

QCROSS

queensland council of social service inc

WORKING FOR A FAIR QUEENSLAND



Annual Report 2007-2008

Funders and sponsors

QCOSS acknowledges and thanks the funders and sponsors who have supported us in 2007-08.

Major Funders

Queensland Department of Communities

Queensland Department of Health

Australian Government Department of Families, Housing, Community Services and Indigenous Affairs

Australian Government Department of Education, Employment and Workplace Relations

Multicultural Affairs Queensland within the Department of Communities

Sponsors

Queensland Department of Communities

HESTA Super Fund

Community Sector Banking

Our members

QCOSS is a member-based organisation. Our members include peak bodies, advocacy and consumer groups, service providers, mutual support and self-help groups as well as individuals. Associate members include for-profit organisations and government departments that commit to supporting our purpose.

Photographs of Queensland used throughout this annual report were taken by QCOSS staff members on their travels around the state.

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Our Organisation

Our purpose

Queensland Council of Social Service Inc. (QCOSS):

- provides a voice for and with Queenslanders affected by poverty and inequality
- leads on issues of significance to the social, health and community sectors state-wide
- contributes to a national voice on these issues through membership of the nation-wide network of state and territory Councils and the Australian Council of Social Service (ACOSS).

Our values

QCOSS shares the values outlined in the Queensland Community Services Sector Charter.

We value:

- Human rights: we uphold and advance the fundamental rights of people in Queensland.
- Individual and community wellbeing: we are committed to advancing the wellbeing of individuals, communities and our society as a whole.
- Diversity: we embrace all forms of diversity, including cultural and linguistic diversity.
- Aboriginal and Torres Strait Islander self-determination: we stand for self-determination and an end to disadvantage for Aboriginal and Torres Strait Islander peoples.
- Co-operation and participation: we foster active participation by our members and communities, and co-operation within and beyond our sector.
- Excellence: we value the commitment, knowledge and skills of our workers and volunteers, and strive for excellence in our organisation and our sector.
- Independence: we affirm the importance of our autonomy from government, commercial interests and political parties.

Our Board of Management and our Management Team



Board of Management

BACK ROW – Left to Right: Carmel Daveson, Kathryn Harrison, Karyn Walsh, Leanne Knowles

FRONT ROW – Left to Right: Louis de Beer, Kristine Van, Cath Bartolo, Ken Morris, Mark Tucker-Evans

ABSENT: Gail Middleton, Margaret Hornagold, Beverley Watkinson, Hilary Martin, Rachel Watson

Our Management Team

Left to Right:

Lyndall Hulme, Jill Lang,

**Linda Parmenter, Jenny Whitworth
and Narelle Gleeson.**

Absent: Jeffrey Johnson-Abdelmalik



Our Achievements and Activities

While some battles were won, the fight goes on

QCOSS ensured the voice of Queenslanders affected by poverty and inequality was heard in 2007-08. We know that about 400,000 people continue to live in poverty in Queensland, and many others face complex challenges such as disability, mental illness or addiction.

For these Queenslanders, QCOSS' work to advocate for a fair deal is critical. Along with other community sector organisations, QCOSS lobbied hard for government recognition of and responses to the issues facing disadvantaged Queenslanders.

In late 2007-08 we were pleased to see the Queensland Government making some significant shifts in policy, with a new emphasis on early intervention demonstrated by the announcement of a \$70 million funding pool for innovative projects over four years.

Far too many Queenslanders fall into statutory services and the criminal justice system than should be necessary. For these individuals and families there is growing tension between the role of state intervention in the lives of vulnerable people and the maintenance of a commitment to human rights and dignity of people as citizens.

QCOSS is at the forefront in representing the social, health and community sector statewide. The sector's diverse non-profit organisations work every day to combat disadvantage and promote social inclusion for disadvantaged individuals, families and communities.

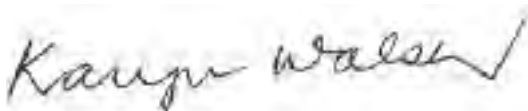
During 2007-08 QCOSS made significant progress on issues for the sector, through its leadership role in initiatives such as the Queensland Compact, the Futures Forum, the Good Work Decent Wages campaign and fair funding advocacy.

However, for both the sector and for vulnerable people there is a long way to go before the rhetoric from the state government becomes reality.

While the state government has begun committing funds to early intervention it can't decide what to put the money into, and decisions are largely still made in isolation with far more communication happening internally within government rather than externally with the sector. The sector still has to face a number of major challenges including regulatory red tape, workforce shortages and sometimes tense relationships with government.

In 2008-09 I hope we will see a real shift to a social inclusion agenda from the Queensland Government, including a move to more equal partnerships with the community sector and increased organisational sustainability.

Meanwhile, I would like to thank the management and staff of QCOSS for their excellent work in 2007-08 in engaging actively with members and stakeholders, supporting the sector and advocating to government for real change. Thanks also to my fellow Board members for their contribution to QCOSS' governance.



Karyn Walsh

President

Karyn Walsh
President



A fairer Queensland, a stronger sector and a more sustainable organisation

During 2007-08, QCOSS achieved some significant wins that will help build a fairer Queensland, a stronger community sector and a more sustainable organisation.

We continued to target a fairer Queensland through our policy and advocacy work. The announcement of an additional \$70 million Queensland Government budget allocation for prevention and early intervention from 2008-12 was a major achievement. We are continuing to advocate to ensure that these funds are targeted where they will achieve most benefit, through services delivered by not-for-profit organisations.

Other major wins outlined in this report include our collaborative campaigns that have achieved funding for a SAAP networking strategy, a cap on interest rates for “pay day lenders” and funding for consumer advocacy on energy policy issues with a focus on low income and vulnerable households. Added together, these initiatives indicate a shift in government thinking that has clearly been influenced by strong, sustained advocacy from QCOSS and other sector organisations.

We continued to broaden our contact and interaction with rural and regional organisations with growth in our Townsville office, two rounds of regional social policy forums and our state-wide Strengthening Non-Government Organisations work.

QCOSS' Indigenous Professional Support Unit (IPSU) made contact with all Indigenous children's services in Queensland during IPSU's first full year of operation. IPSU participated in development of an alliance of Indigenous child care centres, the Aboriginal and Torres Strait Islander Children's Services Leadership Alliance.

2007-08 saw the community services sector come together to establish the Community Services Futures Forum and partner with the state government to develop a Queensland Compact. These are key foundations for a stronger sector with a more powerful unified voice. QCOSS resourced and facilitated each of these initiatives.

We increased our strategic partnering with Aboriginal and Torres Strait Islander organisations in 2007-08. QCOSS assisted with the establishment of the Aboriginal and Torres Strait Islander Human Services Coalition.

We continued to support sector organisations across the state to achieve the Community Services Standards and to build their organisations' capacity and sustainability through our sector development work. In addition we worked with the sector on campaigns for a fairer deal for sector organisations including better wages for workers and fairer funding for service delivery. This work will continue in 2008-09 and looks promising.

QCOSS built its own sustainability during 2007-08 by reworking our strategic plan and making good progress towards implementing the Community Services Standards. While we still face challenges as an organisation and as a sector, I am confident that both QCOSS and the Community Services Sector ended the year better positioned than ever before to really make a difference to the lives of Queenslanders.

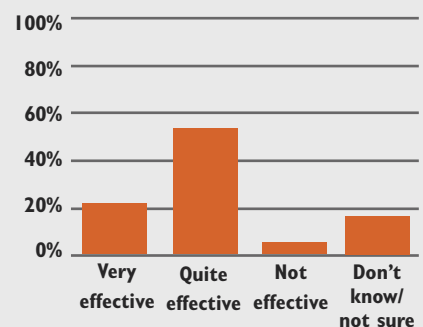
Our achievements in 2007-08 were made possible by QCOSS' dedicated staff, our proactive Board and the many members and stakeholders who partnered with us. Thank you to all of you, and I look forward to working with you in 2008-09 to advance social inclusion, fight poverty and support the development and capacity of the sector.


Jill Lang
Director

Jill Lang
QCOSS' Director



Overall performance of QCOSS as a peak body



QCOSS Member and Stakeholder Survey 2008

QCOSS' Policy Advocacy

Developing and advocating socially, economically and environmentally responsible policy and action by government, community and private sectors

Highlights for 2007-08

- Homelessness initiatives including sustaining tenancies and SAAP network
- Introduction of legislation putting a cap on pay day interest rates after lobbying by the Centre for Credit and Consumer Law, QCOSS, community legal services, financial councillors and others
- More than 750 media "hits" on radio and TV stations and print media across Queensland and nationally including extensive Anti Poverty Week media coverage across the state
- A stronger voice for the regions and the bush
- Completion of a number of case studies for Queensland Health to inform their policy and planning
- Obtaining funding for energy consumer advocacy work through joint lobbying with the Queensland Consumer Association.

Major activities

Developing and advocating fair, inclusive and sustainable policies and programs

QCOSS focused on homelessness in 2007-08, starting with a summit on sustaining tenancies in November 2007. This summit resulted in the establishment of a sustaining tenancies working group which submitted a proposal to government. QCOSS also worked with the sector to facilitate and focus discussions on priority issues during a Ministerial Roundtable on Homelessness. We successfully sought funding for networking strategies for Supported Accommodation Assistance Program (SAAP) providers to support a coordinated state-wide approach to homelessness services and issues. The SAAP network will be jointly managed by QCOSS and Queensland Shelter for three years from 2008-09.

