



Government of South Australia

Department for Families  
and Communities

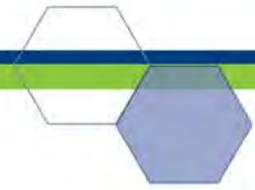
Department for Families and Communities

# ANNUAL REPORT 2008-09



Government of South Australia

Department for Families  
and Communities



Feedback on the *Department for Families and Communities Annual Report 2008-09* can be submitted via email to [annualreport@dfc.sa.gov.au](mailto:annualreport@dfc.sa.gov.au). Comments provided will ensure that the department satisfies the requirements and expectations of stakeholders and members of the public in the development of the Annual Report for the 2009-10 financial year.

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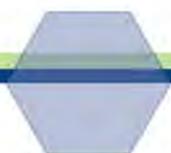
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The Annual Report is available from the Department for Families and Communities' website at [www.dfc.sa.gov.au](http://www.dfc.sa.gov.au). The information in this publication can be provided in an alternative format or another language on request. Please contact (08) 8413 8126.

This Annual Report was prepared by Business Affairs of the Department for Families and Communities.



## Letter of transmittal



**Government of South Australia**  
Department for Families  
and Communities

**Hon Jennifer Rankine MP**  
Minister for Families and Communities  
Minister for Housing  
Minister for Ageing  
Minister for Disability

Dear Minister

It is my pleasure to present the Annual Report of the Department for Families and Communities for the year ended 30 June 2009.

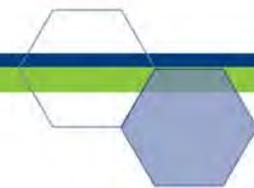
The Annual Report highlights the many achievements of the department during the 2008-09 financial year, including our performance against the *Five Year Strategic Plan 2009-2013* and progress towards the targets of South Australia's Strategic Plan.

The report complies with the requirements of the *Public Sector Management Act 1995* and the *Public Finance and Audit Act 1987*, and was prepared in accordance with the Department of the Premier and Cabinet Circular PC013, *Annual Reporting Requirements*.

A handwritten signature in blue ink, appearing to read 'J. Mazel'.

Ms Joslene Mazel  
**Chief Executive**  
**Department for Families and Communities**

