc  
Child & Adolescent Specialist  
Programs & Accommodation  
Child Abuse Prevention Service  
Chinese Parents Association -  
Children With Disabilities In  
Churches Housing Inc  
City Of Sydney Council  
Clarence River Women's Refuge  
Coast Community Connections  
Coast Shelter  
Coffs Harbour Home Mod &  
Maintainance Service Inc  
Combined Pensioners &  
Superannuants Association Of  
NSW Inc  
Common Equity NSW  
Community & Cultural Connections  
Community Activities Lake  
Macquarie Inc  
Community Care Northern  
Beaches Inc

Community Child Care (NSW)  
Community Compass  
Community Connect Northern  
Beaches  
Community Disability Alliance  
Hunter  
Community First Step - Fairfield  
Community Resource Centre  
Community Gateway Illawarra  
Community Options Illawarra  
Inc  
Community Legal Centres NSW  
Community Management Advisory  
Project Inc  
Community Options Australia  
Community Resource Network Inc  
Community Restorative Centre Inc  
Community Services - Metro  
Central Region  
Community Transport Central  
Coast Ltd  
Community Transport Organisation  
Compassionate Friends (NSW), The  
Connected Communities Inc  
Contact Inc  
Coolaburoo Neighbourhood Centre  
Cooma Monaro Shire Council  
Cottage (The) Narrabri Family  
Crisis Centre Inc  
Cottage Family Care Centre (The)  
Council On The Ageing (NSW) Inc  
Country Women's Association  
Cowra & Grenfell Meals On Wheels  
Food Services Inc  
Cowra Neighbourhood Centre  
CRANES Community Support  
Programs  
Create Foundation  
Creating Links NSW Ltd  
Crossroads Community Care  
Centre  
Cystic Fibrosis NSW  
DeafBlind Association NSW  
Deli Women & Children's Centre  
Inc (The)  
Department Of Parliamentary  
Services

Dianne Pentland Consultant  
Disability & Aged Information  
Service Inc  
Disability Information Advocacy  
Service Inc  
Disability South West Ltd  
Domestic Violence NSW  
Domestic Violence NSW Service  
Management  
Down Syndrome Association Of  
NSW Inc  
Drummoine Community Centre Inc  
Dubbo Neighbourhood Centre  
Dundas Area Neighbourhood  
Centre Inc  
Early Childhood Australia NSW Inc  
Early Childhood Intervention  
Australia NSW  
Eastlakes Family Support Service  
Inc  
Edgeworth Memorial  
Neighbourhood Centre Inc  
Elizabeth Evatt Community Legal  
Centre  
Energy & Water Ombudsman NSW  
Engadine Community Services  
Engadine District Youth Services  
-Merged with memb0770  
Essie Women's Refuge Inc  
Eurobodalla Family Support  
Service Inc  
Eurobodalla Shire Council  
Factory Community Centre Inc  
Family Advocacy  
Family Centre  
Family Drug Support  
Family Planning NSW  
Family Services Illawarra Inc  
Family Support Newcastle Inc  
Financial Counsellors Association  
Of NSW Inc  
Food Distribution Network Inc  
Foodbank NSW Ltd  
Forbes/Bland Home Modification &  
Maintenance Inc  
Forrest Centre  
Forster Neighbourhood Centre Inc

