

QCOSS Annual Report 2008-2009



QCOSS

queensland council of social service inc

WORKING FOR A FAIR QUEENSLAND

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. A full list of members is provided on page 45.

Funders and sponsors

QCOSS acknowledges and thanks the funders and sponsors who have supported us in 2008-2009.

Major Funders

Queensland Department of Communities
Commonwealth Department of Education, Employment and Workplace Relations
Queensland Department of Justice and Attorney General
Queensland Department of Mines and Energy
Queensland Department of Health
Queensland Gambling Community Benefit Fund

Sponsors

HESTA Superannuation
Queensland Department of the Premier and Cabinet
Origin Energy
Ergon Energy
Townsville City Council
Department of Local Government, Sport and Recreation and the Blueprint for the Bush
Community Sector Banking
Indigenous Community Volunteers
Health and Community Services Workforce Council Inc

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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 statewide
- 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).

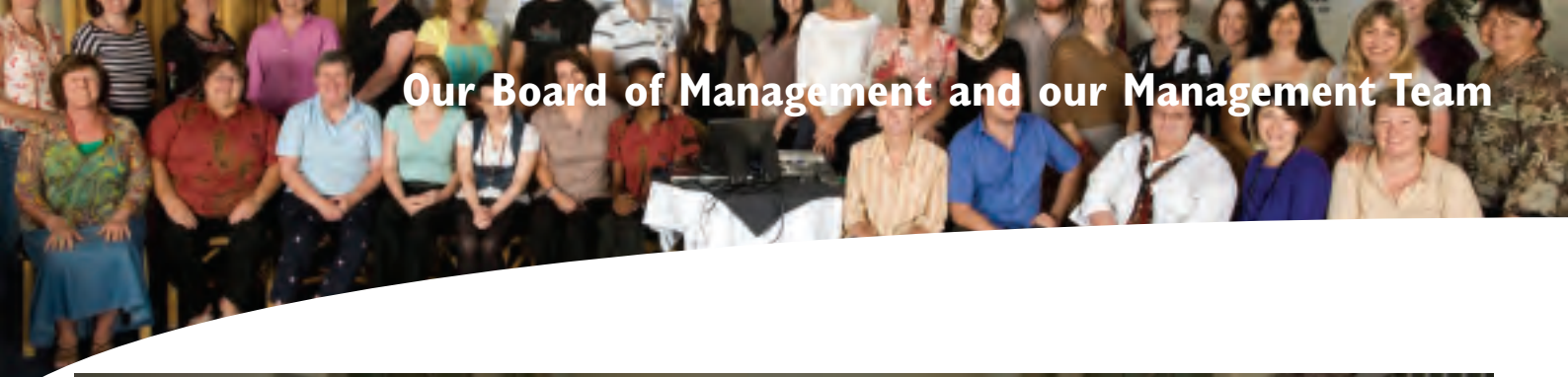
Our values

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.
- *Cooperation and participation*: we foster active participation by our members and communities, and cooperation 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 meeting attendances

Board Member	Eligible	Attended
Karyn Walsh	6	6
Mark Tucker Evans	6	6
Kristine Van	6	5
Louis De Beer	6	6
Kathryn Harrison	3	2
Rachel Watson	6	4
Margaret Hornagold	6	4
Beverly Watkinson	3	1
Leanne Knowles	3	2
Gail Middleton	6	3
Cath Bartolo	6	6
Peter Emery	3	3
Carmel Daveson	6	4
Ken Morris	6	5
Helga Biro	3	2
Belinda Drew	3	2
Liz Fritz	3	3

Board of Management

BACK ROW – Left to Right: Peter Emery, Louis de Beer, Cath Bartolo, Mark Tucker-Evans.

FRONT ROW – Left to Right: Carmel Daveson, Karyn Walsh, Ken Morris.

ABSENT: Kristine Van, Rachel Watson, Margaret Hornagold, Gail Middleton, Helga Biro, Belinda Drew, Liz Fritz, Beverley Watkinson, Kathryn Harrison, Leanne Knowles.



Our Management Team

Left to Right:

Lyndall Hulme, Jill Lang, Linda Parmenter, Jenny Whitworth and Narelle Gleeson.

Absent: John Mikelsons

Our Achievements and Activities

Karyn Walsh
QCOSS' President



As QCOSS moves into its 50th year, we have begun reflecting on our history. QCOSS was founded as organisations, professional bodies and churches began to realise that combining their voices in calling for prevention and early intervention services would be more effective than continuing to advocate alone.

Like the sector, QCOSS has had many ups and downs over its 50 years, balancing the interests of disadvantaged citizens in social policy and sustainable community organisations with the mandate of the elected government of the time.

2008-2009 was no different. We acknowledge the significance of the decision by Premier Hon Anna Bligh, Treasurer Hon Andrew Fraser and cabinet colleagues in the face of a difficult financial environment to invest \$414 million over four years to help organisations fund the Queensland Industrial Relations Commission's pay equity decision. This decision sends a clear message from government of the critical importance of the Queensland community sector and demonstrates the power of advocacy by the sector with so many people lobbying locally to their Members of Parliament to back up the campaign coordinated through QCOSS.

It is encouraging to see that Social Inclusion has become part of the landscape of the Australian Government. Clearly there is a need for the range of issues which impact on disadvantaged Australians to have strong social and economic links within government policy and investment to ensure maximum impact of the available resources. However we cannot have social inclusion if we also do not have a clear framework for the protection of human rights. We need to ensure that vulnerable people's choices are not limited to pathways that lead to their lives being entangled in statutory service systems such as criminal justice, child protection and mental health because of a lack of adequate investment in early intervention and prevention services that are local, voluntary, flexible and responsive. Achieving this requires much greater alignment of investment by the Australian and State Government in community services.

QCOSS members have clearly demonstrated their interest in and commitment to participation and working together in the major national reforms agreed by the Council of Australian Governments – this will require a lot of work from all of us. So it is also important that at the same time the Australian Government is consulting about a National Compact to underpin how we can achieve this work together.

At the state level, QCOSS welcomed the creation of the new Department of Communities which provides the Department with the opportunity to contribute to social inclusion and provide integrated community services that strengthen Queensland. We continue to work with the State Government in the face of many shared challenges to make the Queensland Compact a reality, not just a piece of paper.

QCOSS continues to play a leadership role within the Queensland community sector, supporting organisations to have a stronger voice and to advocate together for change. Thanks are due to our many partners, collaborators, members and stakeholders for engaging so enthusiastically over the year. It has definitely been a busy year. I would also like to thank my fellow Board members and QCOSS management and staff for their excellent work in 2008-2009 as we continued to make history together!

A handwritten signature in black ink that reads "Karyn Walsh". The signature is written in a cursive, flowing style. It is positioned above a thin horizontal line.

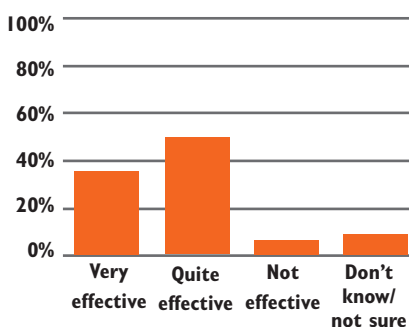
Karyn Walsh
President

Stronger together: partnerships pay off for the sector and the state

Jill Lang
QCOSS' Director



Overall performance of QCOSS as a peak body



QCOSS 2009 Survey of Members and Stakeholders

In the past year, cooperative approaches have yielded impressive results. The successes of the Queensland Community Services Futures Forum, the Queensland Aboriginal and Torres Strait Islander Human Services Coalition and the *Good Work – Decent Wages* campaign all remind us that a collective can achieve so much more than its individual parts.

It is exciting to see the emergence of the Queensland Aboriginal and Torres Strait Islander Human Services Coalition as a force for change. The coalition strengthened its partnerships in 2008-2009 and began building better integrated and community controlled services for Aboriginal and Torres Strait Islander families and children.

The Queensland Futures Forum also strengthened its partnership arrangements over the past year, developing an action plan to improve communication and collaboration across the sector and to push for better relationships with government, fairer funding and greater recognition of the sector's contribution.

Early in 2008-2009 the community services sector and the Queensland Government launched the Queensland Compact, a platform for a stronger partnership between government and the sector. Since then, we have worked together to develop an action plan and governance arrangements that are starting to show results. When I did presentations about the Queensland Compact process to ACOSS and the National Compact Taskforce I was proud to say that it was a true joint effort.

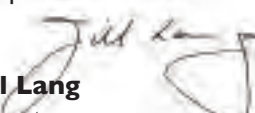
As part of the Compact action plan, QCOSS supported the sector to engage actively in developing the Queensland response to the Federal Government's homelessness white paper, intended as an "exemplar" of genuine consultation. We are learning, together, that real change requires grit and grind from everyone involved.

During 2008-2009, the *Good Work – Decent Wages* campaign resulted in award increases, followed by a significant increase in state government funding. The campaign would not have succeeded without strong support from across the sector and from unions and employer associations. Again, change is hard as we grapple with the reality of higher wages for our workers without full funding to cover it. In the long term, our victory will make our workplaces fairer and our workforce more sustainable as we attract and retain the good people who do great work with vulnerable people every day across Queensland.

Funding and fairness were on the agenda at the QCOSS Townsville conference, our first regional conference. It was great to see people from across the state come together in North Queensland to work through some of the big issues for our state and our sector. While we had some very significant wins in 2008-2009, there is clearly still a long way to go to make Queensland fairer for everyone. The global financial crisis made 2008-2009 a difficult year for many vulnerable Queenslanders. QCOSS worked with the University of Queensland's Professor John Mangan to understand how the crisis affected disadvantaged people. As a result we have increased our focus on jobs, advocating for targeted employment programs that reduce the social exclusion experienced by people who are unemployed for a long time.

