

ANNUAL REPORT 2006/07

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FUNDERS AND SPONSORS

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MEMBERS

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Regional Member	Cleveland Fagan
Regional Member	Tony Stevenson

STAFF

Director	Jill Lang
Manager, Organisational Services	Jeffrey Johnson-Abdelmalik
Manager, Policy and Communications	Fiona Caniglia
Manager, Community Sector Development	Lyndall Hulme
Project Officer, Community Sector Development	Tanya Hall
Multicultural Policy Project Officer	Ana Maria Allimant Holas
Project Officer, Brisbane Actionweb for Refugee collaboration (BARC)	Devi Nagamalai (to April 07)
Media Officer	Mark Jeffery
Policy Project Officer	Rebekah Pick
Finance Officer	Jenny Dvorak (to Nov 07) Jane Grant (from Forman's Business Services)
Directors Personal Assistant/ Administration Supervisor	Donette Fanti
Administration Assistant	Allyson Speers
IT Co-ordinator	Grant Taylor
Library Officer Library Assistant	Maxine Cole Helen MacPherson
QCOSS Townsville Office incorporating the Indigenous Children's Service Unit (ICSU) (Until Nov. 2006) now called Indigenous Professional Support Unit (IPSU)	
Manager	Narelle Gleeson
IPSU Project Coordinator	Kim Adams
IPSU Project Development Officer	Roslyn Von Senden
Project Officer	Kerry Fortuyn
Project Officer- Service Communication and Information	May Kabay
Personal Assistant	Francis Townson/ Anna Wailu
Administration Officer	Lyn Jenkins
Consultant	Frances Snedden

Strengthening Non-Government Organisations (SNGO's)

Community Development Resource Officer	Mark Wischnat
Community Sector Development Worker – Greater Brisbane/Moreton Region	Nina Bowbridge (to Jan 07) Paul MacKay (commenced Feb 07) Debbie Irvine
Community Sector Development Worker – Sunshine Coast Region	Tina Lathouras
Community Sector Development Worker – Gold Coast Region	Christine Kwasny
Community Sector Development Worker – Central West Region	Linda Drake
Community Sector Development Worker – Mt Isa Region	Pauline Lawrence (to Jan 07) Veronica Power(commenced Feb 07)
Community Sector Development Worker – Rockhampton Region	Sandy Paton
Community Sector Development Worker – Wide Bay Burnett Region	Kym Spandley
Community Sector Development Worker – Darling Downs/South West Region	Sandra Hobbs
Community Sector Development Worker – Cairns Region	Colleen Blunt
Community Sector Development Worker – Townsville Region	Sandy McIntyre
Community Sector Development Worker – Mackay/Whitsunday Region	Deborah Rae
Administration Officer	Jessica Cleaver

PRESIDENT'S REPORT – Karyn Walsh

Engagement has been the most important activity that filled the life of the Queensland Council of Social Service in the last twelve months. QCOSS has engaged with its members, the wider community sector, government and the public.

We continue our proud history of engaging with our members throughout the state. Member engagement remains a priority in our strategic plan so that QCOSS can fulfil its role as a voice for disadvantaged Queenslanders and the Community Services Sector.

QCOSS as a peak body has a significant role to play in engaging with government on both matters of policy and sector development. We want to be a resource to the sector and to Government through the provision of quality research, policy development and information about the challenges and the opportunities that exist for our sector to continue to play a vital role in all communities across Queensland. The role of the sector is diverse and flexible and this is our strength. Whether we be promoting the rights and citizenship of disadvantaged and marginalized people, providing a range of professional support and care services, managing community assets such as neighbourhood centres, affordable housing, providing community awareness and education on significant personal, family and social issues our organisations provide much more than we are contracted to provide through our service agreements with relevant funding bodies. As we all approach our Annual General Meetings it is a time to promote and recognise the significant and importance of what we do. We should always remember even in the face of compliance and regulation that these matters alone do not define us – we have the history and ability to be innovative and creative in how we respond to matters that are personal, social and economic issues in our communities. The very presence of community agencies can bring together what is often hidden and individualized into the public as a common concern for many people.

The last twelve months saw us bring many important issues about the sector to government. The implementation of the Strengthening Non Government Organisations project has provided both the Board and Staff of QCOSS with a greater awareness and appreciation of the reality of life currently in local communities. Be assured that the staff of QCOSS has communicated clearly to government the information, concerns and ideas that have been raised throughout the project. The launch of the Queensland Community Services Sector Charter has been a great example of how when we are resourced by talented workers we can bring together a shared vision and commitment of what we hold in common as one sector within a rapidly changing and complex environment of human services.

There are many issues that need to be addressed if we are to see the life of disadvantaged Queenslanders improved. The number of areas of need can be overwhelming and it is important to recognise the significant input that QCOSS has had over the year ranging from climate change, impact of privatising retail electricity, homelessness, family support, mental health, early years centres, legal services, welfare reform, child protection and the need for an early intervention and prevention framework for responding to the needs of individuals and families.

QCOSS has not been able to achieve this greater level of wide-spread engagement without expanding and improving as an organisation. This growth meant we had to move our office to larger and better premises. It also meant larger and better premises for our Townsville office. I would like to acknowledge the Minister Warren Pitt for progressing engagement with QCOSS by acknowledging both the role and needs of a peak body - such as office space and funding .

In conclusion, I thank our members for your support, and the staff of QCOSS in all aspects of leadership, administration, information technology, policy and sector development, media, finance, quality management and project work. Your talent and skills bring QCOSS vision into reality with both its limitations and aspirations. I also want to acknowledge and thank the host agencies in local communities who have supported the SNGO project, the 19 peak bodies with whom we share our role as a peak and whom we have worked in collaboration with over the last year, the Queensland Aboriginal and Islander Health Council who provide such fantastic leadership against such great odds for your inspiration and inclusion of QCOSS, consultants who have worked with us, Senior Executive and Project Staff across government departments, Ministers across a broad range of portfolios and each member of the Board of QCOSS - it is the collective engagement of all of the above that enable things to happen

DIRECTOR'S REPORT – Jill Lang

During 2006-07, QCOSS has continued to grow in both its size, but also in its policy influence and its ability to provide support and assistance to the Community Services Sector in Queensland.

The major reason for this has been the decision by the Board to draw down significant financial resources from QCOSS's retained earnings to contribute to the recruitment and retention of high quality and committed staff. The result has been success which has bred further success. We have a fantastic group of excellent staff and we can only achieve the results we have achieved through their hard work.

This work is evident in the detail provided in this Annual Report. It is organised under the following key Outcome Areas that are identified in the QCOSS Strategic Plan.

- Policy Advocacy
- Community Sector Development
- Community and Member Engagement
- Leadership, Effective Governance and Continuous Quality Improvement

We have been strongly supported by the Board and I wish to thank them and all the staff of QCOSS for the excellent outcomes we have achieved.

POLICY

QCOSS's Policy Advocacy has gone from strength to strength during the past year. Some of our major achievements include:

- Lobbying the Queensland Government to fight poverty in Queensland. We presented a major submission in the context of State Budget discussions which was a Plan to End Poverty in Queensland. One of our key successes was State Cabinet agreement that "A Fairer and Safer Queensland", "Prevention and Early Intervention" and "Aboriginal and Torres Strait Islander Partnerships" were to be strategic priorities across Government over the coming years.
- We have raised awareness about poverty and injustice through increased media coverage and the publication of a new Report on Poverty in Queensland.
- We have supported effective advocacy by other organisations, by developing advocacy tools and providing research and information.

The QCOSS Policy Framework

QCOSS has developed an integrated policy framework that unites the many different themes we seek to influence. As QCOSS is asked to comment on and participate in many different policy areas, the policy framework enables us to make decisions about priorities during the year.

The integrated policy framework decided by the QCOSS board is *Ending Poverty and Inequality: A Fair Queensland Policy and Investment Plan*.

Within this theme, QCOSS responds across the following themes or issues:

- Poverty (including spatial poverty)
- Culturally and linguistically diverse communities
- Aboriginal and Torres Strait Islander issues
- Prevention and early intervention (including children, young people and families, community development and violence prevention)
- Housing
- Homelessness
- Work, education and wellbeing
- Disability
- Health (including mental health)
- Rural, regional and remote issues
- Corrections and legal services
- Violence

- Ageing
- Gambling
- Utilities (including climate change)

The Fair Queensland Policy and Investment Plan was launched in March 2007, at the time of the QCOSS Conference. The launch featured Andrew Johnson on ACOSS, President of QCOSS Karyn Walsh, and Robin Hanan who is the Coordinator of European Anti-Poverty Network Ireland.

The policy process within QCOSS has maintained the following four stages:

- Research
- Consultation
- Decision making
- Advocacy

Consultation

We gathered policy evidence and ideas from a range of stakeholders including QCOSS members and the broader community. QCOSS conducted policy forums in Cairns, Townsville, Mackay, Toowoomba, Rockhampton, Brisbane, the Gold Coast and the Sunshine Coast and we held tele-links with more remote Western areas of Queensland. Over one hundred members and stakeholders participated. We obtained input from members who responded to a web-site questionnaire on policy issues. We sought input from over twenty Statewide peaks and networks on relevant policy and received pro-bono advice from consultants and academics at Queensland universities. We had specific workshops on critical policy issues and solutions at a number of sessions at the QCOSS Conference in March 2007. This was all in addition to other stakeholder advisory committees in which we gain information and research evidence.

Social Policy Forums

We have held a number of forums which have been led by policy experts on a range of relevant issues. These have included:

- Roseanne Haggerty, founder of Common Ground Community a not-for-profit housing and management organisation in New York City and then Thinker in Residence with the South Australian Government, talking about supportive housing.
- Support to the Micro Finance Working Group to conduct the Corporate Social Responsibility Forum
- University of Qld academic Anne Daley, presented a seminar on poverty, children and spatial disadvantage in Queensland.
- Tom Calma, Aboriginal and Torres Strait Islander Human Rights Commissioner spoke to a group of over sixty people at the Jagera Cultural Centre at Musgrave Park in Brisbane.
- Two forums on Employment for the Most Disadvantaged (Brisbane and Rockhampton) conducted jointly with the Department of Employment and Industrial Relations.