During 2007-08 QCOSS worked with 27 multicultural organisations and peaks to identify policy priorities for Queenslanders from culturally and linguistically diverse backgrounds. Three priorities emerged from this consultation – employment, housing and translating and interpreting services. QCOSS established and now coordinates the newly-formed Queensland Accessing Interpreters Working Group in partnership with multicultural organisations to advocate for government funding for interpreters for clients accessing key community services. During the 2007-08 year Disability Services Queensland introduced funding for its funded services to use interpreters. QCOSS is now supporting a campaign to achieve the same result across the whole of the Queensland Government.

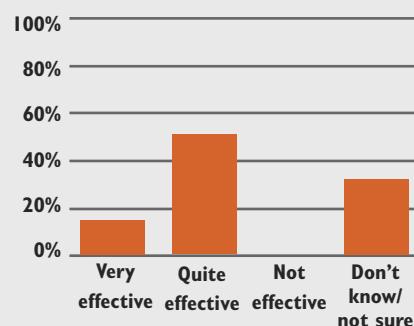
QCOSS Social Justice Media Award

Australian journalist Tony Koch accepted the award from Karyn Walsh on behalf of fellow Australian journalist Michael McKenna



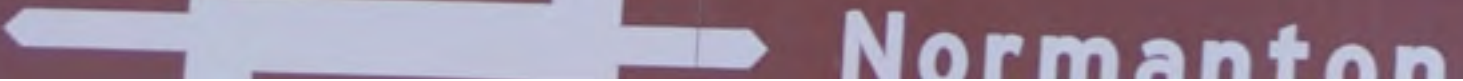
QCOSS' effectiveness 2007-08

Developing well-articulated policy positions



QCOSS Member and Stakeholder Survey 2008

In 2007-08 QCOSS raised community awareness of disadvantage



In Anti-Poverty Week 2007, QCOSS published a short prospectus on poverty in Queensland that highlighted areas of significant disadvantage and attracted widespread media coverage on over 100 radio and TV news bulletins throughout Queensland.

QCOSS partnered with a number of organisations involved in the Energy Minister's Consumer Reference Group to advocate around issues relating to energy in 2007-08. A campaign highlighting the impact of changes to electricity and gas policies on low income earners resulted in appointment of a consumer advocate, reductions in cost increases mooted for electricity and increases to pensioners' rebates.

Undertaking research and development initiatives to advance the needs and priorities of the most disadvantaged people and to advise on responses to these needs

During 2007-08 QCOSS undertook a number of research projects funded by Queensland Health to investigate aspects of Queensland's health system. A series of case studies were developed to inform the work of Queensland Health, particularly in relation to the community health sector. Research into the impact of co-payments was completed, and a paper on Population Health Interventions was submitted to the department. 2007-08 also saw commencement of the local government health partnership project which will be completed in 2008.

QCOSS commissioned a research report into the Costs of Early Intervention/Prevention in Queensland. The report was launched in December 2007 and supported the sector's advocacy work for increased early intervention funding. In conjunction with Peakcare and the University of Queensland School of Social Work, QCOSS also sponsored a seminar with visiting academic Eileen Munroe to explore the role and position of the non-government sector in getting the balance right in the provision of child and family welfare services.

QCOSS and Mission Australia commenced work on the Queensland component of national social exclusion research called Towards New Indicators of Social Disadvantage: Deprivation and Social Exclusion in Australia. This project involves surveying clients of welfare services to examine community views on what constitutes the essentials of life in Australia today, and who is missing out or being excluded from these essentials.

Close the Gap BBQ -
QCOSS' event in West End was well attended by the local community and service providers



Policy Team

FRONT ROW – Left to Right:
Linda Parmenter, Nadine Lester, Coralie Kingston
BACK ROW – Left to Right:
Kate Gilvear, Mark Jeffery, Lalita Lakshmi, Jenny Whitworth, Karen McPhail-Bell, Jo Dower.
ABSENT: Maxine Cole





In 2007-08 QCOSS shifted government policy

Communicating informed opinion and advice to contribute to policy making

The QCOSS submission to the state budget process highlighted 50 recommendations, with four key themes highlighted.

Other submissions to government during 2007-08 included:

- a response to the Queensland Audit Office report *Results of Performance Management Systems Audits of Management of Funding to Non-Government Organisations* (QCOSS on behalf of Community Services Futures Forum)
- Oral Health submission
- Preliminary submission to the Queensland Government on funding policy
- Submission to the state wage case
- QCOSS paper on the SAAP/CAP review
- Accessing Interpreters position paper
- Submission to the Public Accounts Committee Inquiry into the Management of Funding to Non-Government Organisations.

Building QCOSS' policy influence on decision makers, other sectors and the community through leadership and communication

As a state-wide peak organisation for the whole of the community services sector, QCOSS participates in a number of forums to influence policy and public opinion.

In 2007-08 QCOSS became a partner in the Blueprint for the Bush process, a Queensland Government initiative to create sustainable and prosperous communities in rural parts of the state. Through its Townsville office QCOSS advocates for a social inclusion focus in development of strategies for regional Queensland.

Media relations is one of our major tools for raising awareness of issues for people experiencing poverty and disadvantage and for advocating these issues to government and the wider community. Highlights for our media work in 2007-08 included coverage generated about:

- disadvantage in Queensland (during Anti-Poverty Week)
- the ACCC inquiry into rising grocery prices
- proposed electricity price increases
- the effect of interest rate increases, mortgage stress and housing affordability
- the Federal Government's homelessness strategy
- the community sector wages campaign.

In 2007 QCOSS sponsored a social justice award as part of the Queensland Media Awards, to encourage journalists writing stories about social issues. *Courier Mail* journalist Elizabeth Allen and *Australian* journalist Michael McKenna were joint winners of the award.

Framing our message – four key demands

PREVENTION and resolution –

invest seriously in early intervention. It is socially and economically irresponsible not to.

INCLUSION and opportunity –

poverty and social exclusion in Queensland are unacceptable. They can and must be reversed.

DIVERSITY and equality –

Aboriginal and Torres Strait Islander Queenslanders and people from culturally and linguistically diverse communities have a basic human right to equal access, health and prosperity.

INVESTMENT and growth –

the community services sector provides an invaluable service to disadvantaged Queenslanders. They deserve recognition of their role – and to be sustainably funded.

From QCOSS' Submission to the 2008-09 Queensland Government Budget Process

In 2007-08 QCOSS campaigned for a fairer deal for the community

Challenges and opportunities

Our member and stakeholder survey highlights that while we are considered very effective in lobbying to government, we are perceived as less successful in advocating to the wider community and generating community debate. Raising community awareness of inequities in our society and strategies to address them remains challenging.

Our advocacy to government has seen some significant shifts in recent times, but a challenge remains in influencing and monitoring implementation of new initiatives such as the Early Intervention and Prevention Incentives Pool to make sure that funds are not used to “repackage” existing work but are applied to initiatives that will make a real difference.

Future outlook

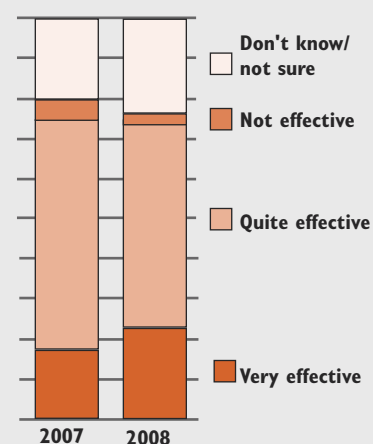
We will continue to work with our sector partners to campaign for a fairer Queensland, and will update our Policy Advocacy Plan in late 2008. By the end of 2008-09 we hope to see changes including:

- funding for interpreter services for culturally and linguistically diverse clients accessing important community services such as domestic violence support
- targeted allocation of the Queensland Government’s increased budget allocation for prevention and early intervention to address high priority needs
- commitment from the Queensland Government to addressing social inclusion through establishing a dedicated structure and a measurable plan for achieving improvements aligned with the objectives of the Commonwealth’s Social Inclusion Board.

Our research and advocacy work will continue to profile the issues faced by disadvantaged Queenslanders and to highlight potential responses. Research including a Queensland study of social exclusion and a paper about the experience of culturally and linguistically diverse clients frustrated by lack of interpreter services will be released in 2008-09.

QCOSS’ effectiveness 2007-08

Representing disadvantage issues to government



QCOSS Member and Stakeholder Survey 2008

Focus on: early intervention funding bonus

A highlight of QCOSS’ 2008 Budget Breakfast was Queensland Treasurer Andrew Fraser’s recognition of the need for more prevention and early intervention in human service areas to provide long term investment that stops crises before they start.

The state government announced a budget allocation of \$70 million over four years to establish a prevention and early intervention incentives pool. This whole-of-government, whole-of-sector pool will fund innovative projects in the human services and justice areas.

Sustained lobbying over a long period by QCOSS and other sector partners appears to have shifted the government’s thinking towards prevention rather than crisis responses. QCOSS will continue to advocate for these funds to be allocated to support concrete initiatives delivered by non-government organisations in areas of high need.