Our policy work in the coming years will continue to build the case for prevention and early intervention to help Queenslanders avoid crises and long-term disadvantage. In our sector development work we look forward to working with organisations to build strong, connected service systems that have clients at their centre.

I am excited about the possibilities as QCOSS's dedicated staff, capable Board and supportive members and stakeholders continue to grow stronger together in 2009-2010.


Jill Lang
Director



Minister for Communities,
Karen Struthers at the
QCOSS Budget Breakfast



2009 Budget submission launch

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

Highlights for 2008-2009

- QCOSS partnered with 27 multi-cultural organisations to campaign for funding for interpreters for clients accessing community services, resulting in a commitment from the Premier to provide access to interpreters across key community services.
- We showcased economic and employment issues, including commissioning research by Professor John Mangan into the implications of the global financial crisis for the Queensland economy, as part of our lobbying for more programs to help disadvantaged people back into the workforce.
- QCOSS continued to advocate for disadvantaged people in the lead-up to the 2009 state election, and through the annual Budget submission and Budget Breakfast.
- QCOSS gained funding for projects including energy advocacy, health policy, multi-cultural policy and a history project.
- With other organisations, QCOSS pushed for a panel to investigate domestic violence related deaths, leading the state government to announce a Death Review Panel in May 2009.
- We achieved more than 800 media “hits” on radio and TV stations and print media across Queensland and nationally.
- We advocated for financial support for people affected by rising energy prices and for a strong consumer framework to protect access to energy services in our state, resulting in investigations by the regulator into possible electricity code changes for the benefit of consumers, and to a doubling of the maximum payment available under the Home Energy Emergency Assistance Scheme.

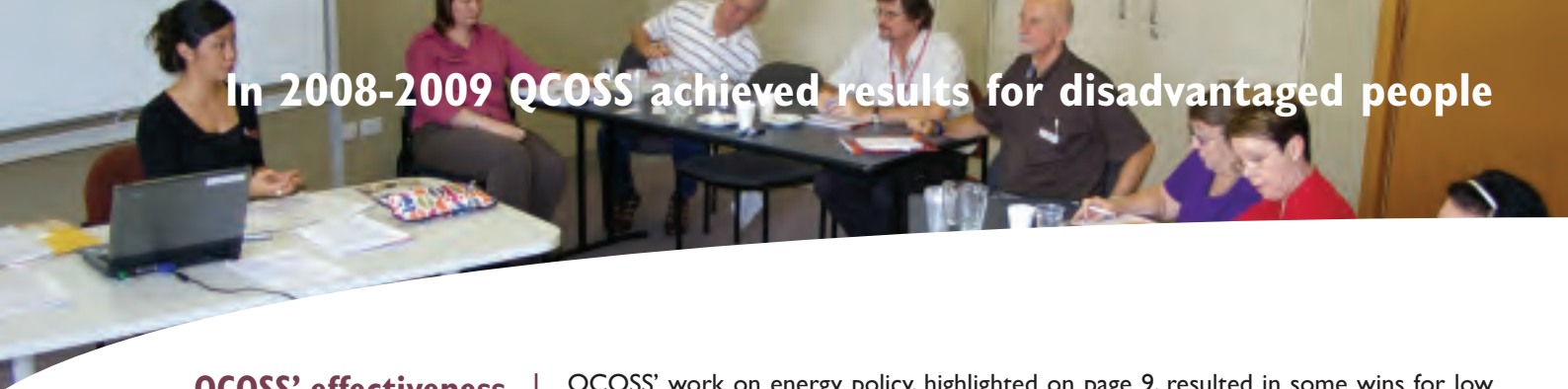
Major activities

Developing and advocating fair, inclusive and sustainable policies and programs

With other peak bodies and community sector organisations, QCOSS continued to advocate for better policy and programs to make Queensland fairer and more inclusive. Using strategies such as submissions, media campaigns, forums and meetings we raised awareness of the issues facing disadvantaged Queenslanders and influenced government and sector responses to these issues.

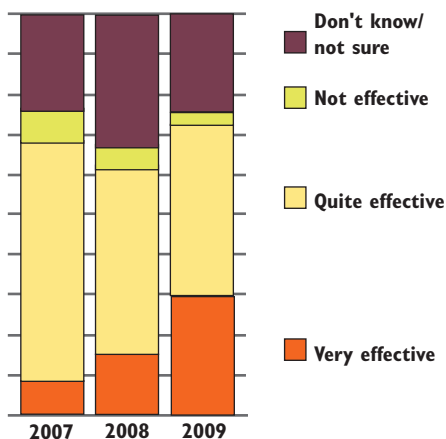
During Anti-Poverty Week in October 2008 we drew attention to the hidden face of poverty in Queensland with a publication called *So You Think **You're** Having a Financial Crisis* that received widespread media attention.

The 2009 QCOSS state Budget submission, our major annual advocacy tool, pushed for development of a “resilience package”. For the first time, we developed a DVD of evidence from service providers and academics to support the demands in the submission. QCOSS' 2009 Budget Breakfast attracted more than 300 people who heard from the Treasurer and three of the Ministers within the new Department of Communities.



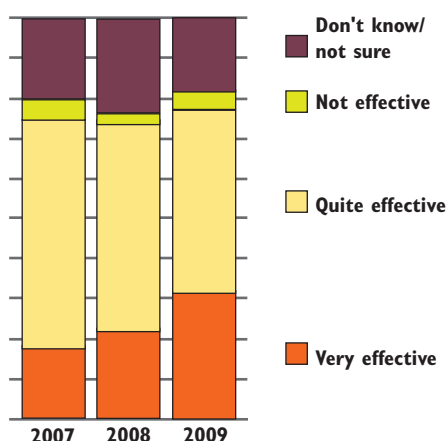
QCOSS' effectiveness 2008-2009

Developing well-articulated policy positions



QCOSS Member and Stakeholder Survey 2009

Representing disadvantage issues to government



QCOSS Member and Stakeholder Survey 2009

QCOSS' work on energy policy, highlighted on page 9, resulted in some wins for low income people affected by increases in gas and electricity prices.

Homelessness was an important policy focus in 2008-2009. The Queensland Compact action plan identified Queensland's response to the Federal Government's white paper on the issue as an opportunity to trial exemplary consultation processes. QCOSS helped mobilise cross-sector responses that identified needs and proposed responses to weaknesses in the homelessness service system.

Other policy and advocacy focuses in 2008-2009 included human rights, early education, gambling, health, domestic and family violence and climate change.

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

During 2008-2009, QCOSS commissioned Professor John Mangan from the University of Queensland to report on the economic impact of the global financial crisis for Queenslanders. This research highlighted the need for intensive programs to assist long-term unemployed people into the workforce, and has informed QCOSS' work to promote social inclusion. Director Jill Lang presented the findings to the Premier's Employment Taskforce.

QCOSS' health policy work was also informed by Professor Mangan's research, which highlighted the links between long term unemployment and social exclusion. During 2008-2009, QCOSS undertook research into population health interventions that are effective in targeting disadvantaged people. The results of this research were broadcast live across Queensland Health. QCOSS also undertook case studies looking at the role of local government in health care.

QCOSS continued to collect, analyse and disseminate data that shows the extent and impact of poverty and disadvantage in Queensland. In 2008-2009, QCOSS updated its *Poverty in Queensland* report and contributed to the Queensland data collection for the follow-up to the report *Left Out Missing Out: Towards New Indicators of Disadvantage*. This report, which previously did not include Queensland data, has been updated and published as *Still Doing it Tough*. QCOSS has also participated with Griffith University and local, state and commonwealth government representatives to develop and trial a set of "community indicators" to measure the wellbeing of communities in Queensland. A draft set of indicators and a proposal for funding a pilot project has been completed and work will continue in 2009-2010.

In 2008-2009 QCOSS partnered with Aboriginal and Torres Strait Islander organisations

Coalition amplifies Aboriginal and Torres Strait Islander voices

The Queensland Aboriginal and Torres Strait Islander Human Services Coalition is a network of Aboriginal and Torres Strait Islander community controlled human service providers committed to reform of the human service system in Queensland to ensure delivery of comprehensive, effective and integrated human services to Aboriginal and Torres Strait Islander communities. Established in May 2007 as an unincorporated organisation, the Coalition is the only one of its kind operating in Australia.

The Coalition operates at a 'whole of system' level to support the community controlled human service sector, in partnership with government and mainstream providers to address disadvantage within Aboriginal and Torres Strait Islander communities in a holistic and comprehensive way. Its vision is to protect and improve the health and well being of all Aboriginal and Torres Strait Islander children in Queensland.

The Coalition is managed by its Executive Director Jody Currie and overseen by a Board led by Chairperson Shane Duffy. The Board comprises representatives of its founding member organisations including the Queensland Aboriginal and Islander Health Council (QAIHC), the Queensland Aboriginal and Torres Strait Islander Child Protection Peak (QATSICPP), the Queensland Regional Indigenous Housing Organisations (RIHO) Network, the Aboriginal and Torres Strait Islander Legal Service (ATSILS), the Queensland Indigenous Substance Misuse Council (QISMC); the Darumbal Community Youth Service and the UMPI Korumba Supported Accommodation Assistance Program.

QCOSS has been proud to auspice the Coalition throughout the 2008-2009 financial year, providing administrative and related support to its activities, and partnering on projects that address disadvantage in Aboriginal and Torres Strait Islander communities. This relationship will continue into 2009-2010.



Jody Currie

Communicating informed opinion and advice to contribute to policy making

Requests for comment, information and presentations show that QCOSS is recognised as a source for informed opinion by the media, government and other organisations. QCOSS staff and Board members delivered presentations to a range of sector and government audiences during 2008-2009. These ranged from the Queensland Financial Counsellors Association Conference to the Energy Retailers Association.

QCOSS staff and Board members are members of various boards and advisory bodies including:

- the Premier's Employment Taskforce
- four state and national committees relating to energy policy
- the Human Services CEO Committee
- the Early Years Forum
- the National Compact Taskforce.