Policy Submissions

The following policy submissions have been made to State Government during the past years

- Submission to the State Budget Process for 2007-2008: *Smart State, Fair State. Ending poverty and inequality through a Fair Qld Policy and Investment Plan.*
- Submission to the Minister for Mines and Energy on the Electricity Reforms Discussion Paper
- Submission to Department of Communities on outcomes and outputs for Community Development as a basis for inclusion in funding service agreements.
- Submission to the Department of Child Safety on the Draft Child Safety Strategy
- Submission to the Department of Communities Homelessness Reference Group on Consumer participation and engagement in homelessness services
- A submission to the State Government Review of Freedom of Information
- A submission to the Queensland Industrial Relations Commission inquiry into the impact of the Federal Government's WorkChoices legislation
- Submission by QCOSS and QAILS to the Parliamentary Legal, Constitutional and Administrative Review Committee on *Access to Administrative Justice*
- Submission to the Departments of Communities and Child Safety on Prevention and Early Intervention for Families and Children at Risk (prepared with the assistance of Paul Testro)
- Submission to the Consumer Health Council Discussion Paper
- Submission in relation to pay-day lending interest rates.
- Submission on the private management of prisons.

- Oral and written submission on 22/11/06 to the Minister of Health Stephen Robertson by The Community Health Action Group (CHAG) Multicultural Health Network of which QCOSS is part.
- Submission to Multicultural Affairs Queensland (MAQ) regarding the Multicultural Highlights Consultation Forums. This was in collaboration with the Multicultural Development Association (MDA), and the Ethnic Communities Council of Queensland (ECCQ)
- Submission to Cultural Partners Australia about Responsible Gambling Communication Strategy - Market Research and Concept Testing, commissioned by the Queensland Office of Gambling Regulation (QOGR)
- Submission to Local Government Responding to the Discussion Paper "Improving Service Delivery to Culturally and Linguistically Diverse (CALD) Clients in the Logan Region" Logan City Council
- Submission to the Department of Communities Fact Sheets Culturally and Linguistically Diverse backgrounds Engagement Guides January, 2007

New Publication: Poverty in Queensland

QCOSS commissioned a report, undertaken by the Social Research Centre at the University of Queensland (UQSRC), entitled *Poverty in Queensland*. This report can be used as a resource for our members and also as an advocacy tool - it is available on the QCOSS website to download. It will provide a foundation and baseline for updating this data every couple of years as a way of raising awareness of the level of poverty in Queensland as a basis for change. QCOSS has been in negotiation with UQSRC for an updated edition with the release of the 2006 census data. Unfortunately the data required to complete this report will not be available until 2008.

Aboriginal and Torres Strait Islander Policy

QCOSS has held a joint Board meeting with the Queensland Aboriginal and Islander Health Council (QAIHC). Joint projects in both policy development and sector development were agreed. In the area of Aboriginal and Torres Strait Islander policy, QCOSS and QAIHC developed joint material for the QCOSS State Budget Submission and have worked together on prevention and early intervention policy through a variety of forums. QCOSS has had discussion with QAIHC around how to incorporate ATSI consultation in our policy process.

QCOSS also continues to work with QAIHC to build recognition by Government and the Queensland Community of the role of Aboriginal and Torres Strait Islander community controlled organisations and their key role in the provision of human services to their local community. We are working with a range of Aboriginal organisations from a variety of human services delivery areas and from around the State to build an ATSI human services coalition.

ADVOCACY

Participation in Advisory Mechanisms

QCOSS participates in the following committees on an ongoing basis:

- Responsible Gambling Advisory Committee
- Homelessness Implementation Reference Group
- Prevention and Early Intervention Ministerial Roundtable
- Homelessness Ministerial Roundtable
- Child Protection Partnership Taskforce
- Board Member - Centre for Credit and Consumer Law Griffith Law School
- State Incorrections Working Group
- Blueprint for the Bush Associates Group
- Participation in Workforce Development Alliance with ACROD and the Qld Alliance of Mental Illness and Psychiatric Disability Groups Inc.
- COAG Mental Health Reference Group

QCOSS was involved in the following collaborative multicultural projects:

- Participation in ASHRAM – including a proposal to develop a summit involving 50 participants from government and the community sector.
- Participation in Local Government Initiatives - Brisbane City Council Planning Committee and Multicultural Community Forum in March 2007.
- Participation in the Centrelink Advisory Committee in February 2007 contributing to the theme 'Multicultural Mental Health Towards a Holistic Approach'.

- Participation in the Immigrant Women's Support Service Conference presenting a paper called 'Legal and Policy Implications Interpreters Policy - Practice'.
- Participation in the Multicultural Mental Health Subcommittee including a strategic directions meeting facilitated by QCOSS in March 2007.
- Participation in 'Learning & Organisational Development (L&OD) Multicultural Competency Project' by Disability Services Queensland.

QCOSS participated in the following on an occasional or time-limited basis:

- Qld Pensioners and Superannuants League Conference
- Corporate Social Responsibility Seminar
- National Electricity Market/ Full Retail Commission Consumer Committee
- Climate Change Forum conducted by the Queensland Conservation Council

Advocacy Campaigning

Early in 2006-07, the QCOSS Board agreed a campaign strategy to support our policy for Ending Poverty: A Fair Queensland Action Plan.

During the State election in September 2006, QCOSS Board members, staff and community members undertook delegations to key members of parliament to advocate for the adoption by the political parties of such a plan.

From November 2006 and March 2007, QCOSS focussed its attention on advocating for the implementation of detailed recommendations contained in the plan. This involved media releases and interviews, delegations by QCOSS Board to key Ministers and senior departmental heads (eighteen in total), and delegations by our members throughout regional areas. We also met and presented to Backbench Committees.

The QCOSS State Budget Breakfast on 7 June was attended by 150 people. The Breakfast was addressed by Deputy Premier and Treasurer, Anna Bligh and Minister Warren Pitt.

To support advocacy during the election campaign as well as accompanying our budget submission, we developed comprehensive resource materials to assist members to effectively advocate for our policies. These were made available in both hard copy and on our website.

In September 2006 board members, staff and representatives from other peak bodies attended an advocacy training day with Andrew Johnson from ACOSS. This training was following on from training that was held in April 2006. It was very successful in scoping and developing the outline of an Advocacy Plan spanning 3-5 years so that we are well placed to take a longer term view of successfully advocating for a Fair Queensland Action Plan.

General advocacy training was also provided by Andrew Johnson in April 2007. Feedback from this training indicated that the training was well received. QCOSS is aiming to continue with advocacy training, as there have been numerous requests from members for it.

Advocacy at the Federal Level

QCOSS continues to support ACOSS in a range of its policy development and advocacy campaigns. We support the Australia Fair campaign and encourage members to log-on to the ACOSS website and send messages to members of parliament to support the principles and actions of the Australia Fair plan. QCOSS representatives have participated in two ACOSS organised Advocacy Days in Canberra on the changes to the Australian welfare system and on oral health for disadvantaged Australians. We have also participated in and supported the nation-wide campaign to ameliorate the impacts of the Federal Government's welfare changes affecting Northern Territory Aboriginal communities.

Media

This year saw another incredible year for media coverage for QCOSS. A conservative estimate shows we received media coverage on radio, on TV, in newspapers and the internet more than 375 times.

Just counting the number of occurrences only tells part of the story. Most significantly, QCOSS extended the range and breadth of coverage. We made major inroads in regional and rural media. Regional radio was strong and we now have regular rural presenters calling us for comment and extensive interviews.

Commercial FM radio also continues to carry our stories and follow-up our campaigns. This is the most dominant radio sector and represents strong results communicating to young audiences.

Coverage in the *Courier Mail* and *Sunday Mail* also picked up during the year. This followed a period of low coverage. And QCOSS picked up on the emerging growth of internet news websites by having a strong presence on them.

As well as responding to media QCOSS achieved great results setting its own media agenda and gaining proactive coverage. Some of the campaigns in which we were successful included our budget submission to State Government, the opening of the Townsville office, supporting ACOSS campaigns, Anti Poverty Week, the QCOSS Conference and our annual budget breakfast.

The last two resulted in phenomenal coverage. QCOSS generated more coverage in Queensland for Anti Poverty Week than the national office. And the QCOSS conference was heard, read or seen over 4 million times. This includes many people hearing about it on multiple occasions.

Other new gains included coverage on the ABC Stateline program and a strong presence with Indigenous media and alternative outlets such as 4ZZZ.

The challenge for the next year is to find new ways to create media interest for our issues and policies. It is also time for us to take on the challenge of engaging commercial TV outlets in better ways.

Anti-Poverty Week

QCOSS worked again with the State Facilitating Group for Anti-Poverty Week, undertaking the role of co-convenor in 2006. QCOSS's report on *Poverty in Queensland* was launched during Anti-Poverty Week by the Governor, Quentin Bryce. QCOSS was also heavily involved in organising a mini debate on poverty in a wealthy society. QCOSS is involved in co-convening the Anti-Poverty Week Working Group with Uniting Care in 2007.

Communications

QCOSS has continued to produce the weekly e-News publication to all members. This includes QCOSS news, general sector news, events and positions vacant. This year we have included in the QCOSS News section – 'Sector Development Tip of the Week' and 'Advocacy Tip of the Week'. These tips are in the vein of the very successful 'IT Tip of the Week' and in addition to sharing valuable resources and handy hints, these tips also help explain the context of the work that QCOSS undertakes in these areas. E-News is well supported by members and other stakeholders who send in material for inclusion which ensures that e-News is topical and interesting. QCOSS aims to maintain e-News as a major source of direct and regular communication with our members.

QCOSS has also continued to produce a quarterly edition of FQ magazine. FQ is intended to provide members with news about our activities, consultation processes and issues across policy and sector development. The four editions across 2006-2007 focussed on draft social policies; updates on QCOSS Budget Submission, Anti-Poverty Week and the Annual Report; the QCOSS Conference; and the Queensland State Budget. Again FQ targets our members to ensure that QCOSS is in contact with our constituents and that communications are regular and relevant.

Our website continues to provide the policy team with a great resource to communicate with members about issues and how members can engage with the policy process.

The website includes copies of all submissions that have been sent to Government, all press releases and all editions of FQ. The website also includes an action page which includes any campaigns that QCOSS is running or involved with and resources to support members in their advocacy efforts.

The focus of policy and communications in the future

QCOSS's future focus remains on:

- Pursuing negotiations with government to develop a proactive response to social exclusion
- Continuing to implement our three year Advocacy Plan pushing for solutions to the State's most critical issues concerned with poverty and disadvantage
- Increasing community awareness of poverty and disadvantage.