30 September 2009

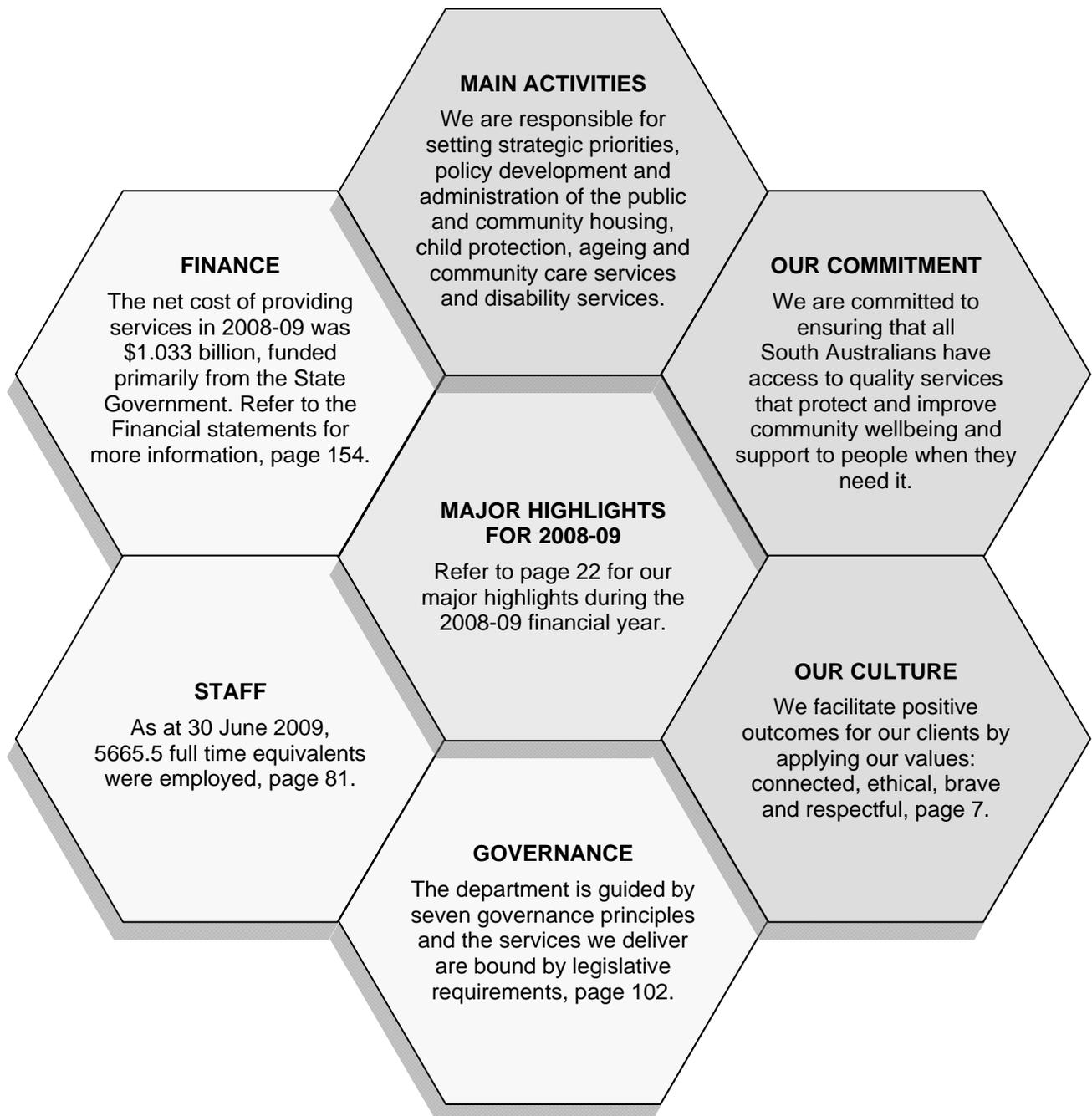


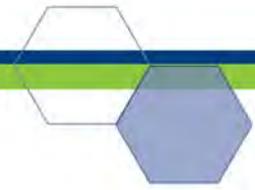
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## DFC at a glance





## Chief Executive's report

The 2008-09 Annual Report sets out the Department for Families and Communities' activities and provides an overview of our strategic directions for the next financial year.

In the past year the department has pursued a number of significant initiatives and developments, notably the release of the *Five Year Strategic Plan 2009-2013*. The Plan is being overseen by the department's leadership group, the Executive Leadership Team, which is made up of Senior Executives.

The department has been instrumental in supporting the State Government's Social Inclusion agenda. The department's success in providing increased social inclusion for all South Australians has received commendations from the Premier and the Commissioner for Social Inclusion, Monsignor David Cappo.

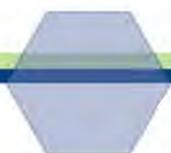
Significant housing development has been on our agenda. The Nation Building Economic Stimulus Plan, while an economic boon for the State, has challenged the department to achieve the Commonwealth's timeframe to deliver suitable housing, land and the builders to deliver it. Through the Stimulus Plan about 1350 new social housing dwellings, worth about \$404 million, will be built, and a further \$30 million will be spent to upgrade up to 500 Housing SA and Community Housing homes.

The department has developed an Implementation Plan with the Commonwealth to reduce homelessness. The Commonwealth and South Australian Governments will contribute \$82 million over four years to reduce homelessness, under the National Partnership Agreement. It includes programs for young people linked to the AFL, transitional accommodation for Aboriginal people to access health and welfare services, homes for the frail and aged homeless across the State and other housing options.

A new agreement has also been reached to help remote Aboriginal communities across the State by reducing overcrowding, homelessness, poor housing conditions and severe housing shortages. The National Partnership Agreement on Remote Indigenous Housing, to run over the next decade, will provide \$291.5 million to achieve various targets including the introduction of public housing-like tenancy and property management, programmed repairs, maintenance, construction and upgrading of properties.

A new Homelessness Assessment Response Team is being established to develop a more coordinated approach to addressing homelessness. Families SA is being funded to respond to homelessness after-hours, with the Families SA Crisis Response Unit to conduct a pilot program during 2009-10 to identify the extent of the need for an after-hours response. Families SA will work alongside, and in conjunction with, existing daytime services to provide access to homelessness services.

The Stronger Families, Safer Children Program provides interventions aimed at increasing the safety and wellbeing of at-risk children and their families who, without intervention, would be at significant risk of serious neglect or abuse. It is aimed at reducing the number of children coming into care by building on family strengths and assisting families to address and resolve their challenges, as well as the reunification of children who have been separated from their families, where possible. The program became operational in April and in its first year is expected to achieve a reduction of more than 140 children from entering into care.