Submissions developed during 2008-2009 included:

- National Human Rights Consultation
- Queensland Education Performance Review
- Submission to the Productivity Commission's Gambling Inquiry 2008
- Submission to a Queensland Government strategy targeting domestic and family violence
- Queensland Public Accounts Committee Inquiry into the Management of Funding to Non-Government Organisations
- A range of gas and electricity policy and industry reviews
- Submission to the Queensland Government's review of Climate Smart 2050
- Submission to a review of Queensland's Freedom of Information Act
- Submission to the Queensland Responsible Gaming Strategy.

In 2008-2009 QCOSS spread the word about poverty

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

In the lead-up to the 2009 Queensland election, QCOSS organised a campaign including "12 Questions" to the major parties to seek commitments on issues affecting disadvantaged Queenslanders and the community sector. The Labour Party, Liberal National Party and Greens all provided formal responses which QCOSS shared with the sector. QCOSS also met with the Treasurer and Ministers from the Departments of Communities, Child Safety and Mines and Energy in the lead-up to the state Budget to represent the sector and its constituents.

QCOSS has helped facilitate the Queensland Community Services Futures Forum, a group of community service sector peaks and agencies that came together to develop the Queensland Community Services Charter and then the Queensland Compact. This group works together to provide a united voice for the sector on policy matters.

Our member and stakeholder survey showed improved perceptions of QCOSS' ability to articulate clear policy positions and to influence government, with the great majority of respondents positive about both of these aspects of our work.

In 2008-2009, QCOSS developed the TAKE ACTION website, an innovation that makes it easy for people to email decision makers about campaigns. This technology was used in the lead-up to the election and in the wages campaign, and will continue to be used for emerging campaigns. QCOSS also innovated in developing and broadcasting multi-media content to support its budget submission.

Media relations continued to be important for QCOSS' advocacy work, with more than 800 media items featuring QCOSS information or spokespeople throughout the year. We increased our use of longer opinion pieces in the media during the year to convey more detailed information on issues such as energy prices to the broad community.

QCOSS generates change in energy policy

Changes to electricity and gas policies in Queensland in recent years have led to increased prices and more disconnections for low-income households. During 2008-2009, QCOSS used funding from the Department of Mines and Energy and Office of Fair Trading to employ policy workers to reduce the negative impacts of changes to the energy system for disadvantaged Queenslanders.

Our inaugural energy conference in April 2009 attracted more than 100 participants including energy retailers, government, regulators and the community sector, who came together to improve understanding and develop solutions for fuel poverty and energy affordability. QCOSS' energy team also developed submissions and contributed to advisory bodies, representing the interests of pensioners, low income earners and people in financial crisis.

Outcomes from QCOSS' energy consumer advocacy work in 2008-09 included:

- pushing the Queensland Competition Authority to review performance data collection on disconnection and complaints, and access by consumers to guaranteed service level claims
- successfully advocating for an increase in the "no disconnection" threshold
- successfully lobbying for changes to the Home Energy Emergency Assistance Scheme including a doubling of the maximum payment to \$720.

QCOSS has funding for a further two years on this project.



Interpretation matters

An advocacy campaign by QCOSS and 27 multi-cultural organisations and peaks resulted in the state government requiring agencies to provide interpreters when clients from diverse backgrounds use services.

A publication, *A Matter of Interpretation*, highlighted the issues for people using services without adequate interpreter support, sometimes with tragic results.



Challenges and opportunities

QCOSS' policy and advocacy team continues to grapple with managing the scope of competing social policy priorities. The depth and breadth of issues for people experiencing poverty and inequality is increasing, but QCOSS' capacity is limited by its resources. Our Energy Consumer Advocacy Project provides a great example of what can be achieved with additional funding to focus on an issue and see it through.

The Global Financial Crisis also provides a challenge, with many competing priorities for limited government funds. QCOSS needs to maintain a strong voice so that government does not miss opportunities to help vulnerable people, particularly through prevention and early intervention that can stop them falling into crisis.

Future outlook

We will continue to work towards a fairer Queensland, and will increase our advocacy in areas including transport, climate change and people with a disability. By the end of 2009-2010 we hope to see changes including:

- increased investment in, and focus on, early intervention family support services
- equitable access to new early years initiatives for 'hard-to-reach' families
- a robust, long-term solution for accessing interpreter services in Queensland
- a shift in over-representation of Aboriginal and Torres Strait Islander children in the child protection system
- positive policy decisions addressing problem gambling
- greater levels of protection for low income consumers to ensure affordable and equitable access to essential services.

QCOSS will continue to work with the Queensland Aboriginal and Torres Strait Islander Human Services Coalition to support its work developing integrated, community-controlled services.

QCOSS has secured three year funding for a Health Policy position from 1 July 2009. QCOSS' role is to facilitate non-government organisations' engagement with health reform, population health and policy agendas (including the disability, aged care, sub-acute, health protection and chronic disease prevention agendas). We will also support Queensland Health's implementation of *Towards Q2: Tomorrow's Queensland* and the commitments in the *Queensland Compact: towards a fairer Queensland*, and continue to disseminate information to relevant non-government organisations about health related issues.

QCOSS' Sector Development



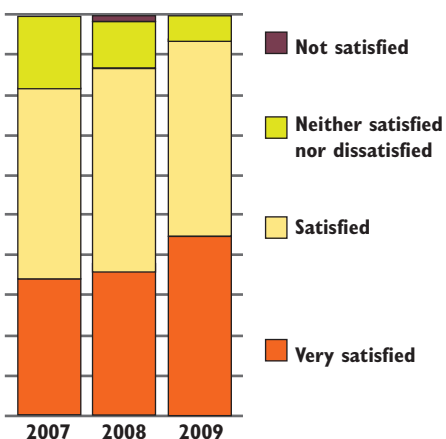
Minister for Communities, Lindy Nelson Carr and QCOSS Director and Futures Forum Chair, Jill Lang sign the Queensland Compact

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 of 2008-2009

- The QCOSS-led *Good Work – Decent Wages* campaign resulted in a pay equity decision by the Queensland Industrial Relations Commission, followed by a state government budget commitment of \$414 million over four years to supplement sector wages.
- The Queensland Compact between the Non-profit Community Services Sector and the Queensland Government was launched, and implementation proceeded well.
- The QCOSS conference in Townsville in September 2008 attracted more than 200 people to our first conference held outside Brisbane.
- The Indigenous Professional Support Unit's conference followed on from the QCOSS conference, also attracting more than 200 people representing Aboriginal and Torres Strait Islander children's services from across the state.
- IPSU visited all 78 Aboriginal and Torres Strait Islander children's services across the state, many of them twice.
- QCOSS, in collaboration with QUT, took over management of the Community Door website, an online collection of resources and information to support community services sector organisations.
- QCOSS helped establish new networks and support existing ones to improve linkages between Supported Accommodation Assistance Program providers in regions across Queensland.
- QCOSS' sector development team worked with non-government organisations to assist in meeting the Standards for Community Services, with 97% of organisations submitting self-assessment reports as required.

Satisfaction with QCOSS' weekly e newsletter



QCOSS Member and Stakeholder Survey 2009

Major activities

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

The launch of the Queensland Compact in November 2008 was a significant milestone in reforming relationships between the Queensland Government and the not-for-profit community services sector. QCOSS and the Queensland Community Services Futures Forum negotiated and established governance and implementation arrangements for the Compact. Improvements to sharing of data and to consultation processes are early signs that the Compact and its action plan will lead to practical change. Meanwhile, QCOSS continued to contribute to the debate on funding policy until it was overtaken by Compact implementation and award increase issues.

In 2008-2009 QCOSS won a fairer deal for sector workers

Working together creates a win for the workers

The *Good Work – Decent Wages* campaign began in 2007-2008 as a collaboration between unions, employer associations and the community services sector.



In 2008-2009, the campaign heated up, with delegations, submissions, letter campaigns and other activities contributing to the decision by the Queensland Industrial Relations Commission in May 2009 to increase the award to achieve pay equity for sector workers. Following the award increase, the campaign shifted to lobbying the state government to increase funding to the sector to cover increased wage costs.

The sector and its workers had a win in the 2009 state Budget, with an allocation of \$414 million over four years to cover increased wages. QCOSS and its campaign partners will continue to advocate for more funding to cover the remaining gap, and will push for Federal funding changes to match those from the state.

As highlighted at left, the wages campaign was a significant focus in 2008-2009 as we campaigned successfully for change to the award and for increased government funding for wages.

During 2008-2009, QCOSS worked with researchers from Griffith University and the University of Queensland to look at issues for the community services sector. The project with the University of Queensland will identify support needs for new workers in the sector. The Griffith University project began investigating sustainability requirements for small and medium organisations.

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

QCOSS continued to facilitate the Queensland Community Services Futures Forum during 2008-2009. QCOSS Director Jill Lang chaired the group, and QCOSS provided administrative support for development of the Futures Forum action plan, website, working groups and financial arrangements.

QCOSS used its leadership role in the sector during 2008 to build support for the Queensland Compact and to seek sector input into its implementation.

QCOSS took on the role of coordination for the Supported Accommodation Assistance Program (SAAP) providers after it received state government funding to employ a SAAP Network Coordinator. SAAP networks across Queensland aim to improve integration between homelessness service providers in a region.

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

The Department of Communities contracted QCOSS to take over management of the Community Door website in 2008-2009, part of a strategy to foster sector ownership of the site. QCOSS appointed a project team who consulted with the sector about its needs for the site, and began work to redesign it so that it better targets the needs of the sector and is more interactive.

In January 2009, QCOSS began a project developing a concept for a community hub in Mt Isa, funded through the Blueprint for the Bush program. The hub is envisaged as a coordination point for service delivery, and is intended to improve both service delivery and staff recruitment. Strong community support has emerged through consultations, meetings, a survey and a planning day, and a name – Isa Connect – and vision statement have been developed.