COMMUNITY SECTOR DEVELOPMENT

In the past year QCOSS has undertaken significant work in promoting, supporting and developing the capacity of community based organisations. Some of our achievements include:

- Improved sector working conditions by securing grants indexation which takes into account wage increases and CPI, and identifying *WorkChoices* implications for the sector;
- Built the sector's influence by drafting with other peaks and Statewide networks a Charter for the Community Services Sector in Queensland;
- Improved the sector's sustainability through its work on the full cost of service delivery and by driving development of a Compact to clearly define roles between the sector and government;
- Supported the sector to meet new government Standards for Community Services, including convincing the government to provide flexibility and additional funding for organisations;
- Improved support for non-government organisations in rural and regional Queensland by establishing an office in Townsville and a network of 12 support workers across the state; and
- Consolidated and expanded the work of the Indigenous Professional Support Unit in Townsville to provide professional development and support to Aboriginal and Torres Strait Islander managed child care services throughout the state

The Impact of WorkChoices on the Non-government Health and Community Services Sector Project

The project commenced in November 2006 for a twelve month period to:

- investigate the impact of the legislation,
- provide the sector with information and useful resources to assist organisations in ways that do not promote the erosion of current wages and working conditions, and
- encourage good employment relations.

The project undertook a statewide survey of industrial relations arrangements in the sector, provided 22 information sessions throughout the state reaching approximately 300 participants, and developed a resource kit to assist organisations in their endeavors to understand the impact of the legislation. This kit is available on the QCOSS website, in hard copy, and on Community Door.

Issues arising from the project included:

- Uncertainty about the future of award regulation in the sector
- Difficulty in providing competitive wages and working conditions
- Emerging need to promote a culture of good employment practice within the sector
- Need for sector specific industrial relations information

Future of the Sector Project.

Throughout 2007 QCOSS continued to work in a collaboration of statewide peaks and networks around the ongoing Future of the Sector Project to strengthen the position of the community services sector in Queensland.

The project reached a significant milestone in 2007 with the development of a Community Services Sector Charter. The Charter was developed through the *Creating a Future for our Sector* consultation held towards the end of 2006, a community sector roundtable in March 2007 (attended by 60 representatives from 20 community service peak bodies) and a workshop session at the QCOSS conference to seek feedback on a draft of the document.

In 2007 the project also commenced an external communication strategy for the sector with the objective of raising awareness of the social and economic contribution of the sector to society.

Peaks Collaboration

In 2007 the collaboration of statewide peaks and networks broadened its membership to create a forum of lead community service agencies – The Community Services Futures Forum. The Forum includes statewide peak agencies, service providers, networks and regional bodies.

Full Cost of Services

The Full Cost of Services project has engaged the sector around issues concerning costing and contribution policy and in 2007 focused on contributing to the work of the Department of Communities and Disability Services Queensland 'Fair Level of Funding Project'. QCOSS is a member of the project's community services reference group and played a role in:

- resourcing reference group members with materials to inform the work of the project,

- facilitating opportunities for discussion outside of the reference group meetings, and
- ensuring the sector is engaged in the work of the project by posting the minutes and materials from each reference group on our website.

Legislative reform

QCOSS provided submissions over the past year to influence the legislative framework relating to the proposed prescribed requirements of the Community Services legislation. The key messages from QCOSS included:

- reduction of unnecessary duplication across a number of documents,
- locating some of the requirements within the Associations Incorporation Act, rather than developing duplicate legislation,
- clearly defining the triggers which lead to departmental intervention, and
- strongly supporting the introduction of an independent community services complaints mechanism.

QCOSS also continues to argue strongly that, while the legal framework for the State Government's interaction with the Community Services Sector needed to be updated, it is not sufficient in itself. More important is the development of a Compact between the Sector and the State Government which covers other, more contentious areas of the partnership. These included: the funding relationship, the planning and program development relationship, and the importance of jointly working towards improved service outcomes.

Some changes were made to the Associations Incorporation Act in March 2007. The changes contained in this amended legislation will affect about 20,000 non-profit organisations. These are:

- the relaxation of compulsory annual audit provisions for small associations, and
- changes to mandatory public liability insurance.

However, the Act covers less than half of the reform agenda discussed in the community consultation paper and QCOSS has been informed that another bill dealing with these matters is being developed. QCOSS welcomes the proposal to establish a Steering Committee to oversee the policy development required for the Stage 2 amendments and will insist on representation on the steering committee.

Queensland Audit Office Report

The report by the Queensland Audit Office *Results of Performance Management Systems Audit of Management of Funding to Non-Government Organisations* tabled in May 2007 reflected many of the issues raised by QCOSS in the preparation of the report. QCOSS welcomed the recommendations of the report calling for a reduction in the amount of red tape and compliance activities, and a clear statement by government on the objectives it seeks to achieve through its many relationships with community organisations. This document articulates ways forward both for government and the sector.

QCOSS SNGO project

QCOSS continues to be actively engaged in the Strengthening Non Government Organisations Reference Group where, with other peak organisations, QCOSS has provided information to influence the implementation of the broader strategy. QCOSS successfully lobbied for flexibility in proposed requirements for the Standards for Community Services in Queensland and funding for organisations to meet the new Standards. At the end of June 2006, it appeared likely that the Standards will now be implemented by organisations receiving more than \$100,000 triennially with an emphasis on quality improvement rather than compliance. We are continuing discussions with the Department of Communities about the duplication of these and other standards to which community service organisations must adhere. The Qld Audit Report also emphasised this problem.

This project represents an important collaboration between government and sector and developed a strong momentum and acceptance from community organisations during the year. It signals a new era of partnership with a hopeful outlook for future projects such as *Fair Level of Funding* and the *Compact*. QCOSS-employed Community Sector Development Workers continued with great success to provide information, resources and support to sector organisations. A key tool for the unfolding of this project was the provision of 75 standards preparation workshops, attended by 686 people representing 376 funded services. These workshops focussed on organisations knowing the content of the Standards for Community Services and the benefits to their organisations.

In the early part of 2007 the workers helped facilitate the introduction of the Community Door website for organisations funded by Department of Communities and DSQ. Organisations found the website a valuable resource with plenty of materials to support organisational development activities.

The QCOSS SNGO team also facilitated Peer Support networks for organisations funded by the Department of Communities. These networks aim to be responsive to regional needs and range from electronic through to face-to-face meetings. One of the keys to the success of this work has been to attract those people in organisations who will be responsible for the implementation of the Standards.

The QCOSS SNGO project was evaluated by the 20/20 Group during the period of April to June 2007. QCOSS contributed to the evaluation through each of the stages of the process. The results of the evaluation were positive and many suggestions have been taken on to improve our performance in this project next year.

Indigenous Professional Support Unit and Townsville QCOSS

QCOSS was successful in obtaining the tender for the Indigenous Professional Support Unit (IPSU) in the latter half of 2006. The IPSU is an initiative of the Inclusion and Professional Support Program, funded by the Department of Families, Community Services and Indigenous Affairs (FaCSIA) from Nov 2006 to Nov 2008.

IPSU provides professional support to over 80 Indigenous-run child care services throughout Queensland, including a variety of service types - Playgroups, Enrichment programs, Long Daycare Centres, Multifunctional Aboriginal Childcare Services and Outside School Hours Services. IPSU delivers professional support by providing training, advice, referrals, resources and newsletters on a range of topics. We also work closely with the Professional Support Coordination Queensland (PSCQ) and the Inclusion Support Agencies (ISA) to support child care services to provide quality care that is culturally safe, appropriate and meets the needs of Indigenous children.

The Needs Analysis Report 2006-07 of IPSU services and major stakeholders was completed and was submitted to FaCSIA in March 2007. This was used to inform the development of a subsequent report: Professional Support Service Delivery Implementation Plan. The Implementation Plan was completed in April 2007 and outlines strategies and timeframes to provide professional support to eligible Indigenous run childcare services throughout Queensland.

Throughout 2006/07 IPSU staff have undertaken a range of professional development activities to assist in the transition from ICSU to IPSU and to meet the needs of various positions within the team. The focus of IPSU in the future will involve:

- conducting further service visits to all of the designated Indigenous-run childcare services throughout Qld
- conducting formal mentor research project between nominated IPSU services
- developing culturally appropriate and inclusive resources for children's services
- preparing for the IPSU conference in 2008.

The focus for Sector Development in the future:

Over the next year QCOSS will:

- finalise sector sustainability projects including the Charter for the Community Services Sector and the Compact with government:
- support sector organisations to respond to *WorkChoices*
- lobby government to improve funding for organisational infrastructure as well as quality service delivery, and
- continue supporting community organisations to implement the Standards for Community Services.

COMMUNITY AND MEMBER ENGAGEMENT

Following the results of the Member and Stakeholder Survey last year considerable organisational energy has been expended in improving QCOSS' engagement with rural and regional members and with Aboriginal and Torres Strait Islander organisations, the results of which can be evaluated from the range of policy initiatives reported earlier.

Narelle Gleeson was appointed at the beginning of 2007 as Manager QCOSS Townsville office and of the Indigenous Professional Support Unit to strengthen our regional networks and improve the quality of input into policy processes. The results of this can be measured by:

- Increased engagement with existing rural, regional and Aboriginal and Torres Strait Islander networks
- Targeted consultation with rural, regional and Indigenous organisations to inform QCOSS policy
- Widening the scope of QCOSS social policy forums to include a greater number of rural and regional areas
- Increased registrations received for social policy forums to be held next financial year
- Preparation of an Aboriginal and Torres Strait Islander component of the budget submission

To strengthen the organisation's capacity to interact with its members QCOSS has invested in a high quality membership database. This database which will be introduced in 2007 will include features such as improved contact management tools and the ability to record all interactions with members. Members will be able to renew membership and change their contact details online.

QCOSS Conference

In 2007 the theme of the QCOSS conference was "Poverty, Prosperity and Progress: Ensuring the inclusion of all Queenslanders." The conference was held over 2 days with day one of the conference examining strategies for ending poverty and inequality and day two addressing sector development, in particular how we can build a strong and sustainable community services sector.

The conference featured three sessions of concurrent workshops on each day in addition to the keynote presentations and plenary sessions. Notably, on day one, Robin Hanan from the European Anti-Poverty Network delivered an inspiring keynote address on the European Social Inclusion Strategy highlighting learning's for a Queensland whole of government anti-poverty plan. On day two Robert Fitzgerald outlined some of the challenges and opportunities for the sector in facing the future. Workshops across the two days included both practical training sessions, QCOSS policy development sessions and participatory discussion sessions on a range of topics within Policy Advocacy and Sector Development.