# NCOSS membership

Foundation For Disabled  
Sportsmen & Sportswomen  
Fraternal Society Of Tripoli & Mena  
Gambling Impact Society NSW  
Gender Centre  
Genetic Alliance Australia (formerly  
AGSA)  
Gilgai Aboriginal Centre Inc  
Glen Innes & District Community  
Centre  
Global Disability & Health Care  
Services Pty Ltd  
Gosford City Council  
Goulburn Family Support Service  
Inc  
Gowrie NSW  
Grace Mutual  
Graceades Community Cottage Inc  
Granville Multicultural Community  
Centre  
GREAT Community Transport Inc  
Great Lakes Community Resources  
Inc  
Greenacre Area Community Centre  
Inc  
Greystanes Disability Services -  
Leura  
Griffith Neighbourhood House  
Community Centre  
Guardian Youth Care  
Guthrie House Co-operative  
GWC Community Services  
Gwydir HACC Services Inc  
Haemophilia Foundation of NSW Inc  
Handital NSW Inc  
Harris Park Community Centre  
Hawkesbury City Council  
Haymarket Foundation Ltd  
HeadEast Eastern Sydney Acquired  
Brain Injury C'ty Access  
Health Consumers NSW  
Healthy Cities Illawarra Inc  
Hepatitis NSW  
Highlands Community Centres Inc  
Hills Community Aid & Information  
Service (The)  
Holdsworth Street Community  
Centre & Services  
Holroyd Community Aid &  
Information Service  
Homelessness NSW  
Hume Community Housing  
Association Ltd  
Hunter Tenants Advice & Advocacy  
Service  
Hunter Valley Financial Counselling  
Project  
Hunters Hill Ryde Community  
Services Inc  
IDEAS Inc (Tumut)  
Illawarra Area Child Care Ltd  
Illawarra Forum Inc  
Illawarra Legal Centre Inc  
Illawarra Multicultural Services  
(Wollongong)  
Illawarra Women's Health Centre  
Immigrant Women's Speakout  
Association NSW  
Independent Living Centre NSW  
Inner City Legal Centre  
Inner South West Community  
Development Organisation  
Inner Sydney Regional Council  
Inner West Community Transport  
Inc  
Inner West Neighbour Aid  
Inner West Sydney Medicare Local  
Ltd  
Inspiration House Services Inc  
Integrated Living Australia Ltd  
Integricare  
Intellectual Disability Rights  
Service  
Interactive Community Care  
Interchange Wingecarribee Inc  
Intereach Limited - Deniliquin  
International Social Service  
Australia  
Jannali Neighbour Aid (Nightingale)  
Inc  
Jean's Place / Marrickville  
Women's Refuge  
JewishCare  
Jubilee Community Services Inc.

Junction Works Ltd (The)  
Justice Action  
Justice Connect  
Kamira Farm Inc  
Karabi Community & Development  
Services Inc  
Katoomba Neighbourhood Centre  
Kempsey Neighbourhood Centre  
Inc  
Key Assets Fostering NSW  
Kiama Municipal Council  
Kings Cross Community &  
Information Centre Inc  
Kingsford Legal Centre  
Kingsgrove Community Aid Centre  
Inc  
Kogarah City Council  
Kooloora Community Centre  
KU Children's Services  
Ku-Ring-Gai Council  
Ku-Ring-Gai Neighbourhood Centre  
Inc  
Kurri Kurri Community Centre  
Kyogle Family Support Services Inc  
Lake Macquarie City Council  
Lane Cove Municipal Council  
LBW & Partners  
Learning Links - Head Office  
Legal Aid Commission of NSW  
Leichhardt Marrickville Community  
Transport Group  
Leichhardt Municipal Council  
Leichhardt Women's Community  
Health Centre Inc  
Life Without Barriers  
Lismore Women's & Childrens  
Refuge  
Little Bay Coast Centre For Seniors  
Inc  
Liverpool Migrant Resource Centre  
Liverpool Women's Resource  
Centre  
Local Community Services  
Association  
Local Government NSW  
Lower Mountains Neighbourhood  
Centre Inc

# NCOSS membership

Lower North Shore Community Transport Inc  
Lyndon Community, The  
Macarthur Disability Services Ltd  
Macarthur District Temporary Family Care Inc  
Macarthur Diversity Services Inc  
Macedonian Australian Welfare Association  
Macedonian Welfare Association Inc  
MacKillop Family Services NSW  
MacKillop Rural Community Services  
Macquarie Legal Centre Inc  
Maitland Family Support Scheme Inc  
Make Today Count Inc  
Manly Drug Education & Counselling Centre  
Manly Warringah Pittwater Community Aid Service  
Manly Warringah Women's Resource Centre  
Manning Support Services Inc  
Marian Centre  
Marist Youth Care  
Marrickville Council  
Marrickville Legal Centre  
Marrickville Youth Resource Centre Inc  
Marymead Child & Family Centre  
Mental Health Association NSW Inc  
Mental Health Carers ARAFMI NSW - Central Coast  
Mental Health Carers ARAFMI NSW Inc - Sydney  
Mental Health Co-ordinating Council Inc  
Mercy Services (formerly Newcastle Community Transport)  
Metro Assist  
Mid Coast Communities  
Mirabel Foundation  
Mission Australia - NSW State Office