In 2008-2009 QCOSS supported organisations to meet new standards

IPSU hosts Heart of our Children and our People

The QCOSS Indigenous Professional Support Unit (IPSU) hosted a statewide conference in Townsville in September 2008. More than 200 people interested in children's services for Aboriginal and Torres Strait Islander communities attended to discuss the importance of early childhood education, to share stories and to be inspired by the keynote speakers and workshop presenters.



IPSU also hosted a forum in Bamaga in May 2009, the first of its kind and the first of a planned series throughout the state. This forum included 80 staff and management from 11 Aboriginal and Torres Strait Islander children's services in the Northern Peninsula Area and Torres Strait.

IPSU aims to provide high quality, flexible and innovative professional development and support for staff and managing bodies of eligible Indigenous child care services, as well as providing advice to help child care services become culturally appropriate to meet the needs of Indigenous child care workers and Indigenous children attending those services. IPSU visited all 78 Aboriginal and Torres Strait Islander children's services across the state, many of them twice, in 2008-2009.

An important role for IPSU is providing children's services with access to culturally appropriate resources such as story books, games and puzzles, either developed in-house or sourced from across the country. In 2008-2009, IPSU launched a new publication, *Lookere, Lookere, a Deadly Book of Activities*. The book includes a variety of low cost activities, contributed by Aboriginal and Torres Strait Islander children's services that are supported by IPSU.

IPSU will continue to host more regional forums throughout 2009 following the success of the Bamaga forum. 2009-2010 will see IPSU staff developing strategies to help Aboriginal and Torres Strait Islander children's services understand and implement the Federal Government's early childhood reforms including the Early Years Learning Framework and quality standards reform. Closing the Gap is a focus of the early childhood reform agenda so IPSU has a vital role in supporting all of the Aboriginal and Torres Strait Islander children's services.



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

Sector Development Workers continued to provide advice, training and support across Queensland in 2008-2009 to help organisations implement the Standards for Community Services. The first phase of implementation required services funded by the former Department of Communities to assess their current status against a set of standards by March 2009. QCOSS' sector development team assisted organisations with this rigorous process. 97% of eligible organisations submitted self-assessment reports by the due date. Of these, almost 14% are meeting or exceeding requirements across all areas within the standards, while the remainder are partly meeting requirements. Services have until January 2011 to work up to full compliance.

In a June 2008 survey about this project, the vast majority of survey respondents were very positive about the support provided by QCOSS and its Sector Development Workers, and said that the types of support provided generally met their needs. Organisations said that the support provided by QCOSS assisted them with completing the self-assessment process.

The Community Door website is an important tool to assist the sector to improve capacity for quality improvement and accountability. In 2008-2009 QCOSS began the process of overhauling the site to best achieve this.

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

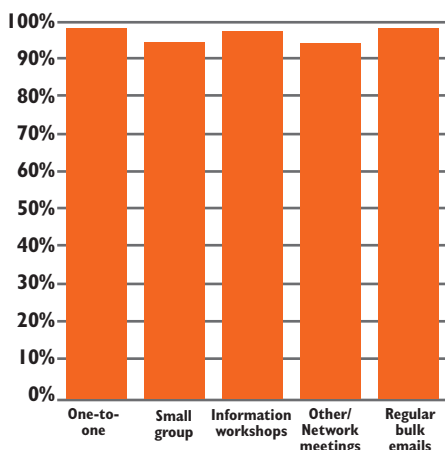
As highlighted earlier in this report, QCOSS continued to support the Queensland Aboriginal and Torres Strait Islander Human Services Coalition. QCOSS also continued to host the Indigenous Professional Support Unit, featured at left.

QCOSS' sector development team worked with Aboriginal and Torres Strait Islander managed organisations to implement the Standards for Community Services, in conjunction with Strengthening Indigenous Non Government Organisations workers (SINGOs) employed by the Department of Communities.

In 2008-2009 QCOSS strengthened the sector's influence

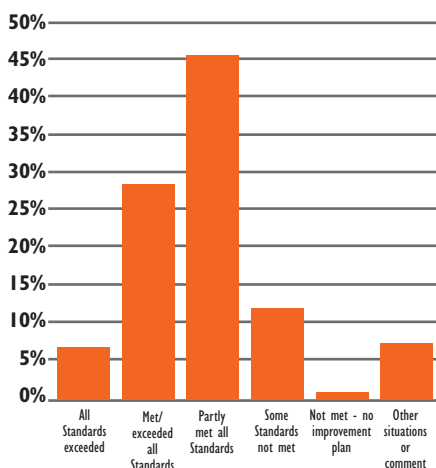
Strengthening Non Government Organisations program feedback

Percentage reporting QCOSS SNGO activities met their needs



QCOSS SNGO survey 2009

To what extent do you believe your organisation meets the Standards for Community Services now?



QCOSS SNGO survey 2009

Challenges and opportunities

The sector is seeing real change resulting from the implementation of the Queensland Compact. We need to maintain momentum with this work while there is goodwill and energy from both parties to achieve our shared vision: *working together for a better quality of life and a fair community for all Queenslanders now and in the future.*

While the wage increase and the subsequent state budget allocation for wage augmentation were great wins for the sector, the sector is still grappling with the emerging gap between funding and wages, and also with issues around inequities between state and Federal awards. QCOSS will continue to monitor and influence the allocation of supplementary funding to ensure it is equitable. Fair funding to cover the full cost of delivering services and developing organisational capacity remains a major challenge for Queensland's community service organisations and a focus for QCOSS' advocacy work with the sector.

Distance remains a challenge for QCOSS and for IPSU as staff try to meet the needs of people in regional, rural and remote areas. Funding for the Sector Development Workers finished at the end of 2008-2009 on completion of Phase One of the implementation of the Standards for Community Services. QCOSS has developed a new structure to maintain support for the regions despite a very significant reduction in staff numbers for this work. IPSU's regional forums provide an opportunity to bring people together for support and training activities.

Future outlook

QCOSS' sector development team is beginning to work with the sector to explore service system development opportunities that are driven by the sector. The SAAP networking activities provide a model for working towards integration of services to achieve better outcomes for clients.

QCOSS will continue to keep workforce issues on the radar for government and the sector. While recruitment and retention issues are influenced by the economic climate, we need to continue to work together with peaks, employer associations, unions, training organisations and government to set in place strategies to develop and maintain a skilled and sustainable workforce across the sector.

QCOSS will continue to be involved in implementation of the Queensland Compact to make sure that real benefits flow to the sector and the people it serves. We will still have a critical role in helping government understand the needs of the sector and its clients, and encouraging the sector to understand and engage with change processes, so that worthwhile initiatives such as reducing red tape and streamlining reporting provide the greatest benefit.

QCOSS' Community and Member Engagement



Social Policy Forum, Rockhampton



Social Policy Forum, Ipswich



Social Policy Forum, Sunshine Coast

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

Highlights of 2008-2009

- 360 people attended 20 social policy forums across the state in 2009, up by 50% from 2008.
- More than 2000 campaign emails were generated and sent to election candidates and Members of Parliament from the new TAKE ACTION campaign website across the state election campaign and the *Good Work – Decent Wages* campaign.
- QCOSS updated its communication strategy and redesigned the image of its publications to improve effectiveness.
- Regional activities, including the Townsville conference, forums and sector development worker visits provided engagement opportunities across the whole state.

Major activities

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

QCOSS encourages sector input into policy and advocacy activities through its social policy forums, Budget submission and breakfast, and campaigns on specific issues.

As well as its regular Enewsletter and magazine, QCOSS developed specialist newsletters including HealthEnews and EnergyEnews to engage with stakeholders interested in these issues.

QCOSS established the TAKE ACTION website for campaigns, making it easy for people to send direct emails to local MPs and Ministers. The website was developed for the 2009 state election and has since been used for the wages campaign. It provides a lobbying tool for future campaigns including Combined Voices.

The annual Budget Breakfast was the biggest yet, organised in conjunction with other peak bodies. More than 300 people from across the sector took the opportunity to hear from the Treasurer and the three new Ministers from the Department of Communities.

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

In 2009, 360 people participated in 20 social policy forums at locations across the state, a 50% increase over the previous year. Five of these forums had a multicultural focus and one was a youth policy forum. About two thirds of the participants were from regional, rural and remote Queensland communities.

In 2008-2009 QCOSS strengthened our regional focus



20 Social Policy Forums across the state in 2009



These forums provide an opportunity for members and stakeholders to contribute their ideas and observations from the field to inform QCOSS' advocacy work including the annual Budget submission to the Queensland Government. Themes that emerged in 2009 included the lack of access to transport, especially in rural and remote areas, and the role education can play in improving outcomes for individuals. Housing and homelessness were flagged as critical issues.

The Energy Conference and the reference group created for the energy consumer advocacy project provided opportunities for stakeholders to contribute to policy in the areas of energy and climate change, a key focus for QCOSS in 2008-2009.

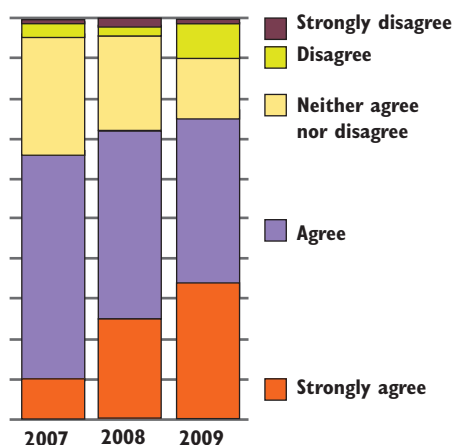
Developing strong relationships and strategic collaborations with members, community groups, business, government and national, state and territory Councils of Social Service

QCOSS has invested significant time and energy over several years in developing stronger relationships within the community services sector. The establishment of the Queensland Community Services Futures Forum provides a formal mechanism for a united voice across the sector.