The conference was attended by close to 400 delegates on each day.

LEADERSHIP, EFFECTIVE GOVERNANCE AND CONTINUOUS QUALITY IMPROVEMENT

QCOSS continues to improve its organisational capability.

Of particular note was our move to new premises after about twenty years in a converted departmental house in Kelvin Grove. With a rental subsidy from the Department of Communities we have moved to much improved premises in West End. This move reflects the growth in size and activity of QCOSS. The infrastructure support for this growth has been increased with the addition of able new administrative staff, a server upgrade and the purchase of a new database which will allow online membership renewals. In addition, by auspicing the Indigenous Professional Support Unit QCOSS has been able to establish the new Townsville office. Organisational links between Central office, our Townsville office and our outposted QCOSS SNGOs staff are good and will be a major focus for strengthening in the coming year.

Other matters we have progressed:

- **Quality Assurance and Continuous Improvement:** The decision taken by the Board to adopt the Community Service Standards over the next two years as the basis of a Quality Assurance and Continuous Improvement plan has been actioned. It is planned that all relevant Department of Communities Standards will have been reviewed by July 2008.
- **Risk Assessment (or Safety and Success) Plan:** The Board and senior management team have conducted Risk Assessment processes which feed into both planning and quality assurance. As a result important initiatives are being undertaken, such as a fraud prevention process which will secure the integrity of the organisation.
- **Knowledge management:** Improvement of knowledge management systems continues and will be a major focus in the coming year as QCOSS seeks to refine its knowledge storage systems and target its research capability.
- **Financial systems:** Under the leadership of the Board Treasurer Kathryn Harrison, the outsourcing of QCOSS financial processes to Formans Business Services has resulted in a new level of robustness and professionalism.

- **Information Technology:** The last year has seen a very significant increase in the organisational capability of QCOSS, to the point where we were able to partner with the Information Industries Bureau of the Department of State Development in presenting the Information Communication Technologies Forum which for the first year featured the Community Sector. The need for coordination and support across the sector is apparent and QCOSS is continuing to talk to the Department about how this initiative can be extended next year and bring in a wider range of community organisations.

Publications

- 2004-2007 QCOSS Strategic Plan
- Budget Submission 2007 – 2008: Smart State, Fair State – Ending poverty and inequality through A Fair Queensland Policy and Investment Plan
- Child Care Management News – Bi-Annual Newsletter
- Email News – Weekly
- FQ Magazine – Quarterly Newsletter
- IPSU News
- Queensland Community Sector Mapping Report (May 2006)
- Community Development In Queensland: A consultation project into community development outputs – Report 1 (May 2006)
- Full cost of Service Delivery (February 2007) (Fact sheet)
- QCOSS Policy Fact Sheets:

- Reducing Poverty	No. 1
- Spatial Poverty	No. 2
- Aboriginal & Torres Strait Islander Issues	No. 3
- Cultural & Linguistic Diversity (CALD)	No. 4
- CALD & Poverty	No. 4a
- CALD & Employment	No. 4b
- CALD Health	No. 4c
- CALD & Housing	No. 4d
- Prevention & Early Intervention	No. 5
- Homelessness	No. 6
- Housing	No. 7
- Disability Services	No. 8
- Work & Education	No. 9
- Health	No. 10
- Mental Health	No. 11
- Rural, Regional & Remote	No. 12
- Justice & Rights	No. 13
- Preventing Incarceration	No. 14
- Preventing Violence	No. 15
- Ageing well in Queensland	No. 16
- Gambling	No. 17
- Utilities & Climate Change	No. 18
- 2006 Member Survey Report
- Australian Community Sector Survey 2006 (Queensland) (*in partnership with ACOSS*)
- Poverty in Queensland
- QCOSS Annual Report 2005/2006

ACOSS REPORT – Gail Middleton

The start of 2006/2007 saw the ACOSS family bracing itself for the implementation of draconian welfare reforms that were expected to reduce the welfare entitlements for over 50,000 Queenslanders over the next 3 years. Not a very good start, but the finish was even more shocking as ACOSS deliberated over appropriate ways to respond to the Federal Government contentious Emergency Response to combat child abuse in the Northern Territory.

This scenario sums up what has been an extremely demanding year for ACOSS, but it was a year full of strategic development. The strategies employed by ACOSS have been based around producing quality reports offering solutions for the topical issues that impact on Australia's most vulnerable people and the services that exist to make Australia a fair and civil society.

On top of the expected workload that includes development of Federal Budget Recommendations, organising the Annual Congress meeting and the carrying out the National Community Sector Survey, ACOSS has been developing strategic partnerships and undertaking consultation and advocacy days to get some key messages across to the decision makers and general community. In particular, the introduction of the Australia Fair initiative is bringing information on social justice issues to the many Australians that wants to make a difference by encouraging people to keep informed through the internet site at www.australiafair.org.au .

As we get closer to a federal election and the self centred voters are being wooed by major political parties it is vital that the most vulnerable Queenslanders have a national voice which has the capacity and respect to communicate with all levels of the community to ensure everyone gets a Fair Go.

For further information on ACOSS's most recent publications and events, go to the ACOSS website at www.acoss.org.au.

TREASURER'S REPORT – Kathryn Harrison B. Com (Acct)

The QCOSS Board took the decision to allocate funds from equity to ensure QCOSS had sufficient resources available to enable it to achieve the outcomes identified in its Strategic Plan for two years. This strategy has proved successful and the Board has endorsed the allocation of further funds to extend this resource allocation to the 07/08 financial year.

With reference to the Consolidated Financial Reports, QCOSS recorded a deficit for the 06/07 financial year. This was planned and expected and is largely the result of the Boards decision as outlined above however a planned approach to sourcing additional income streams to develop a more sustainable financial strategy is now due and will be undertaken before the end of December 2007.

A comprehensive review of the financial systems was undertaken during the 0607 financial year resulting in a more streamlined audit process and an unqualified audit statement.

My congratulations to Jill Lang and the QCOSS team for their achievements throughout the 0607 financial year and to Forman's and Jeff Johnson-Abdelmalik for their work in the financial area during the year.

I now step down as Treasurer having devoted two years to the position. I appreciate and am supportive of the work of QCOSS and am keen to remain as a general member on the Board to engage in other than financial matters.

FINANCIAL STATEMENTS

Queensland Council of Social Service Inc.

Financial Report
For the year ended 30 June 2007

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* Originals held at QCOSS Office

QUEENSLAND COUNCIL OF SOCIAL SERVICE INC.

**FINANCIAL REPORT
FOR THE YEAR ENDED 30 JUNE 2007**

COMMITTEE'S REPORT

Your committee members submit the financial report of the Queensland Council of Social Service Inc. for the financial year ended 30 June 2007.

Committee Members

The names of committee members throughout the year and at the date of this report are:

Karyn Walsh	Hilary Martin
Michael Myers	Kathryn Harrison
Mark Tucker-Evans	Carmel Daveson
Gail Middleton	Jeff Cheverton
Anne Ingamells	Beverley Watkinson
Cath Bartolo	Michael Henning
Ken Morris	Cleveland Fagan
Tony Stevenson	Margaret Hornagold

Principal Activities

The principal activities of the association during the financial year were:

- providing a voice for and with Queenslanders affected by poverty and inequality and acting as a state wide council that leads on issues of significance to the social, community and health sectors.

Significant Changes

No significant change in the nature of these activities occurred during the year.

Operating Result

The loss after providing for income tax amounted to \$88,541 (2006: \$27,717).

Signed in accordance with a resolution of the Members of the Committee.


.....
(Committee Member)


.....
(Committee Member)

Dated this 17th day of October 2007

QUEENSLAND COUNCIL OF SOCIAL SERVICE INC.

**INCOME STATEMENT
FOR THE YEAR ENDED 30 JUNE 2007**

	Notes	2007 \$	2006 \$
Revenue	2	2,632,179	1,868,939
Employee benefits expense		(1,456,389)	(1,056,216)
Depreciation expense		(38,275)	(38,043)
Venue Hire		-	(5,304)
Computer Costs		(34,482)	(27,033)
Conference/Seminar Costs		(86,155)	(17,436)
Consultancy fees		(64,927)	(59,429)
Travel and accommodation		(148,491)	(150,716)
Printing and stationery		(44,784)	(32,238)
Rent		(26,309)	(12,179)
Catering expenses		(5,298)	(15,356)
Motor vehicle expenses		(23,579)	(16,569)
Postage		(14,411)	(16,747)
Telephone		(45,004)	(32,477)
Purchase of small equipment and set-up costs		-	(43,714)
Medical runs expenses		-	(140,610)
Other expenses		(732,616)	(232,589)
Loss before income tax	3	(88,541)	(27,717)
Income tax expense	1(a)	-	-
Loss attributable to members of the Association	12	(88,541)	(27,717)

The accompanying notes form part of these financial statements.

QUEENSLAND COUNCIL OF SOCIAL SERVICE INC.

BALANCE SHEET
AS AT 30 JUNE 2007

	Notes	2007 \$	2006 \$
CURRENT ASSETS			
Cash and cash equivalents	4	1,809,247	1,595,070
Trade and other receivables	5	19,408	22,057
Inventories		3,962	6,460
Other current assets	6	5,531	410
TOTAL CURRENT ASSETS		<u>1,838,148</u>	<u>1,623,997</u>
NON-CURRENT ASSETS			
Property, plant and equipment	7	114,982	88,660
Intangibles	8	27,635	9,561
TOTAL NON-CURRENT ASSETS		<u>142,617</u>	<u>98,221</u>
TOTAL ASSETS		<u>1,980,765</u>	<u>1,722,218</u>
CURRENT LIABILITIES			
Trade and other payables	9	369,933	207,422
Others	11	715,504	567,488
TOTAL CURRENT LIABILITIES		<u>1,085,437</u>	<u>774,910</u>
NON-CURRENT LIABILITIES			
Long-term provisions	10	66,969	30,408
TOTAL NON-CURRENT LIABILITIES		<u>66,969</u>	<u>30,408</u>
TOTAL LIABILITIES		<u>1,152,406</u>	<u>805,318</u>
NET ASSETS		<u>828,359</u>	<u>916,900</u>
EQUITY			
Retained earnings	12	828,359	916,900
TOTAL EQUITY		<u>828,359</u>	<u>916,900</u>

The accompanying notes form part of these financial statements.