## Chief Executive's report

The department continues to expand placement capacity for children who are unable to remain in the care of their parents. Significant additional investment has been made to recruit, train and support relative and kinship carers and foster carers. At the same time, emphasis has been placed on exploring every opportunity for a child to be cared for by his or her relatives. The department's commitment to family-based care as the preferred placement option for children was backed by increased payments to foster, relative and kinship carers and lifting the profile of foster carers through recruitment campaigns. These efforts were rewarded with an improved proportion of children in family based care at the end of the financial year.

The department is continuing to expand placement capacity in non-family based care. Capacity has been expanded in the non-government sector, both long-term and emergency care. The department is also expanding capacity in residential care facilities managed by Families SA. The Queenstown facility will be completed in early February 2010 and it is planned that the Noarlunga Downs facility will open during 2009-10. Both these facilities will provide care in small groups of four young people, with their own facilities and a dedicated youth worker, providing more focused care in a more settled environment. The department continues to develop innovative new approaches to non-family based care, for example the refurbishment of the Tregenza Villas for transitional accommodation for 24 young people transitioning from care.

The Metropolitan Youth Justice Program has established Intensive Case Management Services. It is focused on young people who repeatedly commit serious offences, aiming to reduce re-offending. It is the most rigorous intervention available for young offenders in the State, combining a high level of community surveillance with a sustained intervention addressing the reasons for offending. It actively engages young people in education, training and employment programs to reduce recidivism.

The department is capturing more information about unmet need in disability services for South Australians. A single entry process has been established for Disability SA services, including a call centre for enquiries and referrals and a central intake team. People on the waiting list for supported accommodation are reviewed regularly, assessed on the basis of their support needs, and are matched against suitable vacancies as they arise. The creation of a single prescription and supply process for Disability SA and Domiciliary Care SA resulted in improvements in the equipment service for adults with a disability.

Self-managed funding approaches can provide more choice and control for people with disabilities by allowing them to choose their own workers and make decisions about what type of support best meets their requirements. While some self management arrangements are already in limited operation in the disability system in South Australia, a phased expansion of self-managed funding will occur during 2009-10, with phase one of implementation planned to commence in October 2009.

Different divisions of the department work together on projects to facilitate better outcomes for our clients. An example is Guerin House, a joint project between Housing SA and Disability SA that resulted in supported accommodation for four Disability SA customers. Housing SA upgraded Guerin House and made it accessible for people with a disability, while Disability SA funds and arranges support for the residents who have high needs.

The Office for the Ageing has been developing and co-ordinating new ways to assist older South Australians to enable them to remain part of their communities. Since the launch of *Improving with Age – Our Ageing Plan for South Australia*, more than 60 projects worth more than \$6 million have been successfully implemented. The Seniors Card gives discounts to eligible older people at participating businesses and has recently introduced free public transport travel during certain periods.





## Chief Executive's report

The department continues to maintain strong links with our partners, including Commonwealth and local governments, human services peak bodies and the non-government sector. We have held strategic discussions with many of the sectors we work in.

The department, the Department of Health and the South Australian Council of Social Service are reviewing the Master Agreement, which underpins Service Agreements and specifies the terms and conditions under which grants are distributed to community service organisations. The review has reflected the need to increase community services' understanding and applicability of the Master Agreement in relation to the distribution and monitoring of grant funding. The department has implemented new contractual arrangements with the community sector, simplifying funding processes while maintaining accountability and ensuring value for money. The continued development of new funding models, and standardising the Master Agreement and Service Agreements, will further reduce red tape for the non-government sector.

In June 2009, the department's commitment to continuous improvement was recognised when it received a bronze medal at the Australian Business Excellence Awards. Evaluators identified the department's strong engagement with a broad range of advisory groups and customer representative bodies, continuous improvement initiatives and learning programs, a structured approach to project management, workforce planning and integrated executive decision-making.

The year ahead holds many challenges, as well as opportunities to make a positive difference for South Australians.

In closing, I would like to acknowledge the strong working relationship the department has with the Minister, Jennifer Rankine.