QCOSS partnered with a diverse range of organisations on various projects during 2008-2009. Examples of QCOSS's campaign partners include:

- multi-cultural organisations for the Accessing Interpreters project
- unions and employer associations for the wages campaign
- Indigenous organisations and major churches for planning the Combined Voices campaign
- QShelter for our homelessness work and the SAAP network
- the Queensland Community Services Futures Forum for the Compact and other sector-focused projects
- academic institutions for research projects.

QCOSS engaged effectively with members and stakeholders



QCOSS Member and Stakeholder Survey 2009

Reference groups for projects such as the energy consumer advocacy project, the Community Door website and the accessing interpreters project provide a useful mechanism to encourage collaborative approaches.

During 2008-2009, QCOSS worked with ACOSS and the state and territory Councils on projects including consultation for the development of a National Compact and for the Productivity Commission's enquiry into the Contribution of the Non-Profit Sector. QCOSS collaborated on development of the national community sector survey, which attracted more than 150 responses from Queensland. QCOSS Board member Gail Middleton is our representative on the Australian Council of Social Services (ACOSS) Board.

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

Membership numbers remained steady in 2008-2009. Membership data shows that QCOSS reflects the diversity of the community services sector. For example 20% of organisations are unfunded or receive less than \$100,000 in funding each year, while others are very large. Members come from across the state and from diverse sub-sectors, including Indigenous, multicultural, youth, disability and women's organisations.

In 2008-2009 QCOSS improved member services

Tropical AND Topical

QCOSS' first ever regional conference in September 2008 attracted more than 200 people to Townsville to hear from a range of speakers.

Keynote speakers explored topics including service delivery for remote Queensland, justice for Aboriginal children and families, and issues for funding and resourcing community services.

The conference was followed by a two-day IPSU conference, also attended by more than 200 people.



QCOSS continued to maintain a focus on regional and remote Queensland in 2008-2009, including holding the annual conference in north Queensland. Projects undertaken in partnership with multi-cultural and Aboriginal and Torres Strait Islander peaks and organisations maintained QCOSS' profile within these parts of the sector.

Continuously improving member services

This year QCOSS froze or cut membership fees for small and unfunded organisations and individuals, while limiting increases in fees for other categories of membership. We continued to provide free services including enews, FQ magazine, advice and member discounts for our 600+ members. The 2009 member and stakeholder survey shows that more than 75% of respondents regularly accessed enews, our website and our conferences or events.

QCOSS also provided discounts for members for attendance at QCOSS events including conferences, the Budget Breakfast, forums and other events. QCOSS negotiated discounts for Queensland community services sector organisations signing up to the online resources offered by Management Support Online as part of new access arrangements following the transfer of the Community Door website to QCOSS' management.

The QCOSS website was restructured to make it easier for users to find information or engage with the site. Web-based services such as free job advertisements and event promotion continued to prove popular. We also improved FQ magazine in 2008-2009.

Challenges and opportunities

Maintaining opportunities for engagement for our regional and remote members and stakeholders remains a challenge, particularly once the sector development workers finish their work.

Future outlook

QCOSS began a history project in 2008-2009 in recognition of the organisation's 50th anniversary in September 2009. The Gambling Community Benefit Fund provided funding to help QCOSS produce a publication, DVD and conference presentation documenting highlights from its tumultuous history.

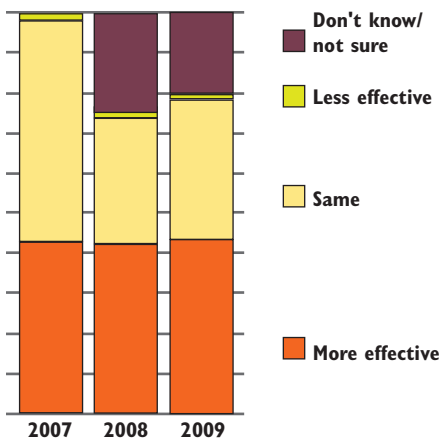
QCOSS will implement a membership development plan in 2009-2010 to increase member numbers through simple improvements such as better reminder processes when memberships expire. New services planned for members in 2009-2010 include a website listing of members who are consultants.

QCOSS' Leadership, Governance and Management



QCOSS CEO Clare Martin Speaks at the 2008 QCOSS AGM

Performance of QCOSS compared with one year ago



QCOSS Member and Stakeholder Survey 2009

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

Highlights of 2008-2009

- QCOSS completed self assessment against the Standards for Community Services and developed and completed an improvement plan.
- QCOSS and the Queensland Services Union renegotiated a three year certified agreement.
- QCOSS completed its most complex information technology upgrade ever, linking the Townsville and Brisbane office servers for the first time.
- We achieved an overall budget surplus for the financial year despite cost pressures.

Major activities

Providing effective, transparent and accountable leadership for our organisation

QCOSS again developed an operational plan in 2009 to articulate how we will achieve the outcomes specified in our Strategic Plan 2008-2011.

QCOSS again undertook a survey of members and stakeholders and published the results on the QCOSS website. 100 people responded to the survey. The survey findings are used to inform and improve our work.

A new three-year certified agreement negotiated with the Queensland Services Union resulted in significant improvements in conditions for staff, particularly related to work/life balance. The agreement links future wage rises to funding increases, and transfers QCOSS to the state industrial relations system instead of the Federal system. QCOSS developed a workforce plan to guide workforce and human resources related activities throughout the year. We also reviewed all human resources policies following renegotiation of the certified agreement.

The Finance and Governance subcommittees of the QCOSS Board remained active throughout the year. The Finance subcommittee drafted a new Investment Policy and Investment Strategy, reviewed and approved relevant budgets and undertook a review of the financial procedures. The Governance subcommittee was engaged in reviewing our Risk Management Policy, our Risk Register and our Safety and Success Plan. They helped review and amend our Board charter and considered other important governance issues including succession planning and Board development.

In 2008-2009 QCOSS strengthened our governance, our team and our systems

Aiming for excellence and continuous improvement in our governance and operations

QCOSS completed self assessment against the Standards for Community Services, then developed and fully implemented a standards improvement plan to address deficiencies identified. This work was completed three months ahead of schedule.

During 2008-2009 we reviewed our risk management policy and risk register, and developed a new safety and success plan.

Using our resources effectively and efficiently

During 2008-2009 we reduced our expenditure on external contractors. We improved our in-house financial administration capacity by appointing a Finance, Administration and Payroll Officer and restructuring the organisational services team.

The introduction of Voice over Internet Protocol in our Brisbane and Townsville offices has resulted in significant savings on our phone bills. We also saved on other budget items including motor vehicle costs, stationery, printing, postage and consumables through a stronger focus on cost control and better use of technology.

Continually developing QCOSS' organisational capabilities and sustainability

QCOSS has shifted towards recurrent funding for many activities rather than short-term project funding, allowing a longer timeframe for activities and more certainty about income and resources from year to year.

A restructure of the Organisational Services team has allowed us to build our capacity and bring in new skills, saving money by bringing work performed by contractors back in-house.

In 2008-2009 we focused on workforce development, including a review of our training and development activities and participation in national benchmarking of salaries and conditions.

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

QCOSS updated its recruitment policy in 2008-2009. The revised policy fosters recruitment of Aboriginal and Torres Strait Islander people, people with a disability, older workers and workers from culturally and linguistically diverse backgrounds and removes barriers that may have prevented them joining QCOSS. We are now using non-traditional means to advertise vacancies including online job boards, networks and Aboriginal press. The 2008-2009 QCOSS Board offers a range of skills and includes high profile representatives from across the community services sector. Board recruitment strategies included identifying a Board member with commercial skills and experience. The Board welcomed Peter Emery to provide these specific skills. The QCOSS Board undertook a number of development activities in 2008-2009 including financial management training.



In 2008-09 there was a restructure of the QCOSS Organisational Services team

Challenges and opportunities

The growth of QCOSS over recent years has increased our capacity to respond to the diverse and complex needs of the sector and the community. It is also important to consolidate our organisation and ensure its sustainability.

Future outlook

During 2009-2010 we intend to improve our member database so that we can more effectively target information and services to meet members' specific needs. Other planned technology improvements include improvements to the website and intranet and a new human resources database.

We aim to achieve external accreditation of our quality management system to ISO 9000 during the next 12 months.

Gail Middleton
Queensland representative on
ACOSS Board



Just when we thought Social Inclusion was on the political agenda and social policy was going to be given some robust debate we were hit with the “Global Financial Crisis”. Not only was unemployment going to rise and demand for services increase but resources necessary to deliver quality services to the most disadvantaged Australians were drying up. If your service was not about infrastructure or creating jobs it has been difficult to get the ear of Federal Government during this financial year.

ACOSS has had a significant year of change. There was a need to develop productive and open relationships with the new Federal Government. We welcomed a new CEO Clare Martin who moved from the Northern Territory to take up the leadership role in ACOSS. We farewelled long standing staff including Gregor Macfie and Sharon Torney. More recently we said goodbye to our President Lin Hatfield Dodds who resigned and was replaced by David Thompson, who had been a Deputy President and long term member of the board. In this changing climate the work kept coming but amazingly ACOSS continued to function at the same time as review its priorities and strategies for working in the new environment.

Economic Stimulus was a buzz word, not only for many of our client groups, but also to the social housing sector. There was an increase in welfare payments – to some - leaving sole parents and the unemployed out in the cold. This decision has given cause to question how serious the current government’s commitment to social inclusion really is.

The Henry Review, ongoing climate change partnerships, consultation around the National Compact and mechanisms for inputting into government priorities are all high on the task list for ACOSS. Meanwhile, there has also been increased demand from members to look at sector development issues, prompted in part by the Productivity Commission’s review into the contribution of the not for profit sector. Such large and important issues really stretch the resources of ACOSS.