QUEENSLAND COUNCIL OF SOCIAL SERVICE INC.

**STATEMENT OF CHANGES IN EQUITY
FOR THE YEAR ENDED 30 JUNE 2007**

	Note	Retained Earnings	Total
		\$	\$
Balance at 1 July 2005		944,617	944,617
Net loss attributable to members of the Association		(27,717)	(27,717)
Balance at 30 June 2006		916,900	916,900
Net loss attributable to members of the Association		(88,541)	(88,086)
Balance at 30 June 2007		828,359	828,814

The accompanying notes form part of these financial statements.

QUEENSLAND COUNCIL OF SOCIAL SERVICE INC.

**CASH FLOW STATEMENT
FOR THE YEAR ENDED 30 JUNE 2007**

	Notes	2007 \$	2006 \$
CASH FLOW FROM OPERATING ACTIVITIES			
Grants from government		2,328,181	1,680,761
Receipts from members and clients		628,280	744,639
Payments to suppliers and employees		(2,748,784)	(2,362,979)
Interest received		84,624	80,028
Net cash provided by operating activities	17 (b)	<u>292,301</u>	<u>142,449</u>
CASH FLOW FROM INVESTING ACTIVITIES			
Payment for property, plant and equipment		(91,636)	-
Proceeds from sale of property, plant and equipment		13,512	-
Net cash used in investing activities		<u>(78,124)</u>	-
Net increase in cash held		214,177	142,449
Cash at beginning of financial year		<u>1,595,070</u>	<u>1,452,621</u>
Cash at end of financial year	17 (a)	<u>1,809,247</u>	<u>1,595,070</u>

The accompanying notes form part of these financial statements.

QUEENSLAND COUNCIL OF SOCIAL SERVICE INC.

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2007

NOTE 1: STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES

The financial report is a general purpose financial report that has been prepared in accordance with Accounting Standards, Australian Accounting Interpretations, other authoritative pronouncements of the Australian Accounting Standards Board and the requirements of the Associations Incorporation of Queensland.

The financial report covers Queensland Council of Social Service Inc as an individual entity. Queensland Council of Social Service Inc. as an association incorporated in Queensland under the *Associations Incorporation Act 1981*.

The financial report of Queensland Council of Social Service Inc. as an individual entity complies with all Australian equivalents to International Financial Reporting Standards (AIFRS) in their entirety.

The following is a summary of the material accounting policies adopted by the association in the preparation of the financial report. The accounting policies have been consistently applied, unless otherwise stated.

Basis of Preparation

The accounting policies set out below have been consistently applied to all years presented.

No new Australian Accounting Standards that have been issued but are not yet effective have been applied in the preparation of this financial report. Such standards are not expected to have a material impact on the Association's financial report on initial application.

The financial report has been prepared on an accruals basis and is based on historical costs. It does not take into account changing money values or, except where stated, current valuations of non-current assets. Cost is based on the fair values of the consideration given in exchange for assets.

Accounting Policies

(a) Income Tax

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

(b) Inventories

Inventories are measured at the lower of cost and net realisable value. Costs are assigned on a first-in first-out basis and include direct materials, direct labour and an appropriate proportion of variable and fixed overhead expenses.

(c) Property, Plant and Equipment

Each class of property plant and equipment is carried at cost or fair value less, where applicable, any accumulated depreciation.

Plant and Equipment

Plant and equipment are measured on the cost basis.

QUEENSLAND COUNCIL OF SOCIAL SERVICE INC.

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2007

NOTE 1: STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES CONT'D

The carrying amount of plant and equipment is reviewed annually by the Association to ensure it is not in excess of the recoverable amount of those assets. The recoverable amount is assessed on the basis of the expected net cash flows, which will be received from the assets' employment and subsequent disposal. The expected net cash flows have not been discounted to their present values in determining recoverable amounts.

Depreciation

The depreciable amount of all fixed assets are depreciated over the useful lives of the assets to the Association commencing from the time the asset was held ready for use. Leasehold improvements are amortised 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 fixed asset	Depreciation rates	Depreciation basis
Motor Vehicles	25 %	Straight Line
Office Equipment	25-27 %	Straight Line
Furniture, Fixtures and Fittings	10 %	Straight Line
Library	10 %	Straight Line

(d) Leases

Leases of fixed assets, where substantially all the risks and benefits incidental to the ownership of the asset, but not the legal ownership, are transferred to the Association are classified as finance leases. Finance leases are capitalised, recording 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 over their estimated useful lives where it is likely that the Association will obtain ownership of the asset, or over the term of the lease. 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 charged as expenses in the periods in which they are incurred.

Lease incentives received under operating leases are recognised as a liability. Lease payments received reduced the liability.

(e) Employee Benefits

Provision is made for the Association's liability for employee benefits arising from services rendered by employees to balance date. Employee benefits expected to be settled within one year together with benefits arising from wages and salaries and annual leave, which will be settled after one year, have been measured at their nominal amount. Other employee benefits payable later than one year have been measured at the present value of the estimated future cash outflows to be made for those benefits.

Contributions are made by the Association to an employee superannuation fund and are charged as expenses when incurred.

QUEENSLAND COUNCIL OF SOCIAL SERVICE INC.

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2007

NOTE 1: STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES CONT'D

(f) Cash and Cash Equivalents

For the purposes of the Statement of Cash Flows, cash includes cash on hand, at banks and on deposit.

(g) Revenue

Revenue from the sale of goods is recognised upon the delivery of goods to customers.

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

Interest revenue is recognised on a proportional basis taking into account the interest rates applicable to the financial assets.

Other revenue is recognised when the right to receive the revenue has been established.

(h) 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. In these circumstances the GST is recognised as part of the cost of acquisition of the asset or as part of an item of expense. Receivables and payables in the Statement of Financial Position are shown inclusive of GST.

(i) Deferred Income

Deferred income represents grants received in advance for next financial year or unexpended grants of current year, which under the terms of agreement with the grantors, are refundable.

(j) Impairment of assets

Under AASB 136: Impairment of Assets, the recoverable amount of an asset is determined as the higher of fair value less costs to sell, and value in use. In determining value in use, projected future cash flows are discounted using a risk adjusted pre-tax discount rate and impairment is assessed for the individual asset or at the 'cash generating unit' level. A 'cash generating unit' is determined as the smallest group of assets that generates cash flows, which are largely independent of the cash inflows from other assets or group of assets. The current policy is to determine the recoverable amount of an asset on the basis of undiscounted net cash flows that will be received from the assets use and subsequent disposal. It is likely that this change in accounting policy will lead to impairments being recognised more often.

The impairment of property, plant and equipment of the association is likely to be minimal, if any, therefore will have no material impact on the balance sheet.

QUEENSLAND COUNCIL OF SOCIAL SERVICE INC.

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2007**

NOTE 2: REVENUE	Note	2007	2006
		\$	\$
Operating activities			
- QCOSS projects funding		2,177,517	1,677,771
- Other income		370,038	111,134
		<u>2,547,555</u>	<u>1,788,905</u>
Non - operating activities			
- Interest		84,624	80,034
		<u>2,632,179</u>	<u>1,868,939</u>

NOTE 3: PROFIT BEFORE INCOME TAX

Profit / (loss) before income tax has been determined after:

(a) Expenses:

Depreciation of non-current assets		<u>38,275</u>	<u>38,043</u>
Bad and doubtful debts		<u>-</u>	<u>6,881</u>
Remuneration of the auditors for:			
- Audit services		<u>28,767</u>	<u>26,230</u>
Rental expense on operating leases			
- Minimum lease payments		<u>26,309</u>	<u>12,179</u>
Loss on sale of non-current assets		<u>8,965</u>	<u>-</u>

NOTE 4: CASH AND CASH EQUIVALENTS

Cash on hand		393	72
Cash at bank		806,034	653,245
Deposits at call		1,002,820	941,753
		<u>1,809,247</u>	<u>1,595,070</u>

NOTE 5: TRADE AND OTHER RECEIVABLES

CURRENT

Trade receivables		22,197	28,938
Less provision for impairment of receivables		(2,789)	(6,881)
		<u>19,408</u>	<u>22,057</u>

QUEENSLAND COUNCIL OF SOCIAL SERVICE INC.

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2007**

NOTE 6: OTHER ASSETS	Note	2007	2006
		\$	\$
CURRENT			
Accrued Interest		531	410
Prepayments		5,000	-
		<u>5,531</u>	<u>410</u>
NOTE 7: PROPERTY, PLANT AND EQUIPMENT			
PLANT AND EQUIPMENT			
(a) Library			
At cost		19,442	19,442
Less accumulated depreciation		(19,442)	(19,167)
		<u>-</u>	<u>275</u>
(b) Motor vehicles			
At cost		24,652	42,751
Less accumulated depreciation		(13,870)	(25,803)
		<u>10,782</u>	<u>16,948</u>
(c) Office equipment			
At cost		158,332	148,032
Less accumulated depreciation		(72,946)	(87,971)
		<u>85,386</u>	<u>60,061</u>
(d) Office furniture and fittings			
At cost		30,983	53,010
Less accumulated depreciation		(12,169)	(41,634)
		<u>18,814</u>	<u>11,376</u>
Total property, plant and equipment		<u><u>114,982</u></u>	<u><u>88,660</u></u>

(a) Movements in Carrying Amounts

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

QUEENSLAND COUNCIL OF SOCIAL SERVICE INC.

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2007**

	Office Furniture and Fittings	Office Equipment	Motor Vehicles	Library	Total
	\$	\$	\$	\$	\$
2007					
Balance at the beginning of the year	11,376	60,061	16,948	275	88,660
Additions	18,254	53,017	-	-	71,271
Disposals	(8,118)	(847)	-	-	(8,965)
Depreciation expense	(2,698)	(26,845)	(6,166)	(275)	(35,984)
Carrying amount at end of year	<u>18,814</u>	<u>85,386</u>	<u>10,782</u>	<u>-</u>	<u>114,982</u>

NOTE 8: INTANGIBLES	Note	2007 \$	2006 \$
NON-CURRENT			
Software -at cost		35,840	13,907
Less accumulated depreciation		<u>(8,205)</u>	<u>(4,346)</u>
		<u>27,635</u>	<u>9,561</u>

(a) Movements in Carrying Amounts

Movement in the carrying amount of intangibles between the beginning and the end of the current financial year.