Karyn Walsh and Andrew Fraser at the QCOSS 2008 Budget Breakfast

QCOSS' Sector Development

Valuing, promoting, supporting and developing the capacity of non-government organisations to provide assistance to vulnerable Queenslanders and to contribute to policy making on sector issues

Highlights for 2007-08

- Development of the draft Queensland Compact between the Non-profit Community Services Sector and the Queensland Government
- Formation of the Community Services Futures Forum
- Announcement of funding for four years to continue the work of the QCOSS Indigenous Professional Support Unit.

Major activities

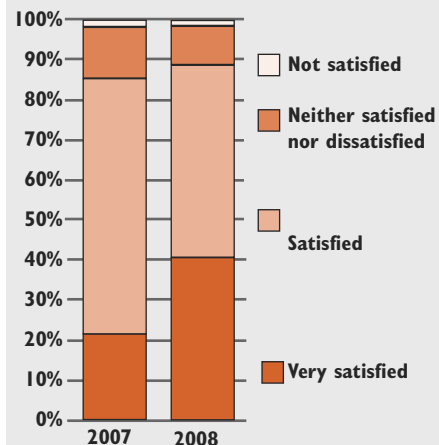
Providing leadership for the social, health and community sector to positively influence the policy framework and structural changes affecting the sector

QCOSS continued to drive strategies to build the strength and sustainability of the community sector workforce in 2007-08 through activities including the Good Work Decent Wages campaign and the Impact of Workchoices project. QCOSS developed submissions for the Pay Equity Inquiry and the State Wage Case and worked in parallel with the ASU on a state Award application.

The Impact of Workchoices project finished in October 2007, providing sector organisations with a kit to enable them to deal with changes to the industrial relations landscape driven by the then Federal Government. Another workforce strategy was a collaboration with UQ and Procure Personnel to implement a new workers' forum in June 2008 to determine the support needs of new graduates in the sector.

QCOSS and the Futures Forum engaged with the Queensland Audit Office, the Public Accounts Committee and key politicians to push for implementation of recommendations about the reduction of red tape, reporting and accountability requirements.

Satisfaction with QCOSS products and services



QCOSS advice, support and responses

QCOSS Member and Stakeholder Survey 2008

NORMAN RIVER

In 2007-08 QCOSS brought the sector together

Positioning and promoting the sector to increase our collective influence and improve recognition of our contribution to society

Following the launch of the Community Services Sector Charter in June 2007, QCOSS supported the formation of the Community Services Futures Forum, formalising a coalition of over 30 community service peak organisations, service providers and networks. QCOSS provides secretariat functions for the Forum, which was chaired by QCOSS Director Jill Lang during 2007-08. The Futures Forum began work on an Action Plan to guide its work.

The Futures Forum worked with the Queensland Government from December 2007 to June 2008 to develop a Compact which will provide a framework to improve the relationship between government and the sector. A draft was prepared through a series of inter-sectoral workshops, and approved for consultation in June 2008 by the Futures Forum and government agencies including the Queensland Premier. Respectful, productive dialogue characterised the process of developing the Compact, which should lead to improvements in working relationships, improved engagement in planning and policy, a more sustainable sector and continued improvements in service quality and innovation.

QCOSS encouraged and supported collaboration at a regional level through its regional networks. QCOSS organised more than 100 events across the state including Strengthening Non Government Organisations workshops, wages campaign sessions and policy forums. Regional members and stakeholders were also invited to QCOSS' regional conference scheduled for September 2008.

Building organisations' capacity to provide high quality services by facilitating development and providing resources, information and advice

QCOSS continued to push for fairer funding and less red tape in agreements between government and the sector. QCOSS was an active participant in the Funding Policy Reference Group to engage around development of a whole-of-government funding policy.

QCOSS' tools and information for members, including the weekly e-news, fact sheets, the website and support from QCOSS staff members remained popular and valued.

Through the Strengthening Non Government Organisations project, QCOSS held sessions to introduce organisations to the Community Door website created by the Department of Communities.

strengthening Non Government Organisations program performance

Activity	Performance
Number of Workshops (including Community Door, Standards and Self Assessment)	65
One to One Support	
Total hours of support	2687
Average hours of support/ month	223
Average no of organisations accessing CSDW support/ month	125
Number of Standards Sessions with Dept Staff (Sept–Nov 2007)	11
Number of User Testing Sessions held (July – Sept 2007)	35
Number of Peer Support Sessions held	113

In 2007-08 QCOSS supported organisations to meet new standards

Promoting sector standards and developing organisations' capacity for quality improvement, accountability and consumer participation

QCOSS worked hard in 2007-08 to ensure the Queensland Government took a supportive approach to implementing new Standards for Community Services. This resulted in a workable implementation model compared with originally proposed regulations. The state government provided \$3.4 million in grants to help community organisations meet the new standards after QCOSS highlighted the need for funding for all organisations to enable them to meet the new requirements.

In 2007-08 the government continued to fund QCOSS' Strengthening Non Government Organisations project, which saw twelve Community Sector Development Workers across the state assisting Department of Communities funded organisations to implement the Standards. In response to identified need from the sector the focus of this work shifted during the year to allow for one-on-one support.

An independent evaluation of QCOSS' Strengthening Non Government Organisations work was published in July 2007, finding that the vast majority of survey respondents and interviewees were very positive about the regional support model of community sector based support workers and the support they have received. Community sector organisations found the Awareness Raising Workshops and the Standards Workshops provided by the Community Sector Development Workers to be beneficial.

Partnering strategically with, and supporting, Aboriginal and Torres Strait Islander community owned organisations including child care services throughout the state

QCOSS partnered with Aboriginal and Torres Strait Islander organisations to support the formation of an important new network. QCOSS is the initial auspicing body for the Queensland Aboriginal and Torres Strait Islander Human Services Coalition, which brings together more than 100 Indigenous community services organisations in Queensland to deliver positive outcomes for communities and new directions for human services.

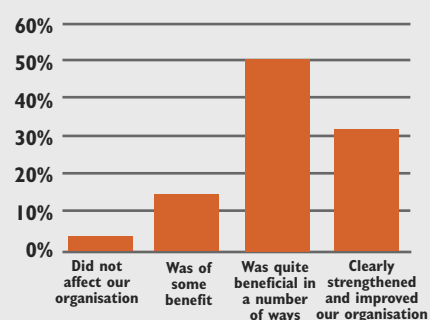
We continued to partner with the Queensland Aboriginal and Island Health Council.

In its first full financial year of establishment, the QCOSS Indigenous Professional Support Unit (IPSU) worked with more than 80 Aboriginal and Torres Strait Islander children's services in Queensland to provide practical support that will build the sustainability and effectiveness of these services. IPSU's work with child care centres, playgroups and outside school hours care services included assessing training and support needs, providing training for staff and management committees and supplying resources such as library materials and information packs.

Along with other organisations IPSU supported the development of an alliance of Aboriginal and Torres Strait Islander child care organisations to pursue workforce strategies. IPSU built its profile as an advocate and representative body for Aboriginal and Torres Strait Islander children's services in state and national consultations.

Strengthening Non Government Organisations program feedback

QCOSS and the community sector development worker...



QCOSS SNGO survey



In 2007-08 QCOSS campaigned for a fairer deal for the sector

Focus on: working for better wages

The Good Work Decent Wages campaign has mobilised the community services sector to lobby for funding that allows payment of fair wages and better conditions so that quality services can continue to be provided. The Australian Council of Social Service Community Sector Survey 2007 reported 23% staff turnover in Queensland with 63% of organisations reporting that they had difficulty recruiting and retaining staff.

Level 3 SACS Award:	\$35 291 – 38 013
Level 3 public service agreement admin stream:	\$46 121 – 51 432
Difference:	\$10 830 – 13 419 per annum

Two unions and three employer associations worked with QCOSS to drive the campaign. QCOSS has developed resources to help organisations lobby for change and held 12 workshops around the state in 2007-08 to support this advocacy. As a result delegations, deputations and submissions from organisations across the state are taking the issue to the state government and demanding change.

Challenges and opportunities

Initiatives such as the Community Services Sector Charter and the Queensland Compact need to be embraced and used by the sector to be effective. Further work is needed to embed these documents in the consciousness of sector leaders, raise awareness of their benefits and educate the sector about how to use these documents.

An ongoing challenge for QCOSS and the Indigenous Professional Support Unit is engaging with and supporting regional, remote and rural organisations that are often isolated through distance, limited resources and lack of access to IT and communication services.

A challenge for the sector is recruitment and retention of staff, something QCOSS is working to address through initiatives such as the Good Work Decent Wages campaign.

Making headway on the issue of fair levels of funding for the sector remains challenging, with the Queensland Government still considering methodologies for a project initiated by Department of Communities and Disability Services Queensland in 2006. QCOSS continues to advocate for the sector in all its diversity throughout these processes.



Sector Development Team

FRONT ROW – Left to Right:
Janette Platt, Sarah Smallman,
Roland Kidman-Lewis

BACK ROW – Left to Right:
Sandy Paton, Lisa Toh, Michelle
Robertson, Cherie McGregor, Sue
Carter, Lyndall Hulme, Jane Grant
**ABSENT: Tanya Hall, Shazza Mallie,
Sandra Hobbs**



In 2007-08 QCOSS partnered with Indigenous organisations

Future outlook

QCOSS will continue to work with the Futures Forum to support the finalisation of the Queensland Compact and development of an Action Plan that will give effect to the commitments within it. QCOSS will work on strategies to resource the sector to use both the Compact and the Charter for collective and individual purposes.