This is my last year on the ACOSS board and I have learnt a lot from some very special and committed people. Many challenges lie ahead for ACOSS, but if the new board demonstrate the same strength and commitment to social justice and fairness as all those I have worked with over the years, then it will continue to thrive. For more information on the work of ACOSS through the year please read the website www.acoss.org.au

Gail Middleton

QCOSS Board member and Queensland representative on the ACOSS Board.

QCOSS' Treasurer's Report

Louis de Beer
QCOSS' Treasurer



I hereby present the Independent Auditor's Report for the financial year ending 30 June 2009.

During the 2005-2006 Financial Year it was decided that QCOSS would invest the reasonably large surplus it had accrued in order to properly pursue the purposes of QCOSS - advocating for and with Queenslanders affected by poverty and inequality, and leading on issues of significance to the social, health and community sectors statewide.

For the 2009 year we budgeted for a deficit, but due to prudent financial management, a focus on cost control, investment of surplus cash and growth in the funding of the organisation, a surplus was recorded of \$83,176. This means that the QCOSS equity has grown to \$895,395 and the investment of previous years' surpluses was not required.

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.

A handwritten signature in blue ink, which appears to read 'Louis de Beer'. The signature is fluid and cursive, written over a light-colored rectangular background.

Louis de Beer
Treasurer

QUEENSLAND COUNCIL OF SOCIAL SERVICE INC

FINANCIAL REPORT

FOR THE YEAR ENDED 30 JUNE 2009

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QUEENSLAND COUNCIL OF SOCIAL SERVICE INC
FINANCIAL REPORT FOR THE YEAR ENDED 30 JUNE 2009

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 2009.

Committee Members

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

Karyn Walsh	Louis de Beer
Rachel Watson	Kathryn Harrison (Resigned 23/01/09)
Mark Tucker-Evans	Carmel Daveson
Gail Middleton	Leanne Knowles (Resigned 26/09/2008)
Kristine Van	Beverley Watkinson (Resigned 28/11/08)
Cath Bartolo	Margaret Hornagold
Ken Morris	Peter Emery (Elected 28/11/2008)
Belinda Drew (Elected 28/11/2008)	Helga Biro (Elected 28/11/2008)
Elizabeth Fritz (Elected 28/11/2008)	

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 profit after providing for income tax amounted to \$83,176 (2008 loss: \$16,140).

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

..... Karyn Walsh
(Karyn Walsh)
.....
(Louis de Beer)

Dated this 29th day of October 2009

QUEENSLAND COUNCIL OF SOCIAL SERVICE INC

**INCOME STATEMENT
FOR THE YEAR ENDED 30 JUNE 2009**

	Notes	2009	2008
		\$	\$
Revenue	2	3,992,236	3,041,872
Employee benefits expense		(2,218,196)	(1,845,340)
Depreciation expense		(61,382)	(60,403)
Computer Costs		(68,819)	(36,073)
Conference/Seminar Costs		(262,753)	(130,284)
Consultancy fees		(288,063)	(75,117)
Travel and accommodation		(296,864)	(213,942)
Printing and stationery		(53,985)	(43,442)
Rent		(42,251)	(49,833)
Catering expenses		(27,735)	(7,494)
Motor vehicle expenses		(38,499)	(32,842)
Postage		(16,346)	(15,384)
Telephone		(33,988)	(36,514)
Other expenses		(500,179)	(511,344)
Profit/(Loss) before income tax	3	<hr/> 83,176	<hr/> (16,140)
Income tax expense	1(a)	<hr/> -	<hr/> -
Profit /(Loss) attributable to members of the Association		<hr/> <hr/> 83,176	<hr/> <hr/> (16,140)

The accompanying notes form part of these financial statements

**BALANCE SHEET
AS AT 30 JUNE 2009**

	Notes	2009 \$	2008 \$
CURRENT ASSETS			
Cash and cash equivalents	4	2,129,703	1,287,010
Trade and other receivables	5	85,140	68,830
Inventories		-	3,962
Other current assets	6	11,628	10,945
TOTAL CURRENT ASSETS		<u>2,226,471</u>	<u>1,370,747</u>
NON-CURRENT ASSETS			
Property, plant and equipment	7	112,584	111,910
Intangibles	8	16,345	24,496
TOTAL NON-CURRENT ASSETS		<u>128,929</u>	<u>136,406</u>
TOTAL ASSETS		<u>2,355,400</u>	<u>1,507,153</u>
CURRENT LIABILITIES			
Trade and other payables	9	1,333,140	609,917
TOTAL CURRENT LIABILITIES		<u>1,333,140</u>	<u>609,917</u>
NON-CURRENT LIABILITIES			
Long-term provisions	10	126,865	85,017
TOTAL NON-CURRENT LIABILITIES		<u>126,865</u>	<u>85,017</u>
TOTAL LIABILITIES		<u>1,460,005</u>	<u>694,934</u>
NET ASSETS		<u>895,395</u>	<u>812,219</u>
EQUITY			
Retained earnings		895,395	812,219
TOTAL EQUITY		<u>895,395</u>	<u>812,219</u>

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 2009

	Retained Earnings	Total
	\$	\$
Balance at 1 July 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
Net loss attributable to members of the Association	83,176	83,176
Balance at 30 June 2009	895,395	895,395

The accompanying notes form part of these financial statements

**CASH FLOW STATEMENT
FOR THE YEAR ENDED 30 JUNE 2009**

	Notes	2009 \$	2008 \$
CASH FLOW FROM OPERATING ACTIVITIES			
Grants from government		4,526,262	2,294,298
Receipts from members and clients		377,388	316,888
Payments to suppliers and employees		(4,107,639)	(3,153,913)
Interest received		100,586	74,679
Net cash provided by operating activities	17 (b)	896,597	(468,048)
CASH FLOW FROM INVESTING ACTIVITIES			
Payment for property, plant and equipment		(53,904)	(54,189)
Net cash used in investing activities		(53,904)	(54,189)
Net increase in cash held		842,693	(522,237)
Cash at beginning of financial year		1,287,010	1,809,247
Cash at end of financial year	17 (a)	2,129,703	1,287,010

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 2009

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.

Basis of Preparation

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*.

Australian Accounting Standards set out accounting policies that the AASB has concluded would result in a financial report containing relevant and reliable information about transactions, events and conditions. Compliance with Australian Accounting Standards ensures that the financial statements and notes also comply with International Financial Reporting Standards. Material accounting policies adopted in the preparation of this financial report are presented below and have been consistently applied unless otherwise stated.

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.

(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.

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2009

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.

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2009

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.

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.

(j) Comparative Figures

Where necessary, comparative information has been reclassified to confirm with the presentation of the 2009 financial information.

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2009

NOTE 1: STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES CONT'D

(k) Critical Accounting Estimates and Judgments

The association evaluates estimates and judgments incorporated into the financial report based on historical knowledge and best available current information.

Estimates assume a reasonable expectation of future events and are based on current trends and economic data, obtained both externally and within the association.

Key estimates — Impairment

The association assesses impairment at each reporting date by evaluating conditions specific to the group that may lead to impairment of assets. Where an impairment trigger exists, the recoverable amount of the asset is determined. Value-in-use calculations performed in assessing recoverable amounts incorporate a number of key estimates.

(l) Accounting Standards Issued But Not Yet Effective

Australian Accounting Standards have been issued or amended and are applicable to the Association but are not yet effective. They have not been adopted in preparation of the financial statements at reporting date. The Directors anticipate that the adoption of these Standards and Interpretations in future periods will have no material financial impact on the financial statements of the parent or the economic entity.

QUEENSLAND COUNCIL OF SOCIAL SERVICE INC

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2009**

NOTE 2: REVENUE	Note	2009 \$	2008 \$
Operating activities			
- QCOSS projects funding		3,515,207	2,639,891
- Other income		377,388	316,888
		<u>3,892,595</u>	<u>2,956,779</u>
Non - operating activities			
- Interest		99,641	85,093
		<u>99,641</u>	<u>85,093</u>

NOTE 3: LOSS BEFORE INCOME TAX

Loss before income tax has been determined after:

Depreciation of non-current assets		<u>61,382</u>	<u>60,403</u>
Remuneration of the auditors for:			
- Audit services		<u>29,000</u>	<u>24,135</u>
Rental expense on operating leases			
- Minimum lease payments		<u>42,251</u>	<u>49,833</u>

NOTE 4: CASH AND CASH EQUIVALENTS

Cash on hand		377	225
Cash at bank		629,327	434,847
Deposits at call		1,499,999	851,938
		<u>2,129,703</u>	<u>1,287,010</u>

NOTE 5: TRADE AND OTHER RECEIVABLES

CURRENT			
Trade receivables		87,551	71,240
Less provision for impairment of receivables		(2,411)	(2,411)
		<u>85,140</u>	<u>68,830</u>

QUEENSLAND COUNCIL OF SOCIAL SERVICE INC

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2009

NOTE 6: OTHER ASSETS	Note	2009	2008
CURRENT		\$	\$
Accrued Interest		10,000	10,945
Prepayments and other receivable		1,628	-
		<u>11,628</u>	<u>10,945</u>
NOTE 7: PROPERTY, PLANT AND EQUIPMENT			
PLANT AND EQUIPMENT			
(a) Library			
At cost		19,442	19,442
Less accumulated depreciation		(19,442)	(19,442)
		<u>-</u>	<u>-</u>
(b) Motor vehicles			
At cost		49,297	24,652
Less accumulated depreciation		(28,113)	(20,047)
		<u>21,184</u>	<u>4,605</u>
(c) Office equipment			
At cost		227,018	220,228
Less accumulated depreciation		(180,845)	(142,791)
		<u>46,173</u>	<u>77,437</u>
(d) Office furniture and fittings			
At cost		68,093	47,894
Less accumulated depreciation		(22,866)	(18,026)
		<u>45,227</u>	<u>29,868</u>
Total property, plant and equipment		<u>112,584</u>	<u>111,910</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 2009