Mobile Childrens Services Association Of NSW  
Monaro Family Support Service Inc  
Moree Women's Refuge Ngala House Inc  
Mosman Municipal Council  
Motor Neurone Disease Association Of NSW Inc  
Mountains Community Resource Network Inc  
Mt Druitt Ethnic Communities Agency Inc  
Multicultural Disability Advocacy Association Of NSW  
Multicultural Support Network Of Randwick  
Murwillumbah Community Centre Inc.  
Muswellbrook Carelink Inc  
Muswellbrook Shire Council  
Nagle Centre Family Care & Support  
Narrabri & District Community Aid Service Inc  
National Association for Loss & Grief NSW Inc  
National Council Of Women Of NSW Inc  
National Respite Association  
National Tertiary Education Union  
Neighbour Aid and Social Support Association  
Neighbour Connections Inc  
Nepean Blue Mountains Local Health District  
Nepean Community and Neighbourhood Services  
Nepean Volunteer Services Inc  
Network Of Alcohol & Other Drug Agencies (NADA)  
New England HACC Development Inc  
Newcastle Temporary Care  
Newtown Neighbourhood Centre Ltd  
Noah's Ark Centre Of Shoalhaven  
Noffs Foundation

North & North West Community Legal Service  
North Coast Community Housing Company - Lismore  
North Coast Institute Of TAFE  
North Richmond Community Centre Inc  
North St Marys Neighbourhood Centre Inc  
North Sydney Council  
Northcott Disability Services  
Northern Rivers Community Gateway  
Northern Rivers Social Development Council  
Northside Community Forum Inc  
NSW Community Housing Tenant Network  
NSW Consumer Advisory Group Mental Health Inc  
NSW Council For Intellectual Disability  
NSW Family Day Care Association Inc  
NSW Family Services Inc  
NSW Federation of Housing Associations Inc  
NSW Meals On Wheels Association Inc  
NSW Ombudsman  
NSW Retired Teachers Association  
NSW Teachers Federation  
NSW Users & AIDS Association  
Occasional Child Care Association Of NSW  
Odyssey House McGrath Foundation  
Older Women's Network NSW Inc  
On Track Community Programs  
One Step At A Time Counselling  
Orana Inc  
Orange City Council  
Our Community Place  
Ourcare Services Limited  
Outer Liverpool Community Services Inc  
Oxley Community Transport

# NCOSS membership

Service Inc  
Pan Community Council  
Parkes & District Neighbourhood & Community Information Centre  
Parkinson's NSW Inc  
Parklands Cottage Incorporated  
Parks Community Network Inc  
Parramatta City Council  
PATH Inc  
Pathfinders Inc  
Penrith City Council  
Penrith Women's Health Centre  
People with Disability Australia Inc  
Phoebe House Inc  
Physical Disability Council NSW  
Platform Youth Services  
Playgroup NSW Inc  
Point Clare Community Hall  
Polio NSW Inc  
Port Kembla Community Project Inc  
Port Macquarie Neighbourhood Centre Inc  
Positive Life NSW Inc  
Positive Support Network Incorporated  
Prisoners Aid Association Of NSW  
Project Youth Inc  
Protective Behaviours NSW  
Public Interest Advocacy Centre  
Public Service Association Of NSW  
Quality Innovation Performance Ltd  
Randwick City Council  
Randwick-Waverley Community Transport  
Rape & Domestic Violence Services Australia  
Raymond Terrace Neighbourhood Centre  
Regional Youth Support Services  
Relationships Australia (NSW)  
Relationships Australia - Canberra & Region  
Richmond Community Services Inc  
Riverstone Neighbourhood Centre & Community Aid Service Inc  
Riverwood Community Centre Inc  
Rockdale City Council  
Rockdale Community Services  
Rosebank Child Sexual Abuse Service Inc  
Rosemount Good Shepherd Youth & Family Services  
Ryde Family Services  
Salvation Army - Australia Eastern Territory  
Samaritans Foundation - Adamstown  
SDN Children's Services  
Search Foundation  
Sector Connect  
Settlement Services International  
Shellharbour City Council  
Shelter NSW  
SHINE For Kids  
Shoalcoast Community Legal Centre  
Shoalhaven City Council  
Shoalhaven Neighbourhood Services Inc  
Shopfront Youth Legal Centre  
SIDS And KIDS NSW  
Sisters Of Charity Outreach  
South East Neighbourhood Centre  
South Sydney Community Aid Co-operative Ltd  
South West Child Adolescent & Family Services  
South West Sydney Legal Centre Inc  
South Western Regional Tenants Association  
South Western Sydney Local Health District  
Southern Councils Group - Community Care Programs  
Southern Highlands Bereavement Care Service  
Southern Riverina Youth Support Services Inc  
Southern Youth & Family Services Association Inc  
Spanish & Latin American Community Organisation Inc  
St Clair Youth & Neighbourhood Team Inc  
St George Accommodation For Youth  
St George Community Housing Co-op Ltd (SGCH)  
St George Womens Housing Inc  
St George Youth Services Inc  
St John Ambulance Australia  
St Marys Area Community Development Project Inc  
St Vincent de Paul Society - State Council  
Stanford House Inc  
Station Drop-In Centre (The)  
Stepping Out Housing Program  
Strathfield Municipal Council  
Stroke And Disability Information  
Surry Hills Neighbourhood Centre  
Survivors & Mates Support Network  
Sutherland Shire Carer Support Service  
Sutherland Shire Family Services Inc  
Sydney Legacy  
SydWest Multicultural Services  
Synapse (formerly Brain Injury Association NSW Inc)  
Tablelands Community Options  
Talinga Community Service  
Taree Women and Children's Refuge  
Temora Shire Council - Temora HACC Centre  
Tenants' Union Of NSW Co-op Ltd  
The Greens  
The Multicultural Network  
The Neighbourhood Centre  
The Place: Charlestown Community Centre  
Thiyama-Li Family Violence Service  
Tomaree Neighbourhood Centre Inc  
Touching Base  
Toukley Women's Refuge  
TransCare Hunter Ltd  
TRI Community Exchange