In 2008-09 the Strengthening Non Government Organisations project has scaled down but will continue to focus on implementation of the Standards for Community Services particularly with small to medium organisations.

The sector development team will also include the SAAP Network coordinator position. This position will focus on supporting existing networks and developing new networks to support the SAAP service system in the regions.

The first regional QCOSS conference and the first QCOSS Indigenous Professional Support Unit conference in September 2008 in Townsville demonstrate QCOSS' commitment to regional development.

Having established itself and secured long term funding in 2007-08, the QCOSS Indigenous Professional Support Unit will focus on developing resources outlining practical, inexpensive ways Indigenous children's services can enhance early childhood learning. IPSU plans to develop small regional forums and other mentoring and support strategies for managers and directors of Aboriginal and Torres Strait Islander children's services.



Focus on: Hands-on support for Indigenous child care

The QCOSS Indigenous Professional Support Unit (IPSU) provides grass roots support for Aboriginal and Torres Strait Islander child care services. In 2007-08, IPSU worked with more than 80 organisations, including an outside school hours care service which had been closed for a period. IPSU workers supported the service to negotiate with the funding body and reopen the service, providing hands-on advice and resources to assist the organisation to establish a new committee, recruit staff, improve facilities, maintain community support, establish good governance and planning and promote the service. The result: a child-focused service with a dedicated committee and enthusiastic staff providing a vital culturally strong service and a positive learning environment for young Aboriginal and Torres Strait Islander people in the area.



QCOSS' Community and Member Engagement

Contributing to informed public opinion on social issues, and fostering active participation in our work by members and community and sector stakeholders

Highlights of 2007-08

- Approximately 500 people attended 37 social policy forums across the state in 2007 and 2008
- Three percent growth in QCOSS' member numbers compared with the previous year.

Major activities

Building the capacity of the social, health and community sectors to engage in policy and advocacy issues

QCOSS' communication with members keeps them up to date with policy developments and opportunities to be involved. QCOSS' e-news, FQ magazine and the annual calendar of events focus on policy issues for the sector and the community. These information tools continue to be popular with members according to our annual survey results.

Facilitating and promoting our members' contribution to QCOSS' policy processes

In 2007-08 QCOSS conducted two rounds of consultations around the state to feed into its policy activities including the state budget submission.

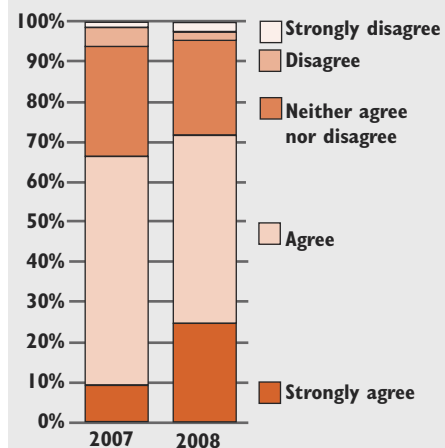
In the second half of 2007, 18 forums and 2 telelinks were held including two specialist multicultural forums and one specialist forum focusing on young people. This represented an increase from 14 forums from the previous year. A total of 263 stakeholders participated in forums compared to approximately 100 stakeholders in 2006 and 35 in 2005.

In 2008, 14 forums were held in April to June with a further six in July, including four specialist multi-cultural forums (one in conjunction with the Ethnic Communities Council of Queensland), and a youth forum in conjunction with Youth Affairs Network Queensland. Moranbah, Kingaroy and Proserpine were added to the list of forum locations in 2008 to increase opportunities for input from regional and rural organisations. Participation by local, state and federal government representatives at many forums allowed for direct advocacy and influence.

37 Social Policy Forums across the state in 2007-08



QCOSS engaged effectively with members and stakeholders...



QCOSS Member and Stakeholder Survey 2008

In 2007-08 QCOSS improved engagement with regional organisations

Developing strong relationships and strategic collaborations with members, community groups, business, government and national, state and territory Councils of Social Service

QCOSS worked with national, state and territory Councils of Social Service on issues such as the COAG National Reform Agenda, National Compact and Homelessness Green Paper.

QCOSS partnered with a diverse range of organisations on various projects. Examples of QCOSS' campaign partners during 2007-08 include:

- 23 multi-cultural organisations for the Accessing Interpreters project
- unions and employer associations for the wages campaign
- QShelter for our homelessness work and the SAAP network
- the Community Services Futures Forum for the Compact and other sector-focused projects
- Centre for Consumer Credit and Law and the Queensland Consumers Association for work on consumer issues including interest rate caps for payday lenders, unit pricing, and the impact of energy prices
- Academic institutions for research projects.

As noted elsewhere in this report, QCOSS entered into a robust legal partnership with the Aboriginal and Torres Strait Islander Human Services Coalition, which it auspiced under a Memorandum of Understanding from 1 July 2008.

Building a QCOSS membership that reflects the diversity of the sectors with which we work

QCOSS' active engagement with regional organisations through initiatives such as the Strengthening Non Government Organisations project and the social policy forums highlighted the benefits of QCOSS membership to these groups. Similarly, partnerships with multi-cultural organisations for projects such as the specific multi-cultural policy forums and the Accessing Interpreters Working Group increased QCOSS' visibility within this sector. Strategic partnerships with Indigenous organisations through IPSU, support for the Queensland Aboriginal and Islander Health Council and assistance in formation of the Aboriginal and Torres Strait Islander Human Service Coalition raised QCOSS' profile among Indigenous organisations.

Continuously improving member services

QCOSS' new online membership and conference registration system was implemented in 2007-08 providing a user-friendly interface for members and stakeholders. The organisation also worked towards a new, improved website for launch in September 2008.

QCOSS partnered with Q Shelter to organise an affordable housing summit in Caboolture. More than 150 people attended the summit, hearing from political representatives about their housing policies in the lead-up to the 2007 Federal election.



In 2007-08 QCOSS improved our services for members

Challenges and opportunities

Growing QCOSS' membership remains a challenge. Many organisations participate in work undertaken by QCOSS without joining the organisation. Increasing our membership further is a priority, particularly among multi-cultural, Indigenous and health organisations and those in regional areas.

Future outlook

A new-look FQ magazine will be launched in 2008-09, as will the new QCOSS website. Our members report that these tools continue to be very useful.

Focus on: engaging in North Queensland – QCOSS' Townsville office

After establishment in January 2007, QCOSS' Townsville office powered through 2007-08 as the face of QCOSS in the north and the home of the QCOSS Indigenous Professional Support Unit.

From the office, the manager and a Community Sector Development Worker undertake sector development work, facilitate policy forums and consultation in North Queensland, and liaise with community organisations, networks and government departments and provide input on rural, regional and Aboriginal and Torres Strait Islander issues.

Planning QCOSS' regional conference and the IPSU conference for 2008 kept Townsville staff busy as they prepared to host the big event.



Left to Right: Yvette Heron, Robyn Burnett, Janice Rocca, Narelle Gleeson, Kerry Fortuyn, May Kabay, Roslyn Von Senden, Lyn Jenkins, Kim Adams, Shona Watson.

Absent: Anna Wailu.

QCOSS' Leadership, Governance and Management

Pursuing best practice in proactive leadership, accountable governance and effective management for our organisation

Highlights of 2007-08

- Formation of the Governance Sub-committee for QCOSS' Board
- Development of a new strategic plan for QCOSS

Major activities

Providing effective, transparent and accountable leadership for our organisation

QCOSS' Board and senior staff revised the organisation's strategic plan in late 2007, developing a new strategic plan for 2008-2011. An operational plan was developed for 2007 and 2008. The new strategic plan recognises leadership, governance and management as fundamental, underpinning the three other outcome areas: policy advocacy, sector development and member and stakeholder engagement. The plan includes clearer measures of performance than previously – where possible these results are included in this Annual Report.

Each year QCOSS publishes the results of a survey of members and stakeholders to report publicly on their awareness of and satisfaction with our work. In 2008, 112 people responded to the survey. Some results from the 2008 survey are included in this Annual Report and the full survey report is published on the QCOSS website.

Aiming for excellence and continuous improvement in our governance and operations

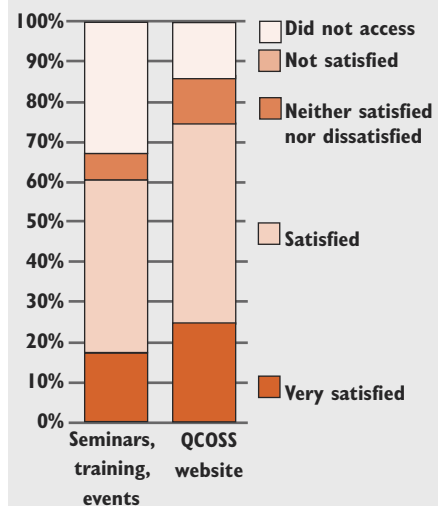
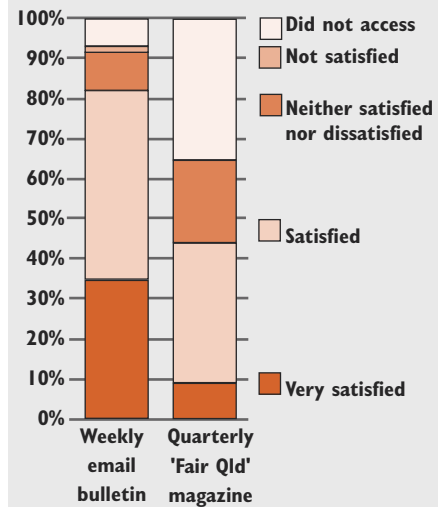
The QCOSS Board established a Governance Sub-committee in March 2008, part of a shift by the Board to a focus on governance rather than operational management.