Balance at the beginning of the year	9,561	9,561
Additions	20,365	20,365
Depreciation expense	<u>(2,291)</u>	<u>(2,291)</u>
Carrying amount at the end of the year	<u>27,635</u>	<u>27,635</u>

NOTE 9: PAYABLES

CURRENT			
Trade payables		186,433	105,776
Other payables		59,648	52,655
Annual leave	10(a)	<u>123,852</u>	<u>48,991</u>
		<u>369,933</u>	<u>207,422</u>

NOTE 10: PROVISIONS

NON-CURRENT			
Employee entitlements		<u>66,969</u>	<u>30,408</u>
(a) Aggregate employee entitlements liability		<u>190,821</u>	<u>79,399</u>
(b) Number of employees at year end		<u>32</u>	<u>28</u>

QUEENSLAND COUNCIL OF SOCIAL SERVICE INC.

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2007**

NOTE 11: OTHER LIABILITIES	Note	2007	2006
		\$	\$
CURRENT			
Credit Card		253	-
Accrued expenses		38,534	15,208
Deferred income		676,717	552,280
		<u>715,504</u>	<u>567,488</u>

NOTE 12: RETAINED PROFITS

Retained profits at the beginning of the financial year	916,900	944,617
Loss attributable to members of the Association	<u>(88,541)</u>	<u>(27,717)</u>
Retained profits at the end of the financial year	<u>828,359</u>	<u>916,900</u>

NOTE 13: CAPITAL AND LEASING COMMITMENTS

Present value of minimum lease payments

Operating Lease Commitments

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

Payable — minimum lease payments

— not later than 12 months	61,518	7,146
— between 12 months and 5 years	32,328	1,949
	<u>93,846</u>	<u>9,095</u>

The property lease is a non-cancellable lease with a three-year term, with rent payable monthly in advance. Contingent rental provisions within the lease agreement require that the minimum lease payments shall be increased for CPI.

Motor vehicles also have a non-cancellable lease with a three-year term, with instalments payable monthly in advance.

The assets of the Association are free of any mortgages, charges and securities.

NOTE 14: RELATED PARTY TRANSACTIONS

During the year \$6,600 was paid to Harrison & Harrison for the preparation of IPSU submission. Kathryn Harrison is the director of Harrison and Harrison. Transactions between related parties are on normal commercial terms and conditions no more favourable than those available to other parties unless otherwise stated.

QUEENSLAND COUNCIL OF SOCIAL SERVICE INC.

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2007**

NOTE 15: ECONOMIC DEPENDENCE

Queensland Council of Social Service is largely dependent on government funding for grants to continue its operations during the year. Any significant curtailment of grants by the government would have an unfavourable effect upon the operation of the organisation.

NOTE 16: SEGMENT REPORTING

The Association operates in the social service industry in Queensland.

NOTE 17: CASH FLOW INFORMATION

	Note	2007 \$	2006 \$
(a) Reconciliation of cash			
Cash at the end of the financial year as shown in the cash flow statement is reconciled to the related items in the balance sheet as follows:			
Cash on hand		393	72
Cash at bank		806,034	653,245
At call deposits with financial institutions		1,002,820	941,753
		1,809,247	1,595,070
(b) Reconciliation of cash flow from operations with profit after income tax			
Profit / (loss) after income tax		(88,541)	(27,717)
Non-cash flows in profit:			
Depreciation		38,275	38,043
Loss on disposal of property, plant and equipment		8,965	-
Proceeds from sale of property, plant and equipment		(13,512)	-
Changes in assets and liabilities:			
(Increase)/decrease in receivables		2,649	(6,264)
(Increase)/decrease in inventories		2,498	7,310
(Increase)/decrease in other current assets		(5,121)	3,549
Increase/(decrease) in payables		80,657	82,339
Increase/(decrease) in accruals and provisions		118,415	16,757
Increase/(decrease) in deferred income		148,016	28,432
Cash flows from operations		292,301	142,449

QUEENSLAND COUNCIL OF SOCIAL SERVICE INC.

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2007**

NOTE 18: FINANCIAL INSTRUMENTS

(a) Interest Rate Risk

The Association's exposure to interest rate risk, which is the risk that a financial instrument's value will fluctuate as a result of changes in market interest rates and the effective weighted average interest rates on classes of financial assets and financial liabilities, is as follows:

	Weighted Average				Fixed Interest Rate Maturing			
	Effective Interest Rate		Floating Interest Rate		Within 1 Year		1 to 5 Years	
	2007	2006	2007	2006	2007	2006	2007	2006
	%	%	\$	\$	\$	\$	\$	\$
Financial Assets:								
Cash	4.85%	5.03	806,034	653,245	1,002,820	941,753	-	-
Total Financial Assets			806,034	653,245	1,002,820	941,753	-	-

QUEENSLAND COUNCIL OF SOCIAL SERVICE INC.

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2007

NOTE 18: FINANCIAL INSTRUMENTS CONTINUED

	Fixed Interest Rate Maturing		Non-Interest Bearing		Total	
	Over 5 Years					
	2007	2006	2007	2006	2007	2006
	\$	\$	\$	\$	\$	\$
Financial Assets:						
Cash	-	-	393	72	393	1,595,070
Receivables	-	-	19,408	22,467	19,408	22,467
Total Financial Assets	-	-	19,801	22,539	19,801	1,617,537
Financial Liabilities:						
Trade and sundry creditors	-	-	369,933	207,422	369,933	207,422
Other liabilities	-	-	715,252	567,488	715,252	567,488
Total Financial Liabilities	-	-	1,085,185	774,910	1,085,185	774,910

QUEENSLAND COUNCIL OF SOCIAL SERVICE INC.

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2007**

NOTE 18: FINANCIAL INSTRUMENTS

(b) Credit Risk

The maximum exposure to credit risk, excluding the value of any collateral or other security, at balance date to recognised financial assets is the carrying amount of those assets, net of any provisions for doubtful debts, as disclosed in the statement of financial position and notes the financial statements.

The economic entity does not have any material credit risk exposure to any single debtor or group of debtors under financial instruments entered into by the economic entity.

(c) Net Fair Values

The net fair values of listed investments have been valued at the quoted market bid price at balance date adjusted for transaction costs expected to be incurred. For other assets and other liabilities the net fair value approximates their carrying value. Financial assets where the carrying amount exceeds net fair values have not been written down as the economic entity intends to hold these assets to maturity.

The aggregate net fair values and carrying amounts of financial assets and financial liabilities are disclosed in the statement of financial position and in the notes to the financial statements.

NOTE 19: ASSOCIATION DETAILS

The principal place of business of the Association is:

Queensland Council of Social Service Inc
PO Box 3786, South Brisbane QLD 4101

QUEENSLAND COUNCIL OF SOCIAL SERVICE INC.

STATEMENT BY MEMBERS OF THE COMMITTEE

In the opinion of the committee the financial report as set out on pages 2 to 16:

1. Presents a true and fair view of the financial position of Queensland Council of Social Service Inc as at 30 June 2007 and its performance for the financial year ended on that date in accordance with the Australian Accounting Standards and other mandatory professional reporting requirements and other authoritative pronouncements of the Australian Accounting Standards Board.
2. At the date of this statement, there are reasonable grounds to believe that Queensland Council of Social Service Inc will be able to pay its debts as and when they fall due.

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

Name: *Kayn Walsh Kayn Walsh*
President

Kathryn Harrison
Name: KATHRYN HARRISON
Treasurer

Dated this *18th* day of September 2007



BDO Kendalls

BDO Kendalls (QLD)
Level 18, 300 Queen St
Brisbane QLD 4000
GPO Box 457 Brisbane QLD 4001
Phone 61 7 3237 5999
Fax 61 7 3221 9227
info.brisbane@bdo.com.au
www.bdo.com.au

ABN 70 202 702 402

INDEPENDENT AUDIT REPORT TO THE MEMBERS OF QUEENSLAND COUNCIL OF SOCIAL SERVICE INC.

Scope

The financial report and directors' responsibility

The financial report comprises the income statement, balance sheet, statement of changes in equity, cash flow statement, accompanying notes to the financial statements, and the statement by members of the committee for Queensland Council of Social Service Inc, for the year ended 30 June 2007.

The committee is responsible for the preparation and true and fair presentation of the financial report. This includes responsibility for the maintenance of adequate accounting records and internal controls that are designed to prevent and detect fraud and error, and for the accounting policies and accounting estimates inherent in the financial report.

Audit Approach

We have conducted an independent audit in order to express an opinion on it to the members.

Our audit has been conducted in accordance with Australian Auditing Standards to provide reasonable assurance whether the financial report is free of material misstatement. The nature of an audit is influenced by factors such as the use of professional judgment, selective testing, the inherent limitations of internal control, and the availability of persuasive rather than conclusive evidence. Therefore, an audit cannot guarantee that all material misstatements have been detected.

We performed procedures to assess whether in all material respects the financial report presents fairly in accordance with Accounting Standards and Australian Accounting Interpretations, a view which is consistent with our understanding of the Association's financial position, and of its performance as represented by the results of its operations and cash flows.

We formed our audit opinion on the basis of these procedures, which include:

- examination, on a test basis, information to provide evidence supporting the amounts and disclosures in the financial report, and
- assessing the appropriateness of the accounting policies and disclosures used and the reasonableness of significant accounting estimates made by the committee.

INDEPENDENT AUDIT REPORT TO THE MEMBERS OF QUEENSLAND COUNCIL OF SOCIAL SERVICE INC CONTINUED

While we considered the effectiveness of management's internal controls over financial reporting when determining the nature and extent of our procedures, our audit was not designed to provide assurance on internal controls.

Independence

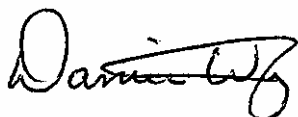
In conducting our audit, we followed applicable independence requirements of Australian professional ethical pronouncements. The audit opinion expressed in this report has been formed on the above basis.

Audit Opinion

In our opinion the financial report of Queensland Council of Social Service Inc presents fairly in accordance with Australian Accounting Standards, the Association Incorporation Act of Queensland and authoritative pronouncements of the Australian Accounting Standards Board, the financial position of Queensland Council of Social Service Inc as at 30 June 2007 and the results of its operations and its cash flows for the financial year then ended.