# NCOSS membership

Tumut Regional Family Services Inc  
TURSA Employment And Training  
Tweed Shire Council  
Tweed Valley Early Childhood  
Intervention Service Inc  
Ulladulla & Districts Community  
Resources Centre  
United Voice  
UnitingCare Children, Young People  
and Families  
UnitingCare NSW ACT  
University of New South Wales  
Veritas House Inc  
Verto  
Vincentian Social Action Centre  
Volunteering Coffs Harbour Inc  
Wagga Women's Health Centre  
Walgett Aboriginal Medical Service  
Co-op  
Walla Mulla Family & Community  
Support  
War Widows' Guild of Australia  
NSW Ltd  
Warringah Council  
Watershed Drug & Alcohol  
Recovery & Education Centre  
Waybridge Ministries Inc  
We Help Ourselves  
Weave Youth & Community  
Services Inc  
Wee Waa & District Preschool  
Association Inc  
Wee Waa Community Care Service  
Inc  
Welfare Rights Centre  
Werrington Community Project Inc  
Western NSW Community Legal  
Service  
Western Suburbs Haven Inc  
Western Sydney Community Forum  
Western Sydney Drug & Alcohol  
Resource Centre Inc  
Westir Ltd  
Westwood Spice  
Windgap Foundation Limited  
Wirringa Baiya Aboriginal Women's  
Legal Centre  
Wise Employment  
Wollongong West Street Centre  
Women in Prison Advocacy  
Network  
Women's Activities & Self Help  
House  
Women's Centre Albury-Wodonga  
Inc  
Women's Domestic Violence Court  
Advocacy Service NSW Inc  
Women's Electoral Lobby NSW Inc  
Women's Health NSW  
Women's Housing Company  
Women's Legal Services NSW  
Women's Shelter Armidale Inc  
Woodbine Neighbourhood Centre  
Woodrising Neighbourhood Centre  
Woodville Community Services Inc  
Workers' Health Centre  
Wyong Gosford Community Legal  
Centre  
Wyong Neighbourhood Centre Inc  
Wyong Shire Council  
Y Foundations  
Yarrawonga District Health Service  
Yawarra Meamei Womens Group  
Yes Youth and Family Services  
(formerly Albury Supported  
Accomm Service Inc)  
Youth Action  
Youth Off The Streets  
Youth Solutions  
YWCA NSW





NCOSS staff



NCOSS has a capable and effective team, with a mix of skills, that is well positioned to make change happen for people experiencing poverty and disadvantage in NSW. Thank you to all NCOSS staff who have contributed to the work NCOSS has done this year. Below is a list of staff as at 30 June 2015.

**CEO** - Tracy Howe

**Deputy CEO** - John Mikelsons

**Executive Officer** - Wendy Hall

**Corporate Services Co-ordinator** - Craig Howe

**Administration Coordinator** - Valentyna Kors

**Media and Communications Manager** - Laura Maclean

**Campaigns Manager** - Melanie Fernandez

**Senior Policy & Advocacy Officers** - Amanda Smithers, Carolyn Hodge, Mike Bailey, Rhiannon Cook

**Policy and Research Officers** - Jed Horner, Ya'el Frisch

**Policy Support Officer** - Janette Prichard

# NCOSS staff