By the end of June 2008 QCOSS was on track with implementation of the Standards for Community Services as part of our Continuous Quality Improvement Plan. Standards for safety and wellbeing, recruitment and selection, induction, training and development, employee support and governance and accountability were completed.

QCOSS' risk management plan, the Safety and Success Plan, was developed. This has proved a successful tool for identifying improvements to our organisational functioning and further developing our relationships with members and stakeholders.

In 2007-08 QCOSS approved a complaints policy and developed a user friendly complaints brochure which was also published on the website.

Satisfaction with QCOSS products and services



QCOSS Member and Stakeholder Survey 2008

In 2007-08 QCOSS Improved our organisation's sustainability

Using our resources effectively and efficiently

As demonstrated in the financial statements within this report QCOSS achieved an excellent financial result, taking into account the level of investment in staff and infrastructure undertaken by QCOSS during the past financial year. QCOSS has been able to invest its financial resources to ensure it can achieve its policy advocacy and sector development goals.

To inform decisions about future projects and funding, QCOSS developed a true cost of services model to identify the costs to QCOSS of providing services.

QCOSS also developed a plan to integrate the Townsville office and IPSU's systems with QCOSS' systems to provide efficiencies.

Continually developing QCOSS' organisational capabilities and sustainability

Following changes in funding and project arrangements QCOSS was able to retain committed staff once projects finished by enabling them to move into other roles within the organisation.

In keeping with our increasing partnerships with Indigenous organisations, QCOSS reviewed recruitment policies to make practices more friendly for people from Aboriginal and Torres Strait Islander backgrounds. This resulted in an increase in recruitment of Indigenous staff members.

Recruiting, supporting, developing and retaining high quality staff and Board members

QCOSS developed a Board audit process in 2007-08 which will provide information about gaps in skills and representation to inform future Board recruitment. The Board undertook a two-day induction in January 2008.

In 2007-08 QCOSS' Townsville office grew with the addition of a Health Project Officer and another IPSU staff member.

Challenges and opportunities

Through a sustained period of growth QCOSS has been able to enhance its advocacy role with government and around social issues. The challenge over the next two years will be to achieve financial and organisational sustainability. An important part of this will be engaging and growing our membership

Future outlook

QCOSS is on track to complete the remaining relevant Standards for Community Services by end February 2009 so that it can implement its improvement plan.

While individual QCOSS staff undertake training and development, the organisation plans to better coordinate and track staff development in the future. A plan to address this will be developed in 2008-09.

An issue identified by QCOSS' auditor relating to the fixed asset register (FAR) will be addressed as recommended by the auditor.

Organisational Services team

FRONT ROW – Left to Right:

Allyson Speers, Grant Taylor

BACK ROW – Left to Right:

Jill Lang, Donette Fanti,

Anthony Morel

Absent: Jeffrey Johnson-Abdelmalik



ACOSS Report

During this financial year we farewelled a long term conservative Federal Government. We are now in the process of a climate change which is about more than the weather

Sorry was the precious word we have been waiting to hear and finally it was delivered. This statement, along with the change of language by the new government to promote “social inclusion” and a commitment from the top to address homelessness has given rise to hope for the many Australians who are being left behind.

ACOSS lobbied for the lifting of the “gagging clauses” that appeared in some Federal funding contracts, allowing the many community service providers the opportunity to advocate on behalf of their client groups and lobby for change.

These changes were just the beginning of what many people saw as hope for developing a fairer Australia. However, there is no time to rest as many of those involved in the community services would be aware that there are ongoing reviews and inquiries that need our input.

With the Labor party holding all State and Federal governments, a new value is placed on the COAG meetings. The National Reform Agenda is setting the scene for the community sector to work together across state and federal issues and the strength of the relationships in the COSS network will be vital in developing a fair go and a voice for disadvantaged Australians. Working together with other national organisations during the Civil Society Dialogue – including National Council of Churches in Australia (NCCA), Australian Conservation Foundation (ACF) and the Australian Council of Trade Unions (ACTU) – has also brought the sector strength and recognition for the issues our service providers and disadvantaged people are facing.

The continuation of the Australia Fair campaign throughout 2007-08 and the data that was released in the reports has been a great place to start in terms of raising awareness of our issues amongst the general public.

The team of staff at ACOSS continued to produce quality reports and discussion papers throughout the year – all of which are available to the public on the website www.acoss.org.au



Gail Middleton

QCOSS Board member and Queensland representative on ACOSS Board.

Gail Middleton
Queensland representative on
ACOSS Board



QCOSS' Treasurers Report

I hereby present the Independent Auditor's Report for the financial year ending 30 June 2008.

During the 2005-06 Financial Year it was decided that QCOSS would look to invest the reasonably large surplus it had accrued in order to properly pursue the purposes of QCOSS, which is to:

- advocate policy for and with Queenslanders affected by poverty and inequality
- lead on issues of significance to the social, health and community sectors state-wide.

For the 2008 year a lower than expected shortfall was recorded of \$16,140, which means that the QCOSS equity remains at a satisfactory level of \$812,219.

I submit that this is an excellent result, taking into account the level of investment in staff and infrastructure undertaken by QCOSS during the past financial year.

I would submit further that the investment made has resulted in noticeable and measurable results in respect of our policy advocacy and sector development goals, the success of which is clear from the attached reports.

It is important that the sector is strengthened in the area of financial accountability and is able to return a good result for the resources invested by government. In this regard it is submitted that the compliance issues in the sector remain onerous, with issues remaining especially in the areas of full cost recovery and inequality in respect of wages.

I would like to congratulate Jill Lang and her team for a very good result for 2008, largely due to good attention by the management team in respect to control of expenditure in projects.

This is my first year as Treasurer and I look forward to the new year and the continued success of QCOSS.



Louis de Beer
Treasurer

Louis de Beer
QCOSS' Treasurer



QUEENSLAND COUNCIL OF SOCIAL SERVICE INC

FINANCIAL REPORT

FOR THE YEAR ENDED 30 JUNE 2008

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QUEENSLAND COUNCIL OF SOCIAL SERVICE INC
FINANCIAL REPORT FOR THE YEAR ENDED 30 JUNE 2008
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 2008.

Committee Members

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

Karyn Walsh	Louis de Boer
Rachel Watson	Kathryn Harrison
Mark Tucker-Evans	Carmel Davieson
Gail Middleton	Leanne Knowles
Kristine Van	Beverley Watkinson
Cath Bartolo	Margaret Hornagold
Keri Morris	



Principal Activities

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

- To provide 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 \$16,140 (2007: \$88,540).

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

Karyn Walsh *President*
(Committee Member)

[Handwritten Signature] *Treasurer*
(Committee Member)

Dated this *26th* day of *September* 2008

QUEENSLAND COUNCIL OF SOCIAL SERVICE INC

**INCOME STATEMENT
FOR THE YEAR ENDED 30 JUNE 2008**

	Notes	2008 \$	2007 \$
Revenue	2	3,041,872	2,632,179
Employee benefits expense		(1,845,340)	(1,456,389)
Depreciation expense		(60,403)	(38,275)
Computer Costs		(36,073)	(34,482)
Conference/Seminar Costs		(130,284)	(86,155)
Consultancy fees		(75,117)	(64,927)
Travel and accommodation		(213,942)	(148,491)
Printing and stationery		(43,442)	(44,784)
Rent		(49,833)	(26,309)
Catering expenses		(7,494)	(5,298)
Motor vehicle expenses		(32,842)	(23,579)
Postage		(15,384)	(14,411)
Telephone		(36,514)	(45,004)
Other expenses		(511,344)	(732,616)
Loss before income tax	3	(16,140)	(88,541)
Income tax expense	1(a)	-	-
Loss attributable to members of the Association		(16,140)	(88,541)

The accompanying notes form part of these financial statements

QUEENSLAND COUNCIL OF SOCIAL SERVICE INC

**BALANCE SHEET
AS AT 30 JUNE 2008**

	Notes	2008	2007
		\$	\$
CURRENT ASSETS			
Cash and cash equivalents	4	1,287,010	1,809,247
Trade and other receivables	5	68,830	19,408
Inventories		3,962	3,962
Other current assets	6	10,945	5,531
		<hr/>	<hr/>
TOTAL CURRENT ASSETS		1,370,747	1,838,148
		<hr/>	<hr/>
NON-CURRENT ASSETS			
Property, plant and equipment	7	111,910	114,982
Intangibles	8	24,496	27,635
		<hr/>	<hr/>
TOTAL NON-CURRENT ASSETS		136,406	142,617
		<hr/>	<hr/>
TOTAL ASSETS		1,507,153	1,980,765
		<hr/>	<hr/>
CURRENT LIABILITIES			
Trade and other payables	9	182,647	369,933
Others	11	427,270	715,504
		<hr/>	<hr/>
TOTAL CURRENT LIABILITIES		609,917	1,085,437
		<hr/>	<hr/>
NON-CURRENT LIABILITIES			
Long-term provisions	10	85,017	66,969
		<hr/>	<hr/>
TOTAL NON-CURRENT LIABILITIES		85,017	66,969
		<hr/>	<hr/>
TOTAL LIABILITIES		694,934	1,152,406
		<hr/>	<hr/>
NET ASSETS		812,219	828,359
		<hr/>	<hr/>
EQUITY			
Retained earnings		812,219	828,359
		<hr/>	<hr/>
TOTAL EQUITY		812,219	828,359
		<hr/>	<hr/>