NOTE 7: PROPERTY, PLANT AND EQUIPMENT CONT'D

	Office Furniture and Fittings	Office Equipment	Motor Vehicles	Library	Total
	\$	\$	\$	\$	\$
2009					
Balance at the beginning of the year	29,868	77,437	4,605	-	111,910
Additions	20,198	6,790	24,645	-	51,632
Disposals	-	-	-	-	-
Depreciation expense	(4,839)	(38,054)	(8,065)	-	(50,958)
Carrying amount at end of year	<u>45,227</u>	<u>46,173</u>	<u>21,184</u>	<u>-</u>	<u>112,584</u>

NOTE 8: INTANGIBLES	Note	2009 \$	2008 \$
NON-CURRENT			
Software -at cost		43,724	41,451
Less accumulated depreciation		<u>(27,379)</u>	<u>(16,955)</u>
		<u>16,345</u>	<u>24,496</u>

(a) Movements in Carrying Amounts

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

Balance at the beginning of the year	24,496	27,635
Additions	2,273	7,179
Depreciation expense	<u>(10,424)</u>	<u>(10,318)</u>
Carrying amount at the end of the year	<u>16,345</u>	<u>24,496</u>

NOTE 9: PAYABLES

CURRENT

Trade payables		54,091	57,778
GST Payable		49,230	45,790
Annual leave	10(a)	130,204	79,079
Credit Card		1,471	2,172
Accrued expenses		126,512	44,552
Deferred income		<u>971,632</u>	<u>380,546</u>
		<u>1,333,140</u>	<u>609,917</u>

QUEENSLAND COUNCIL OF SOCIAL SERVICE INC

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2009

NOTE 10: PROVISIONS

NON-CURRENT

Employee entitlements	126,865	85,017
	<hr/>	<hr/>
Aggregate employee entitlements liability	257,069	164,096
	<hr/>	<hr/>

NOTE 11: 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	84,680	49,797
— between 12 months and 5 years	236,784	-
	<hr/>	<hr/>
	321,464	49,797
	<hr/>	<hr/>

The property lease is a non-cancellable four 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 5 July 2013.

Two motor vehicle leases are non-cancellable three year leases with instalments payable monthly in advance.

NOTE 12: RELATED PARTY TRANSACTIONS

There were no related party transactions during 2009 financial year or in the prior year.

QUEENSLAND COUNCIL OF SOCIAL SERVICE INC

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2009

NOTE 13: CASH FLOW INFORMATION	Note	2009	2008
		\$	\$
(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		377	225
Cash at bank		629,327	434,847
At call deposits with financial institutions		1,499,999	851,938
		<u>2,129,703</u>	<u>1,286,282</u>
 (b) Reconciliation of cash flow from operations with Profit/(loss) after income tax			
Profit/(loss) after income tax		83,176	(16,140)
 Non-cash flows in profit:			
Depreciation		61,382	60,400
Loss on disposal of property, plant and equipment		-	-
Proceeds from sale of property, plant and equipment		-	-
 Changes in assets and liabilities:			
(Increase)/decrease in receivables		(16,311)	(49,422)
(Increase)/decrease in inventories		3,962	-
(Increase)/decrease in other current assets		(683)	(5,414)
Increase/(decrease) in payables		(948)	(142,479)
Increase/(decrease) in accruals and provisions		174,933	(26,725)
Increase/(decrease) in deferred income		591,086	(288,234)
Cash flows from operations		<u>896,597</u>	<u>(468,048)</u>

QUEENSLAND COUNCIL OF SOCIAL SERVICE INC

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2009**NOTE 14: 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		
	2009	2008	2009	2008	Within 1 Year	2009	2008
Financial Assets:	%	%	\$	\$	\$	\$	\$
Cash	2.38%	6.38%	629,327	411,783	1,499,999	851,938	-
Total Financial Assets			629,327	411,783	1,499,999	851,938	-

QUEENSLAND COUNCIL OF SOCIAL SERVICE INC
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2009

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

NOTE 14: FINANCIAL INSTRUMENTS CONTINUED

	Fixed Interest Rate Maturing					
	Over 5 Years		Non-Interest Bearing		Total	
	2009	2008	2009	2008	2009	2008
Financial Assets:	\$	\$	\$	\$	\$	\$
Cash	-	-	377	225	377	225
Receivables	-	-	85,140	68,830	85,140	68,830
Total Financial Assets			85,517	69,055	85,517	69,055
Financial Liabilities:						
Trade and Sundry Creditors	-	-	233,525	182,647	233,525	182,647
Other Liabilities	-	-	1,036,845	427,270	1,036,845	427,270
Total Financial Liabilities			1,270,370	609,917	1,270,370	609,917

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

	Year Ended 30 June 2009	Year Ended 30 June 2008
Less than 6 month	\$ 298,738	\$ 229,371
6 months to 1 year (Grants not expensed)	971,632	380,546
Total	1,270,370	609,917

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2009

NOTE 14: 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.

Sensitivity Analysis

The association has performed a sensitivity analysis relating to its exposure to interest rate risk at balance date. This sensitivity analysis demonstrates the effect on the current year results and accumulated funds which could result from a change in this risk.

Interest Rate Sensitivity Analysis:

At 30 June 2009, the effect on profit and equity as a result of changes in the interest rate, with all other variables remaining constant, would be as follows:

QUEENSLAND COUNCIL OF SOCIAL SERVICE INC

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2009

	Year Ended 30 June 2009 \$	Year Ended 30 June 2008 \$
Change in profit attributable to members		
-Increase in interest rate by 1%	14,999	8,519
-Decrease in interest rate by 1%	14,999	8,519

NOTE 16: CAPITAL RISK MANAGEMENT

The entity's objectives when managing capital are to safeguard their ability to continue as a going concern, so that they can continue to provide benefits for stakeholders and maintain an optimal capital structure to reduce the cost of capital.

In order to maintain or adjust the capital structure, the entity may sell assets to reduce its debts.

Consistent with others in the industry, the entity monitors capital on the basis of the net gearing ratio. Net debt is calculated as total borrowings less cash and cash equivalents.

NOTE 17: ECONOMIC DEPENDENCE

The association is dependent on the receiving government grants for the majority of its revenue used to operate the business. At the date of this report the committee members have no reason to believe the association will not continue to receive grants from the government.

NOTE 18: ASSOCIATION DETAILS

The principal place of business of the Association is:

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

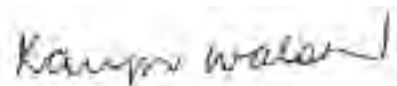
QUEENSLAND COUNCIL OF SOCIAL SERVICE INC

STATEMENT BY MEMBERS OF THE COMMITTEE

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

1. Presents a true and fair view of the financial position of Queensland Council of Social Service Inc as at 30 June 2009 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:



Karyn Walsh
President



Louis de Beer
Treasurer

Dated this 29th day of October 2009

29 October 2009

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 2009 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 Audit & Assurance (QLD) Pty Ltd



Damian Wright
Director

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 2009.

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.

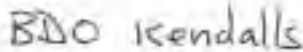
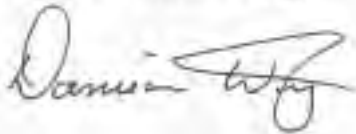
INDEPENDENT AUDIT REPORT TO THE MEMBERS OF QUEENSLAND COUNCIL OF SOCIAL SERVICE INC CONTINUED**Independence**

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 2009 and the results of its operations and its cash flows for the financial year then ended.

BDO Kendalls Audit & Assurance (QLD) Pty LtdHandwritten signature of D P Wright in black ink.Handwritten signature of D P Wright in black ink.

D P Wright
Director

Brisbane
30 October 2009

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 affecting disadvantaged and marginalised people in our community.

The following represents a list of all current financial members of the organisation.

Honorary Life Members:

Rev Colin Arkell

Vera Raymer

Dr. Margaret Steinberg

Organisational Members

I39 Club

Aboriginal & Torres Strait Islander Legal Service

Aboriginal and Torres Strait Islander Womens Legal.

Abused Child Trust

Acacia Ridge Community Support Inc.

Access Inc. (Woodridge)

Access Recreation

Addiction Help Agency Cairns Inc. (Cairns)

Adra Community Centre

ADRA Services South Queensland

Alternatives To Violence

Amparo Advocacy Inc.

Anglicare CQ

Anglicare NQ Ltd

Anuha Services

ARAFMI Queensland - Association Relatives and Friends

Asperger's Syndrome Support Network Queensland Inc.

Atherton Neighbourhood Centre

Dianne Auchettl

Aunties & Uncles Queensland Lions Club

Aust Institute Welfare & Community Workers

Australian Association Of Social Workers

Australian Community Services Employers Assoc.

Australian Pensioners' & Superannuants' League

Australian Red Cross

Australian Services Union (ASU)

Australians For Native Title and Reconciliation

Avenues Lifestyle Support Assoc

AWARE Dogs QLD Inc

Bahloo Womens Youth Shelter Assoc Inc.

Barcaldine Shire Council (Rural Family Support)

Barrier Reef Community Child Care

Bay Islands Community Services Inc

Bayside Adolescent Boarding Inc.

Bayside Domestic Violence Initiative Inc

Bayside Initiatives Group Inc

Bayside Respite Care Association

Beaudesert Shire Health and Welfare Assoc Inc

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

Blackall Tambo Regional Council (Community Services)

Blair Athol Accommodation & Support Programme

Blue Care South West Queensland Region

Bohlevale District Community Centre Inc.

Booval Community Service

Margaret Bornhorst

Boystown

Bravehearts

Bravo Disability Support Network

Bribie Island & District Neighbourhood Centre

Bric Housing

Bridges Aligned Services Inc.

Brisbane City Council (Community Development Services)

Brisbane Rape & Incest Survivors Support Centre (BRISSC)

Brisbane Youth Service

BSC Community Services

Building Better Boards

Bundaberg Housing Services Inc

Bundaberg Community Development Inc

Bundaberg Consumer Advisory Group Inc

Bundamba Child Care Centre Inc.