BDO Kendalls (QLD)

BDO Kendalls



D P Wright
Partner

Brisbane
10 October 2007

MEMBERS

Membership of QCOSS is open to all interested organisations and individuals who support the aims of the organisation. Members contribute directly to our ability to advocate on social policy issues. They are our first point of contact with the concerns and issues effecting disadvantaged and marginalised people in our community.

The following represents a list of all 594 current financial members of the organisation as at the 18th October 2007.

Honorary Life Members: Rev Colin Arkell
Vera Raymer
Prof. Dr. Margaret Steinberg

Organisational and Associate Members:

Aboriginal & Torres Strait Islander Legal Service (QLD South)
Abused Child Trust
Acacia Ridge Community Support Inc. (Community Development Program)
Access Inc. (Woodridge)
Access Recreation
Addiction Help Agency Cairns Inc. (Cairns)
Adra Community Centre
Adra South Queensland
Alternatives To Violence
Amparo Advocacy Inc.
Anglicare CQ
Anglicare Southern Queensland (Roma)
Anuha Services
Apunipima Cape York Health Council
ARAFMI Queensland - Association Relatives and Friends
Asperger's Syndrome Support Network Qld Inc.
Atherton Neighbourhood Centre
Aunties & Uncles Queensland Lions Club
Aust Institute Welfare & Community Workers (Queensland Branch)
Australian Association Of Social Workers (Queensland Branch)
Australian Community Services Employers Association (ACSEA)
Australian Pensioners' & Superannuants' League Queensland Inc.
Australian Red Cross
Australian Services Union (ASU)
Australian Services Union (Social And Community Services Division)
Australians For Native Title and Reconciliation (ANTAR)
Avenues Lifestyle Support Association
Bahloo Women's Youth Shelter Assoc Inc.
Banana Shire Council
Barcardine Shire Council (Rural Family Support)
Barrier Reef Community Child Care
Bay Islands Community Services Inc.
Bayside Adolescent Boarding Inc.
Bayside Initiatives Group Inc.
Bayside Respite Care Association
Beaudesert Shire Health and Welfare Assoc Inc. (Community Development Program)
Beenleigh Adult and Youth Service (BAYS) a project of Wesley
Beenleigh District Community Development Assoc. Inc.
Beenleigh Domestic Violence Assistance Program
Benarrawa Community Development Assoc. Inc.
Better Centenary Village Alliance Inc.
Better Housing Projects Association Inc.
Bidgerdii Community Health Service
Collinsville Community Association Inc.
Commission for Children and Young People Community Qld
Community Access & Transition Services Inc. (CATS)
Community Centres and Family Support Networks Association of Qld
Community Connect Fraser Coast Inc.
Community Development Office (Burleigh Heads)
Community Development Services Inc. (Stanthorpe)
Community Employment Options Inc.
Community Focus Association Inc.
Community Living Association
Community Resource Unit Inc.
Community Solutions Inc.
Community Support Centre Inc. (Innisfail)
Congregation of Christian Brothers
Connections Inc.
Cooloola Community Housing Assoc
Cooloola Family & Community Development Committee
Cooloola Human Services Network Association Inc.
Cooloola Youth Service
Council on The Ageing Queensland (COTAQ)
Crestmead Community Association Inc.
Crisis Accommodation Support Association Inc.
Dalby Crisis Support Assoc. Inc.
Darumbal Community Youth Service Inc.

Deaf Services Queensland
 Deception Bay Community Youth Programs Assoc.
 Deception Bay Neighbourhood Centre Inc.
 Dental & Oral Health Therapist
 Department of Family Communities and Indigenous Affairs
 Department Of Communities
 Department Of Communities (Community Funding Unit)
 Department Of Communities (Windsor Service Centre)
 Department of Communities (Homelessness Services Team)
 Department of Communities (Office of Rural + Regional Communities)
 Department of Communities (SNGO - Strengthening Non Government Organisations)
 Department of Communities (Community Capacity Service Quality)
 Department of Housing (Community and Public Housing)
 Disability Services Queensland (Maroochydore)
 Disability Services Queensland (Rockhampton)
 Discovery Coast Community Health Services Miriam Vale Shire
 Diversity In Child Care Queensland Inc. (Access Program)
 Domestic Violence Prevention Centre Inc. (Gold Coast)
 Domestic Violence Resource Centre Inc.
 Domestic Violence Resource Service Inc. (Mackay & Regions)
 Douglas Shire Community Services Association Inc.
 Down Syndrome Association of Queensland
 Drug Arm Australasia
 Duaringa Shire Council
 Dysart Community Centre & Support Group
 Eacham Community Help Organisation
 Eagleby Community Centre
 Early Childhood Australia (Queensland Branch)
 East Creek Neighbourhood Centre
 Eating Disorders Assoc Inc.
 Emerald & District Social Development Assoc. Inc.
 Encompass Family and Community Pty Ltd
 Endeavour (Fortitude Valley)
 Endeavour Foundation (Wide Bay)
 Enoggera Respite Centre
 Epic Employment Service Inc.
 Epilepsy Queensland Inc.
 Esk/Kilcoy Community Support Association Inc.
 Ethnic Communities Council of Queensland
 Family Day Care Association of Queensland
 Family Planning Queensland (Fortitude Valley)
 FEAT INC. Supported Accommodation (Townsville)
 Financial Counsellors Association Qld
 FNQ Independent Living Support Assoc
 Foresters ANA
 FSG Australia
 Gales Community House (Gales)
 Gambling Community Benefit Fund
 Gateway Community Group Inc.
 George Street Neighbourhood Centre
 Gild Global Institute for Learning and Development
 Girls Time Out - Young Women's Support Service
 Gladstone Community Linking Agency
 Gold Coast Advocacy Inc.
 Gold Coast City Council
 Gold Coast Community Care Assoc
 Gold Coast Drug Council
 Gold Coast Housing Association Inc.
 Gold Coast Housing Company (Community Rent Scheme)
 Gold Coast Institute Of Tafe Children's Centre
 Gold Coast Project for Homeless Youth
 Goodna Community Child Care Centre Inc.
 Goondiwindi & District Child Care Centre Inc.
 Graham House Community Centre Inc.
 Granite Belt Support Services
 Greek Orthodox Community of St George (Brisbane)
 Griffith University (School Of Human Services Logan Campus)
 Gympie & District Women's Health
 Gympie Community Place Inc. (Gympie)
 Handihome Inc.
 Harlaxton Neighbourhood Centre Inc.
 Hepatitis Council of Queensland Inc.
 Hervey Bay Neighbourhood Centre
 Hinterland Community Development Association of Caloundra Inc.
 Home Assist Secure
 Home Support Association Inc.
 Homelife Association Inc.
 Homes West Association
 Housing Action Group Maryborough District Inc.
 Immigrant Women's Support Service (IWSS)
 Inala Community House
 Inala Family Accommodation and Support Service Inc.
 Inala Youth and Family Service
 Inclusion Works Inc.
 Independent Advocacy in The Tropics Inc.
 Infoxchange Australia
 Ingham Family Centre Inc. (Early Learning Centre)
 Inner Northern Community Housing
 Innisfail Youth & Family Care Inc.
 Ipswich Community Youth Service Inc.
 Ipswich Regional Advocacy Service
 Ipswich Women's Centre against Domestic Violence
 Istar Networks (Brisbane)
 Jabiru Community Youth and Children's Services Association Inc.
 James Cook University (Townsville)
 Jimboomba Community Care Association Inc.
 Jobmatch Association Inc.
 Kalwun AICCA
 Karakan Hostels
 Karuna Hospice Service
 Kenalwyn Bundaberg & District Neighbourhood Centre
 Keppel Community Care
 Keystone
 Kiah Association Inc.
 Kingston East Neighbourhood Group Inc.
 Koongoora Inc.
 Kyabra Community Association Inc.
 L'Arche Brisbane Inc.
 Laidley Crisis Care & Accommodation

Laidley Shire Community Care Centre Inc.
 Landcare Queensland (Brisbane)
 LANDS Community Services
 Learning Network Queensland
 Lifeline (Disability Division)
 Lifeline (Brisbane)
 Lifeline (Caboolture)
 Lifeline (Cairns Region)
 Lifeline (Families Plus)
 Lifeline (Fraser District)
 Lifeline (Gold Coast)
 Lifeline (inclusion support Agency)
 Lifeline (Mackay-Whitsunday)
 Lifeline (North Queensland)
 Lifeline (Sunshine Coast)
 Lifeline Community Care
 Lifeline Community Care (Capricorn - Coral Coast)
 Lifeline Community Care (Children's Services)
 Lifeline DD&SWQ (Darling Downs & South West Queensland)
 Lifelong Learning Council Qld Inc. (Queensland)
 Link In Association Sunshine Coast Inc.
 Lions Emergency Accommodation Centre
 Livingstone Shire Council
 Logan East Community Neighbourhood Assoc Inc.
 Logan Women's Health & Wellbeing Centre Inc.
 Lymphoedema Association Of Queensland
 Mackay & District Respite Care Assn. Inc.
 Mackay Advocacy Inc.
 Mackay and District Education Centre Ltd
 Mackay Community Visitors Association Inc.
 Mackay Family Care & Community Support Assoc. Inc.
 Mackay Regional Council For Social Development
 Mackay Regional Tenant Group
 Mackay Women's Health & Information Centre Inc.
 Macleod Accommodation Support Service
 Mangrove Housing Association Inc.
 Mareeba Community Housing Association
 Mareeba District Flex-support Association Inc.
 Mareeba Information & Support Centre Inc.
 Marlin Coast Neighbourhood Centre Inc.
 Maroochy Neighbourhood Centre
 Marsden Families Program
 Maybanke Association Inc.
 Mental Health Association (QLD) Inc.
 Mercy Disability Services
 Mercy Family Services
 Micah Project Inc.
 Mission Australia
 Mission Australia (Roma House)
 Mobile Attendant Care
 Monto Community Development Council Inc.
 Moranbah & District Support Services Association
 Moreton Institute of TAFE Mansfield (Library)
 Mount Isa Community Development Assoc Inc.
 Mount Isa Family Support & Neighbourhood Centre
 Mount Isa Skills Association Inc.
 Mt Gravatt District Community Support
 Mt Isa Youth Shelter
 Multicultural Centre for Mental Health and Well-Being Inc.
 Multicultural Communities Council (Gold Coast)
 Multicultural Development Association Inc.
 Multilink Community Services Inc.
 Multiple Sclerosis Society Of Queensland
 Mundubbera Community Development Association
 Murilla Community Centre Inc.
 Murri Sisters Assoc. Incorp
 Murrie Watch A.T.S.I Corp
 My Little Cubby Child Care Education Centre
 Najidah Association Inc.
 Nambour Community Centre Inc.
 Namtec Inc.
 NAPCAN (Queensland)
 Neighbourhood Centre Maryborough Inc.
 Nerang Neighbourhood Centre
 New Farm Community Options
 New Farm Neighbourhood Centre Inc.
 New Farm Respite Centre
 Noah's Ark Resource Centre
 North East Community Support Group Inc. (Zillmere Community)
 North Moreton Regional Tenants Association Inc.
 North Queensland Combined Women's Service Inc.
 North Queensland Community Services
 North Queensland Domestic Violence Resource Service (NQDVRS)
 North Queensland Women's Legal Service Inc.
 North West Advocacy Organisation Inc.
 Northern Peninsula Area Women's Services
 Northwest Disability Services
 Oasis Peer Support Group Inc.
 Office for Youth (Department of Communities)
 Older Women's Network Queensland Inc.
 Open Minds
 Our Lady's Nurses for The Poor
 Parent to Parent Queensland Association Inc. (Yandina)
 Parkinson's Queensland
 Peakcare
 Peirson Services
 Phoenix House
 Picabeen Community Association
 Pine Rivers Neighbourhood Association Inc.
 Pine Rivers Shire Council
 Play Environment Consulting Pty. Ltd.
 Playgroup Association Of Queensland Inc.
 Pomona Community House Inc.
 Port Douglas Community Services Network
 Pregnancy Help Queensland
 Presentation Congregation Queensland
 Prison Transport Group
 Prisoners' Legal Service Inc.
 Public Trustee of Queensland
 Queensland Advocacy Inc.
 Queensland Associate for Healthy Communities
 Queensland Baptist Care
 Queensland Children's Activities Network Inc.
 Queensland Community Housing Coalition Ltd
 Queensland Council Of Unions (Queensland Branch)
 Queensland Disability Housing Coalition Inc.
 Queensland Divisions Of General Practice Assoc
 Queensland Health (Statewide Health Services Purchasing & Logistics Branch)
 Queensland Homicide Victims Support Group