The accompanying notes form part of these financial statements

QUEENSLAND COUNCIL OF SOCIAL SERVICE INC

STATEMENT OF CHANGES IN EQUITY
FOR YEAR ENDED 30 JUNE 2008

	Retained Earnings	Total
	\$	\$
Balance at 1 July 2006	916,900	916,900
Net loss attributable to members of the Association	(88,541)	(88,541)
Balance at 30 June 2007	828,359	828,359
Net loss attributable to members of the Association	(16,140)	(16,140)
Balance at 30 June 2008	812,219	812,219

The accompanying notes form part of these financial statements

QUEENSLAND COUNCIL OF SOCIAL SERVICE INC

**CASH FLOW STATEMENT
FOR THE YEAR ENDED 30 JUNE 2008**

	Notes	2008 \$	2007 \$
CASH FLOW FROM OPERATING ACTIVITIES			
Grants from government		2,294,298	2,328,181
Receipts from members and clients		316,888	628,280
Payments to suppliers and employees		(3,153,913)	(2,748,784)
Interest received		74,679	84,624
Net cash provided by operating activities	17 (b)	<u>(468,048)</u>	<u>292,301</u>
CASH FLOW FROM INVESTING ACTIVITIES			
Payment for property, plant and equipment		(54,189)	(91,636)
Proceeds from sale of property, plant and equipment		-	13,512
Net cash used in investing activities		<u>(54,189)</u>	<u>(78,124)</u>
Net increase in cash held		(522,237)	214,177
Cash at beginning of financial year		<u>1,809,247</u>	<u>1,595,070</u>
Cash at end of financial year	17 (a)	<u>1,287,010</u>	<u>1,809,247</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 2008

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 2008

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 2008

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 2008**

NOTE 2: REVENUE	Note	2008	2007
		\$	\$
Operating activities			
- QCOSS projects funding		2,639,891	2,177,517
- Other income		316,888	370,038
		<u>2,956,779</u>	<u>2,547,555</u>
Non - operating activities			
- Interest		85,093	84,624
		<u>85,093</u>	<u>2,632,179</u>

NOTE 3: LOSS BEFORE INCOME TAX

Loss before income tax has been determined after:

Depreciation of non-current assets	<u>60,403</u>	<u>38,275</u>
Remuneration of the auditors for:		
- Audit services	<u>24,135</u>	<u>28,767</u>
Rental expense on operating leases		
- Minimum lease payments	<u>49,833</u>	<u>26,309</u>
Loss on sale of non-current assets	<u>-</u>	<u>8,965</u>

NOTE 4: CASH AND CASH EQUIVALENTS

Cash on hand	225	393
Cash at bank	434,847	806,034
Deposits at call	851,938	1,002,820
	<u>1,287,010</u>	<u>1,809,247</u>

NOTE 5: TRADE AND OTHER RECEIVABLES

CURRENT

Trade receivables	71,240	22,197
Less provision for impairment of receivables	(2,411)	(2,789)
	<u>68,830</u>	<u>19,408</u>

QUEENSLAND COUNCIL OF SOCIAL SERVICE INC

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2008

NOTE 6: OTHER ASSETS	Note	2008	2007
		\$	\$
CURRENT			
Accrued Interest		10,945	531
Prepayments		-	5,000
		<u>10,945</u>	<u>5,531</u>
 NOTE 7: PROPERTY, PLANT AND EQUIPMENT			
PLANT AND EQUIPMENT			
(a) Library			
At cost		19,442	19,442
Less accumulated depreciation		<u>(19,442)</u>	<u>(19,442)</u>
		-	-
(b) Motor vehicles			
At cost		24,652	24,652
Less accumulated depreciation		<u>(20,047)</u>	<u>(13,870)</u>
		<u>4,605</u>	<u>10,782</u>
(c) Office equipment			
At cost		220,228	158,332
Less accumulated depreciation		<u>(142,791)</u>	<u>(72,946)</u>
		<u>77,437</u>	<u>85,386</u>
(d) Office furniture and fittings			
At cost		47,894	30,983
Less accumulated depreciation		<u>(18,026)</u>	<u>(12,169)</u>
		<u>29,868</u>	<u>18,814</u>
Total property, plant and equipment		<u><u>111,910</u></u>	<u><u>114,982</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 2008

	Office Furniture and Fittings	Office Equipment	Motor Vehicles	Library	Total
	\$	\$	\$	\$	\$
2008					
Balance at the beginning of the year	18,814	85,386	10,782	-	114,982
Additions	13,545	33,465	-	-	47,010
Disposals	-	-	-	-	
Depreciation expense	(2,491)	(41,414)	(6,180)	-	(50,085)
Carrying amount at end of year	29,868	77,437	4,602	-	111,910

NOTE 8: INTANGIBLES	Note	2008 \$	2007 \$
NON-CURRENT			
Software -at cost		41,451	35,840
Less accumulated depreciation		(16,955)	(8,205)
		24,496	27,635

(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	27,635	9,561
Additions	7,179	20,365
Depreciation expense	(10,318)	(2,291)
Carrying amount at the end of the year	24,496	27,635

NOTE 9: PAYABLES

CURRENT

Trade payables		57,778	186,433
Other payables		45,790	59,648
Annual leave	10(a)	79,079	123,852
		182,647	369,933

NOTE 10: PROVISIONS

NON-CURRENT

Employee entitlements		85,017	66,969
Aggregate employee entitlements liability		164,096	190,821

QUEENSLAND COUNCIL OF SOCIAL SERVICE INC

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2008**

NOTE 11: OTHER LIABILITIES	Note	2008	2007
		\$	\$
CURRENT			
Credit Card		2,172	253
Accrued expenses		44,552	38,534
Deferred income		380,546	676,717
		<u>427,270</u>	<u>715,504</u>

NOTE 12: CAPITAL AND LEASING COMMITMENTS

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	49,797	61,518
— between 12 months and 5 years	-	32,328
	<u>49,797</u>	<u>93,846</u>

The property lease is a non-cancellable two year lease with rent payable monthly in advance. Contingent rental provisions within the lease agreement require that the minimum lease payments shall be increased for CPI. This lease will end on 7 January 2009.

All motor vehicle leases are on terms that are less than 12 months with instalments payable monthly in advance.

NOTE 13: RELATED PARTY TRANSACTIONS

There were no related party transactions during 2008 financial year or in the prior year.

QUEENSLAND COUNCIL OF SOCIAL SERVICE INC

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2008**

NOTE 14: CASH FLOW INFORMATION	Note	2008 \$	2007 \$
(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		225	393
Cash at bank		434,847	806,034
At call deposits with financial institutions		851,938	1,002,820
		1,286,282	1,809,247
 (b) Reconciliation of cash flow from operations with (loss) after income tax			
(loss) after income tax		(16,140)	(88,541)
 Non-cash flows in profit:			
Depreciation		60,400	38,275
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		(49,422)	2,649
(Increase)/decrease in inventories		-	2,498
(Increase)/decrease in other current assets		(5,414)	(5,121)
Increase/(decrease) in payables		(142,479)	80,657
Increase/(decrease) in accruals and provisions		(26,725)	118,415
Increase/(decrease) in deferred income		(288,234)	148,016
Cash flows from operations		(468,048)	292,301

QUEENSLAND COUNCIL OF SOCIAL SERVICE INC

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2008

NOTE 15: FINANCIAL INSTRUMENTS

(a) Risk Management

The association is exposed to the following risks from their use of financial instruments:

- Market Risk
- Credit Risk
- Liquidity Risk

The Committee of the association has overall responsibility for risk management. The Committee has established risk management policies designed to identify and monitor risks from financial instruments and ensure any adverse effects from these risks are minimized. The Committee meet on a regular basis to review compliance with risk management policy and to analyse financial risk exposure in the context of the current economic environment.

(b) Interest Rate Risk

Interest rate risk is the risk that a financial instrument's value will fluctuate as a result of changes in market interest rates. Interest rate risk arises on balances of cash and cash equivalents. The entity minimises this risk by using a term deposit facility. The association is exposed to interest rate risk and the effective weighted average interest rates on classes of financial assets and financial liabilities, is as follows:

	Effective Interest Rate		Weighted Average		Fixed Interest Rate Maturing		
	2008	2007	2008	2007	Within 1 Year	1 to 5 Years	2007
Financial Assets:							
Cash	6.38%	4.85%	\$ 411,783	\$ 806,034	\$ 851,938	\$ 1,002,820	\$ -
Total Financial Assets			\$ 851,938	\$ 1,002,820	\$ 851,938	\$ 1,002,820	\$ -

QUEENSLAND COUNCIL OF SOCIAL SERVICE INC

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2008

The effect of interest rate risk is not material therefore the sensitivity analysis is not necessary.