Burdekin Neighbourhood Centre

Caboolture Family Haven Inc.

Caboolture Kilcoy Bribie Area Mental Health Support

Caboolture Neighbourhood Centre

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.

Cape York/ Gulf RAATSICC Advisory Association Inc.

Capella Tieri Middlemount Community Support Net.

Capricorn Community Development Association Inc.

Our Members

Capricornia Respite Care Assoc Inc.
Career Keys
Carers Queensland
Carina Youth Agency Inc.
Caring Kind Community Services
Catholic Justice & Peace Commission
Caxton Legal Centre Inc.
Centacare (Community Support Services)
Centacare (Cairns)
Centacare (Mt Isa)
Centacare (Townsville)
Centacare Catholic Family and Community Services
Centacare Fraser Coast
Centacare Sunshine Coast
Centacare Toowoomba
Central Queensland Regional Tenants Group
Centre Against Sexual Violence
Centre for Social Response
Centre Of Philanthropy & Nonprofit Studies (QUT)
Cerebral Palsy League Of Queensland
Chameleon Regional Community Housing
Charleville & District Community Support Association
Charters Towers Neighbourhood Centre Inc.
Children By Choice
Chisholm Inc.
Choice Support Service Inc.
Churches of Christ
Churches Of Christ (Warrawee Retirement Village)
Civic Solutions Inc
Collinsville Community Association Inc.
Commonwealth Respite and Carelink Centres
Communify Qld
Community Access & Transition Services Inc. (CATS)
Community Accommodation and Support Agency Inc.
Community Action In Carole Park Inc
Community Cathay Association Brisbane
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 Tablelands Inc. (formly Atherton NHC)
Community Support Centre Inc. (Innisfail)
Conflict Solvers
Connections Inc.
Cooloola Community Housing Assoc
Cooloola Family & Community Development Committee
Cooloola Human Services Network Association Inc.
Cooloola Youth Service
Council On The Ageing Queensland (COTAQ)
Create Foundation
Credit Commercial and Consumer Law Program (CCCL)
Crestmead Community 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
Diversity In Child Care Queensland Inc (Access Program)
Carolyn Doherty
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.
Edon Place Women's Domestic Violence Service
Emerald & District Social Development Association Inc.
Encompass Family and Community Pty Ltd
Endeavour Foundation
Enoggera Respite Centre
Epic Employment Service Inc.
Epilepsy Queensland Inc.
Esk/Kilcoy Community Support Association Inc.
Ethnic Communities Council Of Queensland
Family Day Care Association Of Queensland
Family Planning Queensland (Fortitude Valley)
FEAT INC Supported Accomodation (Townsville)
Financial Counsellors Association Qld
FNQ Independent Living Support Assoc
Footprints In Brisbane
Foresters Community Finance
Fraser Coast Housing Service Inc.
Fraser Coast Regional Council - Community Services
FSG Australia
Gailles Community House (Gailles)
Gateway Community Group Inc.
General Practice Queensland Limited
George Street Neighbourhood Centre
Girls Time Out - Young Womens Support Service
Gladstone Community Linking Agency
Gold Coast Drug Council
Gold Coast Housing Association Inc.
Gold Coast Housing Company
Gold Coast Institute Of Tafe Childrens Centre
Gold Coast ISA
Gold Coast Project For Homeless Youth
Goondiwindi & District Child Care Centre Inc.
Graham House Community Centre Inc.
Granite Belt Support Services
Grantson Street Local Tenant Group
Greek Orthodox Community Of St George (Brisbane)
Griffith University (School Of Human Services Logan)
Gundoo Day Care
Gympie & District Women's Health

Our Members

Gympie Community Place Inc (Gympie)
Handihome Inc
Harlaxton Neighbourhood Centre Inc.
Aaron Hawke
Health and Community Services
Workforce Council Inc
Herbertson
Hinterland Community Development
Association
Home Maintenance and Security Service
Assn inc
Home Support Association Inc.
Homelife Association Inc.
Homes West Association
Immigrant Womens Support Service
(IWSS)
Inala Community House
Inala Family Accommodation And
Support Service Inc
Inala Wangarra
Inala Youth Service
Inclusion Works Inc.
Independent Advocacy In The Tropics
Inc.
Infoxchange Australia
Ingham Family Centre Inc. (Early
Learning Centre)
Inner Northern Community Housing
Innisfail Youth & Family Care Inc.
Integrated Family and Youth Service -
Maroochydore
Interlink Housing and Support
Association Inc
Ipswich Community Youth Service Inc.
Ipswich Independent Youth Service
Ipswich Regional Advocacy Service
Ipswich Regional Tenants Group
Ipswich Women's Centre Against
Domestic Violence
Istar Networks (Brisbane)
Jabiru Community Youth and Children's
Services
Jimboomba Community Care
Association Inc
Jobmatch Association Inc
Kalwun AICCA
Karakan Hostels
Karuna Hospice Service
Kenalwyn Bundaberg & District
Neighbourhood Centre
Keppel Community Care
Keystone
Khulwayz
Kiah Association Inc.

Kingfisher Adult Learning Programs
(KALP)
Kingston East Neighbourhood Group Inc.
Koongoora Inc.
Kyabra Community Association Inc.
Laidley Crisis Care & Accommodation
Laidley Shire Community Care Centre
Inc.
LANDS Community Services
L'Arche Brisbane
Lifelong Learning Council Qld Inc.
(Queensland)
Lighthouse resources
Link In Association Sunshine Coast Inc.
Lions Emergency Accommodation
Centre
Logan East Community Neighbourhood
Assoc Inc.
Logan Women's Health & Wellbeing
Centre Inc.
Lowanna House
Lymphoedema Association Of
Queensland
Mackay + District Respite Care Assn.
Inc.
Mackay Advocacy Inc
Mackay Community Visitors Association
Inc.
Mackay Family Care & Community
Support Association Inc.
Mackay Regional Council For Social
Development MRCSD
Mackay Regional Tenant Group
Mackay Womens Centre Inc
Mackay Youth Support Program
Macleod Accommodation Support
Service
Mamre
Mangrove Housing Association Inc.
Mareeba Community Housing
Association
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
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
Mundubbera Community Development
Association
Murilla Community Centre Inc.
Murrie Watch A.T.S.I Corp
My Community Directory
Najidah Association Inc.
Nambour Community Centre Inc.
Namtec Inc.
Neighbourhood Centre Maryborough
Inc.
Nerang Neighbourhood Centre
New Farm Neighbourhood Centre Inc.
Ngurri Ngurri Shelter
North East Community Support Group
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.
Northwest Disability Services
Northwest Youth Accommodation Service
Oasis Peer Support Group Inc
Older Womens Network Queensland
Inc.
Open Doors Youth Service Inc.
Open Minds
Othila's Young Women's Housing and
Support Service
Our Lady's Nurses For The Poor
Ozcare
Ozhelph Queensland Ltd
Parent To Parent Queensland
Association Inc.
Parkinsons Queensland

Our Members

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 Association for Healthy Communities Inc
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 Network of Alcohol and Drug Agencies
Queensland Parents For People With A Disability Inc.
Queensland Program Of Assistance To Survivors Of Tort. T
Queensland Public Interest Law Clearing House
Queensland Shelter Inc.
Queensland Social Enterprise Hub
Queensland Women's Health Network
Queensland Working Womens Service
Queensland Youth Services Inc.
Queenslanders With Disability Network Inc
Ravenshoe Community Centre Inc.
Redcliffe Community Association Inc.
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 Cen
Save The Children
Sequal Association
Sera's Women's Shelter 3674
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 Work Department - Princess Alexandra Hospital
Sonshine Sanctuary Association
South Burnett Child Care Centre
South Burnett Community Development Program (SBCDP)
South Burnett CTC Inc.
South West Brisbane Community Options Project
Speaking Up For You Inc.
Special Transport Assistance Redlands - STAR
SPIRAL Community Hub
Spiritus Care Services
Spiritus Social Service
Spot Community Services
St Davids Neighbourhood Centre
St John Ambulance Australia (QLD)
St Marks Anglican Social Services
St Vincent De Paul Society Queensland
Stanthorpe Specialist Employment Service
Stillbirth & Neonatal Death Support (QLD) Inc.
Sunshine 60 & Better Group Inc.
Sunshine Coast Family Networks Association Inc
Sunshine Coast Housing Company (Nambour)
Sunshine Coast Independent Living Service Inc.

Sunshine Coast Regional Tenant Group SWARA
Tableland Community Link Assoc Inc.
Tableland Sexual Assault Service
Tablelands Womens Centre
Tambo Multipurpose Centre
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 - Brisbane
The Brook Recovery Empowerment & Development Centre Inc.
The Chermiside & District Senior Citizens Centre Inc.
The Community Place
The Compassionate Friends Of Queensland Inc.
The Minds Company
The Salvation Army - Pindari Homeless Persons Hostel
The Salvation Army (South Queensland DHQ Social Program)
The Smith Family
Michael Tizard
Toowoomba Community Housing Service Inc.
Toowoomba Older People's Action Program (TOPAP)
Torrens Road Community Child Care Centre
Town & Country Community Options
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

Our Members

Warrina Services
We Help Ourselves
Wee Care Family Inc.
WEEROONA
Welfare Rights Centre Inc
Wesley Mission Brisbane
West End Family Care Services
Whitsunday Community Services
Wide Bay Burnett Regional Tenant Group
Wide Bay Sexual Assault Assoc. Inc.
Windana Support Centre Inc.
Winton Neighbourhood Centre
Women's Health Centre
Womens Centre Cairns (Cairns)
Women's Health Awareness Group of Gladstone Inc.
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
YACCA
Yoorana Women's Domestic Violence Resource Service
Young Parents Program
Young People Ahead
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.

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