Queensland Injectors Health Network Ltd. (QUIVAA)
 Queensland Narrating Service
 Queensland Parents for People With A Disability Inc.
 Queensland Program Of Assistance To Survivors Of
 Torture & Trauma
 Queensland Public Tenants Association
 Queensland Shelter Inc.
 Queensland University of Technology (School of
 Humanities and Human Services)
 Queensland Women's Health Network
 Queensland Working Women's Service
 Queensland Youth Services Inc.
 Queenslanders with Disability Network Inc.
 Radcare Care Packages (Ravenshoe)
 Ravenshoe Community Centre Inc.
 Ravenshoe RAISE Inc.
 Redcliffe City Council
 Redcliffe Community Bus Inc.
 Redcliffe Neighbourhood Centre Association Inc.
 Redlands District Committee of The Ageing
 Redlands Shire Council
 Relationships Australia (Queensland)
 Residential Tenancies Authority
 Rights in Action Inc. (Cairns)
 Rockhampton Women's Shelter Inc.
 Roma Neighbourhood Centre
 Rope Assoc Inc.
 Roseberry Community Services Inc.
 Rosies Youth Mission
 Rural Lifestyle Options Association Inc.
 Ruth's Women's Shelter
 Salvation Army (South Queensland Social Program)
 Sandgate & Bracken Ridge Action Group Inc.
 Neighbourhood Centre Maryborough Inc.
 Save the Children
 SBCDP
 Search Light Inc.
 Sequal Association
 Sera's Women's Shelter
 Serials, IADS
 Share Bayside
 Sharehouse Youth Accommodation Program Inc.
 Shelter Housing Action Cairns
 Sherwood Neighbourhood Centre Inc.
 Silky Oaks Children's Haven
 Sisters Inside Inc.
 Sisters of St Joseph
 Social Action Office
 Sonshine Sanctuary Association
 South Burnett Child Care Centre
 South Burnett Community Training Centre Inc.
 South West Brisbane Tenants Group Inc.
 Speaking Up For You Inc.
 Special Transport Assistance Redlands
 SPIRAL Community Hub
 Spiritus Care Services
 St Davids Neighbourhood Centre
 St John Ambulance Australia (QLD)
 St Margaret's House - Anglicare North Queensland
 Limited (Girls Shelter)
 St Marks Anglican Social Services
 St Vincent De Paul Society Queensland
 Stanthorpe Specialist Employment Service
 Stillbirth & Neonatal Death Support (QLD) Inc.
 Stones Corner Area Tenants Association Inc.
 Street-Co Limited
 Sunshine 60 & Better Group Inc.
 Sunshine Coast Family Networks Association Inc.
 Sunshine Coast Independent Living Service Inc.
 Sunshine Coast Regional Housing Council (Nambour)
 Sunshine Coast Regional Tenant Group
 Tableland Community Link Assoc Inc.
 Tableland Respite Care Association Inc.
 Tableland Sexual Assault Service
 Tamborine Mountain Community Care Assoc.
 Tara & District Family Support Committee Inc.
 Teen Challenge Queensland
 Tenants Union of Queensland
 Tenants Union Of Queensland (North Queensland)
 The Advocacy & Support Centre (INC.)
 The Aid & Recreation Assoc for The Disabled
 The Benevolent Society
 The Brook Recovery Empowerment & Development
 Centre Inc.
 The Chermside & District Senior Citizens Centre Inc.
 The Community Place
 The Compassionate Friends of Queensland Inc.
 The Integrated Family and Youth Service Inc.
 (Mooloolaba)
 The Salvation Army - Pindari
 Homeless Persons Hostel
 The Salvation Army (Social Program Department)
 The Smith Family
 Toddledom Early Childhood Services
 Toowong Child Care Centre
 Toowoomba Community Housing Service Inc.
 Toowoomba Older People's Action Program (TOPAP)
 Torrens Road Community Child Care Centre
 Town & Country Community Options
 Townsville City Council
 Townsville Community Legal Service Inc.
 Townsville Housing Resource Unit
 Townsville Multicultural Support Group Inc.
 United Synergies
 Uniting Care Centre for Social Justice
 University of Queensland (SSWAHS)
 University Of Queensland Ipswich Campus
 (Community Service and Research Centre)
 Vickers Road Community Child Care
 Victory Community Services Inc.
 Volunteering Gold Coast
 Wandarrah Neighbourhood Centre
 Waratah Drive Child Care Centre
 Warrina Services
 We Help Ourselves
 Wee Care Family Inc.
 Welfare Rights Centre Inc.
 Wesley Mission Brisbane
 Wesley Mission Ipswich
 West End Child Care Centre (The Chinese Fraternity
 Association)
 West End Family Care Services
 Whitsunday Community Services
 Whitsunday Women's Services3797
 Wide Bay Burnett Regional Tenant Group
 Wide Bay Sexual Assault Assoc. Inc.

Windana Support Centre Inc.
 Winton Neighbourhood Centre (Community &
 Individual Support
 Women's Health Centre
 Women's Centre Cairns (Cairns)
 Women's Health Awareness Group of Gladstone Inc.
 (Gladstone)
 Women's Health Queensland Wide
 Women's Legal Service Inc.
 Workforce Council
 Working Against Violence Support Service Inc.
 (WAVSS)
 Worklink Employment Support Group Inc.
 Wwild Sexual Violence Prevention Assoc
 Xavier Children's Support Network
 Yoorana Women's Domestic Violence Resource Svc
 Young Parents Program
 Young Women's Place
 Youth Advocacy Centre Inc.
 Youth Affairs Network Of Queensland
 Youth and Family Service Inc. (Logan City)
 Youth Care Pine Rivers Inc.
 Youth Empowered Towards Independence
 Youth Health & Education Service (YHES HOUSE)
 Youth Service Providers (Youthlink)
 Youthcare Hervey Bay Inc.
 YWCA of Brisbane Inc. (Brisbane)
 Zig Zag Young Women's Resource Centre Inc.

Individual Members

Allen, Susan
 Barram, Mary
 Barringham, Neil
 Bartolo, Cath
 Bennett, Steven
 Blatch, Charlie
 Bryant, Fabian
 Burke, Terence
 Burns, Rebekah
 Conway, Julie
 Cox, Veronica
 Crombie, Loretta
 Cumming, Sue
 Daveson, Carmel
 Delacy, Michael
 Devlin, Mick
 Djajic, Jasminka
 Douglas, Heather
 Duckett, Shirley
 Duivenvoorden, Karel
 Edmonds, Fiona
 Esme-Aylett, Adele
 Farrow, Elissa
 Ferndale, Clint
 Finlay, Karen
 Graham, Kenneth
 Grant, Elizabeth
 Gray, Judith

Greensdale, Lyndal
 Groos, Anita
 Harris, Lisa
 Harrison, Kathryn
 Heilbronn, Stan
 Heinjus, Sharon
 Henning, Michael
 Heywood, Phil
 Hollywood, Michelle
 Hornagold, Margaret
 Howard, Sue
 Hughes, Donna
 Hughes, Kath
 Imeri, Donna
 Izatt, Marina
 Jones, Ted
 Kennedy, Brian
 Kerswell, Greg
 Kilbourne, Jan
 Kolaitis, Elizabeth
 Lang, Jill
 Lennie, June
 Lochlin, Kathy
 Lord, Heather
 Maree-Grasso, Anne
 Markotsis, Jane
 Martin, Hilary
 McLucas, Jan
 Middleton, Gail
 Moore, Claire
 Morgan, Diane
 Morris, Ken
 Morrison, John
 Mullen, Jodie
 Myers, Mike
 O'Brien, Donna
 O'Donnell, Terri
 Pitter, Sandie
 Pyne, Robert
 Reddell, Anne
 Rendell, Kathryn
 Roberts, Sarah
 Robertson, Margaret
 Rose, Valmae
 Rose Miller, Mary
 Searle, Pamela
 Shanmuganathan, Shan
 Skitch, Wendy
 Smith, Tracey
 Spall, Pamela
 Stevenson, Tony
 Tucker-Evans, Mark
 Turner, Wendy
 Twohill, Helen
 Wallace, Helen
 Wallace, Terry
 Walsh, Karyn
 Wlossak, Helen