NOTE 15: FINANCIAL INSTRUMENTS CONTINUED

	Fixed Interest Rate Maturing				
	Over 5 Years		Non-Interest Bearing		Total
	2008	2007	2008	2007	
Financial Assets:	\$	\$	\$	\$	\$
Cash	5.23%	4.7%	225	393	225 393
Receivables	5.23%	4.7%	68,830	19,408	68,830 19,408
Total Financial Assets			69,055	19,801	69,055 19,801
Financial Liabilities:					
Trade and Sundry Creditors	9.25%	9.25%	182,647	369,933	182,647 369,933
Other Liabilities	9.25%	9.25%	427,270	715,504	427,270 715,504
Total Financial Liabilities			609,917	1,085,437	609,917 1,085,437

Trade and Other Creditors are expected to be paid as follows:

	Year Ended 30 June 2008	Year Ended 30 June 2007
Less than 6 month	\$ 229,371	\$ 408,720
6 months to 1 year (Grants not expensed)	380,546	676,717
Total	609,917	1,085,437

QUEENSLAND COUNCIL OF SOCIAL SERVICE INC

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2008

NOTE 15: FINANCIAL INSTRUMENTS CONTINUED

(C) Credit Risk

Credit is the risk that one party to a financial instrument will cause a financial loss for the other party by failing to discharge an obligation.

Credit risk arises on trade and other receivables. The objective of the entity is to minimise exposure to 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.

(d) Liquidity Risk

Liquidity risk is the risk that an entity will encounter difficulty in meeting obligations associated with financial liabilities.

The association is largely dependent on government funding for grants to continue its operations during the year. It has always been the association's priority to maintain a good relationship with all government departments and ensure all contractual obligations been met each year.

The economic entity does not have a foreseeable reduction in government funding.

(e) 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 20: ASSOCIATION DETAILS

The principal place of business of the Association is:

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 2008 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: *Karyn Walsh*
President *Karyn Walsh*

Name: *Louis de Beer*
Treasurer *Louis de Beer*

Dated this *26th* day of *September* 2008



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

30 September 2008

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

Dear Sir/Madam

AUDITOR'S INDEPENDENCE DECLARATION

I declare that, to the best of my knowledge and belief, during the year ended 30 June 2008 there have been:

- i. no contraventions of the auditor independence requirements as set out in the Corporations Act 2001 in relation to the audit; and
- ii. no contraventions of any applicable code of professional conduct in relation to the audit.

Yours faithfully
BDO Kendalls (Qld)

Damian Wright
Partner

BDO Kendalls is a national association of
separate partnerships and entities.

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, for the year ended 30 June 2008.

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 other mandatory financial reporting requirements in Australia, 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 directors.

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.

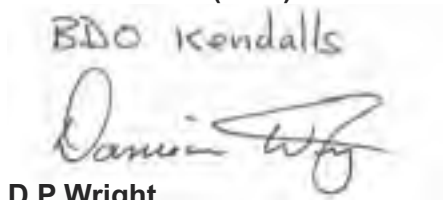
INDEPENDENT AUDIT REPORT TO THE MEMBERS OF QUEENSLAND COUNCIL OF SOCIAL SERVICE INC CONTINUED**Independence**

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 applicable Accounting Standards in Australia, 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 2008 and the results of its operations and its cash flows for the financial year then ended.

BDO Kendalls (QLD)A rectangular stamp with the text "BDO kendalls" in a light, sans-serif font. Overlaid on the stamp is a handwritten signature in dark ink that reads "D P Wright".

D P Wright
Partner

Brisbane
30 September 2008

Our Members

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 582 current financial members of the organisation as at the 16th September 2008.

Honorary Life Members:

Rev Colin Arkell

Vera Raymer

Prof. Dr. Margaret Steinberg

Organisational Members

Aboriginal & Torres Strait Islander Legal Service (QLD South)

Abused Child Trust

Acacia Ridge Community Support Inc. (Community Dev. 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 NQ Ltd

Anuha Services

Apunipima Cape York Health Council

ARAFMI Queensland - Association Relatives and Friends

Asperger's Syndrome Support Network Queensland 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 Div

Australians For Native Title and Reconciliation (ANTAR)

Avenues Lifestyle Support Assoc

Bahloo Womens Youth Shelter Assoc Inc.

Banana Shire Council

Barcaldine 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 Dev

Beenleigh Adult and Youth Service (BAYS)

Beenleigh District Community Development Association Inc.

Benarrawa Community Development Association Inc.

Better Centenary Village Alliance Inc.

Bidgerdii Community Health Service

Biloela Child Care Centre Inc.

Bizy Kidz Pty. Ltd.

Blair Athol Accommodation & Support Programme

Blue Care South West Queensland Region

Bohlevale District Community Centre Inc.

Booval Community Service

Boystown

Bravehearts

Bravo Disability Support Network

Bribie Island & District Neighbourhood Centre

Bric Housing

Bridges Clubhouse Inc

Brisbane Boarders Ltd

Brisbane Rape & Incest Survivors Support Centre (BRISSC)

Brisbane social enterprise

Brisbane Youth Service

BSC Community Services

Building Better Boards

Bundaberg Housing Servcies Inc

Bundaberg & District Women's Domestic Violence Service

Bundaberg Community Development Inc

Bundaberg Consumer Advisory Group For Mental Health

Bundamba Child Care Centre Inc.

Burdekin Neighbourhood Centre

Caboolture Family Haven Inc.

Caboolture Kilcoy Bribie Area Mental Health Support Service

Caboolture Neighbourhood Centre



Members

- Caboolture Regional Domestic Violence Service Inc.
- Cairns & District Child Care Development Association Inc.
- Cairns Community Legal Centre
- Cairns Regional Domestic Violence Service Inc
- Caloundra Community Centre Inc.
- Caloundra Youth Focus Inc.
- Cape York/ Gulf RAATSICC Advisory Association Inc.
- Capella Tieri Middlemount Community Support Network Inc.
- Capricorn Community Development Association Inc.
- Capricornia Respite Care Assoc Inc.
- Care Unlimited
- Carers Queensland
- Carina Youth Agency Inc.
- Catholic Justice & Peace Commission
- Caxton Legal Centre Inc.
- Centacare (Community Support Services)
- Centacare (Cairns)
- Centacare (Townsville)
- Centacare Catholic Diocese of Rockhampton (Rockhampton)
- Centacare Catholic Family and Community Services
- Centacare Rockhampton
- Centacare Toowoomba
- Centre Against Sexual Violence
- Centre Of Philanthropy & Nonprofit Studies (QUT)
- Cerebral Palsy League Of Queensland
- Chameleon Regional Community Housing
- Charleville & District Community Support Association Inc.
- Charters Towers Neighbourhood Centre Inc.
- Child Birth Education Association (Brisbane) Inc.
- Children By Choice8702 (Children By Choice)
- Chisholm Inc.
- Choice Support Service Inc.
- Churches Of Christ (Warrawee Retirement Village)
- Civic Solutions Inc
- Collinsville Community Association Inc.
- Commission for Children and Young People
- Commonwealth Respite and Carelink Centres
- Community Qld
- Community Access & Transition Services Inc. (CATS)
- Community Action In Carole Park Inc
- Community Benefit Funds Unit - Qld Treasury
- Community Centres and Family Support Networks Assoc 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 Services Australia Limited
- Community Support Centre Inc. (Innisfail)
- Conflict Solvers
- Connections Inc.
- Cooktown District Community Centre
- 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 Association
- Deception Bay Neighbourhood Centre Inc.
- Dental & Oral Health Therapist Association of Queensland
- Department Of Communities
- Department Of Communities (Windsor Service Centre)
- Disability Servcies Queensland - Maryborough
- 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
- Dysart Community Centre & Support Group
- Eacham Community Help Organisation
- Eagleby Community Centre
- Early Childhood Australia (Queensland Branch)
- Early Years Centre - North Gold Coast
- East Creek Neighbourhood Centre
- Eating Disorders Assoc Inc.
- Emerald & District Social Development Association Inc.
- Encompass Family and Community Pty Ltd
- Endeavour (Fortitude Valley)
- Enoggera Respite Centre
- Epic Employment Service Inc.
- Epilepsy Queensland Inc.
- Esk/Kilcoy Community Support Association Inc.

Ethnic Communities Council Of Queensland	Hinterland Community Development Association of Caloundra Inc.	Laidley Crisis Care & Accommodation
Family Day Care Association Of Queensland	Home Assist Secure	Laidley Shire Community Care Centre Inc.
Family Planning Queensland (Fortitude Valley)	Home Support Association Inc.	LANDS Community Services
FEAT INC Supported Accomodation (Townsville)	Homelife Association Inc.	Learning Network Queensland
Financial Counsellors Association Qld	Homes West Association	Lifeline (Disability Division)
FNQ Independent Living Support Assoc	Immigrant Womens Support Service (IWSS)	Lifeline (Brisbane)
Foresters ANA	Inala Community House	Lifeline (Caboolture)
Fraser Coast Housing Service Inc.	Inala Family Accommodation And Support Service Inc	Lifeline (Cairns Region)
FSG Australia	Inala Wangarra	Lifeline (Families Plus)
Gailes Community House (Gailes)	Inala Youth Service	Lifeline (Fraser District)
Gateway Community Group Inc.	Inclusion Works Inc.	Lifeline (Inclusion Support Agency)
General Practice Queensland Limited	Independent Advocacy In The Tropics Inc.	Lifeline (Mackay-Whitsunday)
George Street Neighbourhood Centre	Infoxchange Australia	Lifeline (North Queensland)
Girls Time Out - Young Womens Support Service	Ingham Family Centre Inc. (Early Learning Centre)	Lifeline (Sunshine Coast)
Gladstone Community Linking Agency	Inner Northern Community Housing	Lifeline Community Care
Gold Coast Advocacy Inc.	Innisfail Youth & Family Care Inc.	Lifeline Community Care (Capricorn - Coral Coast)
Gold Coast Drug Council	Interlink Housing and Support Association Inc	Lifeline Community Care (Children's Services)
Gold Coast Housing Association Inc.	Ipswich Community Youth Service Inc.	Lifeline DD&SWQ (Darling Downs & South West Queensland)
Gold Coast Housing Company	Ipswich Regional Advocacy Service	Lifelong Learning Council Qld Inc. (Queensland)
Gold Coast Institute Of Tafe Childrens Centre	Ipswich Women's Centre Against Domestic Violence	Lighthouse resources
Gold Coast Project For Homeless Youth	Istar Networks (Brisbane)	Link In Association Sunshine Coast Inc.
Goondiwindi & District Child Care Centre Inc.	Jabiru Community Youth and Children's Services Assoc (Inc)	Lions Emergency Accommodation Centre
Graham House Community Centre Inc.	Jimboomba Community Care Association Inc	Logan East Community Neighbourhood Assoc Inc.
Granite Belt Support Services	Jobmatch Association Inc	Logan Women's Health & Wellbeing Centre Inc.
Greek Orthodox Community Of St George (Brisbane)	Julie Thorman	Lowanna House
Griffith University (School Of Human Services Logan Campus)	Kalwun AICCA	Lymphoedema Association Of Queensland
Gympie & District Women's Health	Karakan Hostels	Mackay + District Respite Care Assn. Inc.
Gympie Community Place Inc (Gympie)	Karuna Hospice Service	Mackay Advocacy Inc
Handihome Inc	Kenalwyn Bundaberg & District Neighbourhood Centre	Mackay and District Education Centre Ltd
Harlaxton Neighbourhood Centre Inc.	Keppel Community Care	Mackay Community Visitors Association Inc.
Health and Community Services Workforce Council Inc	Keystone	Mackay Family Care & Community Support Association Inc.
Hervey Bay Neighbourhood Centre	Kiah Association Inc.	Mackay Regional Council For Social Development MRCSD
	Kingston East Neighbourhood Group Inc.	Mackay Regional Tenant Group
	Koongoora Inc.	
	Kyabra Community Association Inc.	
	L'Arche Brisbane Inc.	

Our Members

Welcome to
the Burke Shire

- Mackay Womens Health & Information Centre Inc
Macleod Accommodation Support Service
Mamre
Mangrove Housing Association Inc.
Mareeba Community Housing Association
Mareeba District Flex-support Association Inc
Mareeba Information & Support Centre Inc.
Mareeba Shire Job Training Assoc Inc
Marlin Coast Neighbourhood Centre Inc.
Maroochy Neighbourhood Centre
Maybanke Association Inc.
Mercy Disability Services
Mercy Family Services
Metropolitan South Institute of TAFE Mansfield (Library)
Micah Project Inc
Mission Australia
Mission Australia (Roma House)
Mobile Attendant Care
Monto Community Development Council Inc.
Moranbah & District Support Services Association
Moreton Institue of Tafe - Manfield Library
Mount Isa Community Development Assoc Inc.
Mount Isa Family Support & Neighbourhood Centre
Mount Isa Skills Association Inc.
Mt Gravatt Community Centre Inc
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.
- Murrie Watch A.T.S.I Corp
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.
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 Womens Legal Service Inc.
North West Advocacy Organisation Inc.
Northern Peninsula Area Women's Services
Northwest Disability Services
Northwest Youth Accomodation Service
Nundah Community Support Group inc
Oasis Peer Support Group Inc
Office of rural and regional communities unit
Older Womens Network Queensland Inc.
Open Minds
Othila's Young Women's Housing and Support Service
Our Lady's Nurses For The Poor
Ozcare
Parent To Parent Queensland Association Inc. (Yandina)
Parkinsons Queensland
Peakcare
Peirson Services
Phoenix House
- Picabeen Community Association
Pine Rivers Disability Program
Pine Rivers Neighbourhood Association Inc.
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 Alliance of Mental Illness (QAMIPDG)
Queensland Associate for Healthy Communities
Queensland Baptist Care
Queensland Childrens Activities Network Inc.
Queensland Community Housing Coalition Ltd
Queensland Council Of Unions (Queensland Branch)
Queensland Homicide Victims Support Group
Queensland Independent Education Union
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 Interest Law Clearing House (QPILCH)
Queensland Shelter Inc.
Queensland Women's Health Network
Queensland Working Womens Service
Queensland Youth Housing Coalition
Queensland Youth Services Inc.
Queenslanders With Disability Network Inc

PART OF THE TRADITIONAL LANDS OF THE TAGALAKA PEOPLE

Our Members

- QUT - Social Work and Human Services
- Radcare Care Packages (Ravenshoe)
- Ravenshoe Community Centre Inc.
- Redcliffe Community Association Inc.
- Redcliffe Community Bus Inc
- Redlands City 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
- Sandgate & Bracken Ridge Action Group Inc. Neighbourhood Centre
- Save The Children
- SBCDP
- Search Light Inc.
- Sera's Women's Shelter 3674
- Sequal Association
- 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
- Smithfield Child Care Centre
- Social Action Office
- Social Work Department - Princess Alexandra Hospital
- Sonshine Sanctuary Association
- South Burnett Child Care Centre
- South Burnett Community Training Centre Inc.
- South West Brisbane Community Options Project
- South West Brisbane Tenants Group Inc.
- Southern Cross Care Community Services
- Speaking Up For You Inc.
- Special Transport Assistance Redlands - STAR
- SPIRAL Community Hub
- Spiritus Care Services
- Spiritus Social Service
- St Davids Neighbourhood Centre
- St John Ambulance Australia (QLD)
- St Marks Anglican Social Services
- St Vincent De Paul Society Queensland
- Stanthorpe Specialist Employment Service
- STEPS Disability Service
- Stillbirth & Neonatal Death Support (QLD) Inc.
- 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 Panic Anxiety Disorder Association of QLD Inc.
- The Salvation Army - Pindari Homeless Persons Hostel
- The Salvation Army (Social Program Department)
- The Salvation Army (South Queensland DHQ Social Program)
- 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.
- Tully Support Service
- United Synergies
- Uniting Care Centre For Social Justice
- University of Queensland (SSWAHS)
- University Of Queensland Ipswich Campus
- Victory Community Services Inc.
- Volunteering Gold Coast
- Volunteering Queensland
- Wandarrah Neighbourhood Centre
- Warrina Services
- We Help Ourselves
- Wee Care Family Inc.
- Welfare Rights Centre Inc
- Wesley Mission Brisbane
- Wesley Mission Ipswich
- West End Family Care Services
- Whitsunday Community Services

Our Members

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
Womens Centre Cairns (Cairns)
Women's Health Awareness Group of Gladstone Inc. (Gladstone)
Women's Health Queensland Wide
Women's Legal Service Inc.
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 People Ahead
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 Housing Project
Youth Service Providers (Youthlink)
Youthcare Hervey Bay Inc.
YWCA of Brisbane Inc (Brisbane)
Zig Zag Young Womens Resource Centre Inc.

Individual Members

Arkell, Colin
Ashby, Barabra
Aylett, Adele
Barram, Mary
Bartolo, Cath
Bates, Phillip
Bennett, Steven
Boles, Michelle
Bown, Susan
Butler, Joel
Camp, Victor
Cardinal, Heidi
Chan, Roland
Conway, Julie
Cox, Veronica
Crane, Phil
Cumming, Sue
Daveson, Carmel
De Beer, Louis
Devenish-meares, Peter
Devlin, Mick
Djajic, Jasminka
Douglas, Heather
Duckett, Shirley
Dutton, Scott
Edmonds, Fiona
Everett, Melinda
Ferndale, Clint
Finlay, Karen
Foreman, Deirdre
Graham, Kenneth
Grant, Elizabeth
Gray, Judith
Groos, Anita
Guilfoyle, Denis
Harrison, Kathryn
Heilbronn, Stan
Henning, Michael
Holloway, Rosslyn
Hollywood, Michelle
Hornagold, Margaret
Howard, Sue
Izatt, Marina
Jones, Ted
Kennedy, Brian
Kerswell, Greg
Knowles, Leanne
Kolaitis, Elizabeth
Kopelke, Susan

Lang, Jill
Lord, Heather
Loubet, Katarzyna
Markotsis, Jane
Martin, Hilary
McGeorge, Elaine
McLucas, Jan
Middleton, Gail
Moore, Claire
Morris, Ken
Morrison, John
Newton, Kerry
O'Brien, Shannon
Owens, Carol
Raymer, Vera
Reddell, Anne
Roberts, Sarah
Robertson, Margaret
Rose, Valmae
Rose-Miller, Mary
Sanderson, Wayne
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