Ms Joslene Mazel  
**Chief Executive**  
**Department for Families and Communities**

September 2009





## About DFC

### Who we are

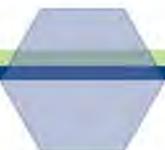
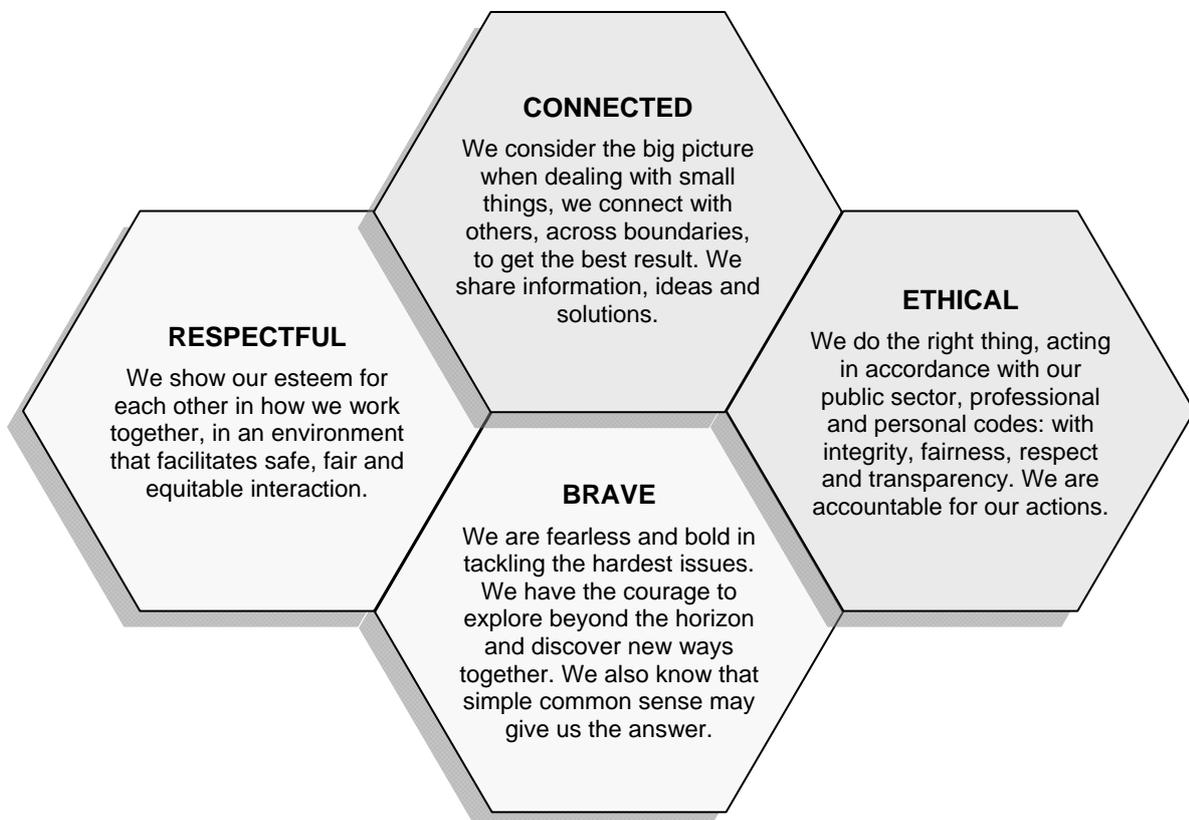
The Department for Families and Communities (DFC) was established on 1 July 2004, following the separation of the Department for Human Services into DFC and the Department of Health. The department leads the State Government's work in the areas of housing, families, child protection, alternative care, youth justice, anti-poverty, carers, communities, ageing and disability.

### Our aim

To work with those in need who, through circumstance, may be poor, vulnerable, at risk of harm or isolated and disconnected. This means working together, and with others, to connect individuals, families and communities to choices and opportunities.

### Our culture

We make things happen for our clients by applying our values: connected, ethical, brave and respectful. We are committed to the provision of high quality client focussed services. Our staff are vital to our success and we respect diversity and promote inclusion. We ensure all staff have the skills, knowledge and resources to achieve our strategic objectives.





## About DFC

### Our clients

Clients and their families are central to our mission. We connect clients to services in:

- Housing
- Disability services
- Family support
- Community strengths
- Youth justice
- Care and protection of children
- Ageing
- Concessions
- Problem gambling
- Domiciliary care
- Disaster response

### Staff profile

Persons employed	6223
Male employees	1864
Female employees	4359
Aboriginal and Torres Strait Islander employees	256
Number of Executives	46

### Financial profile

In 2008-09, our financial performance included:

- Revenue from the South Australian Government: \$983.9 million (sourced from the Statement of Comprehensive Income)
- Total expenses: \$1.3 billion (sourced from the Statement of Comprehensive Income)
- Net Cost of providing services: \$1.033 billion (sourced from the Statement of Comprehensive Income)
- Total Equity: \$163.4 million (sourced from Statement of Financial Position).

### Organisational structure

The department is made up of four main service areas:

- Housing SA
- Families SA
- Disability SA
- Domiciliary Care SA.

We work with strategic partners through:

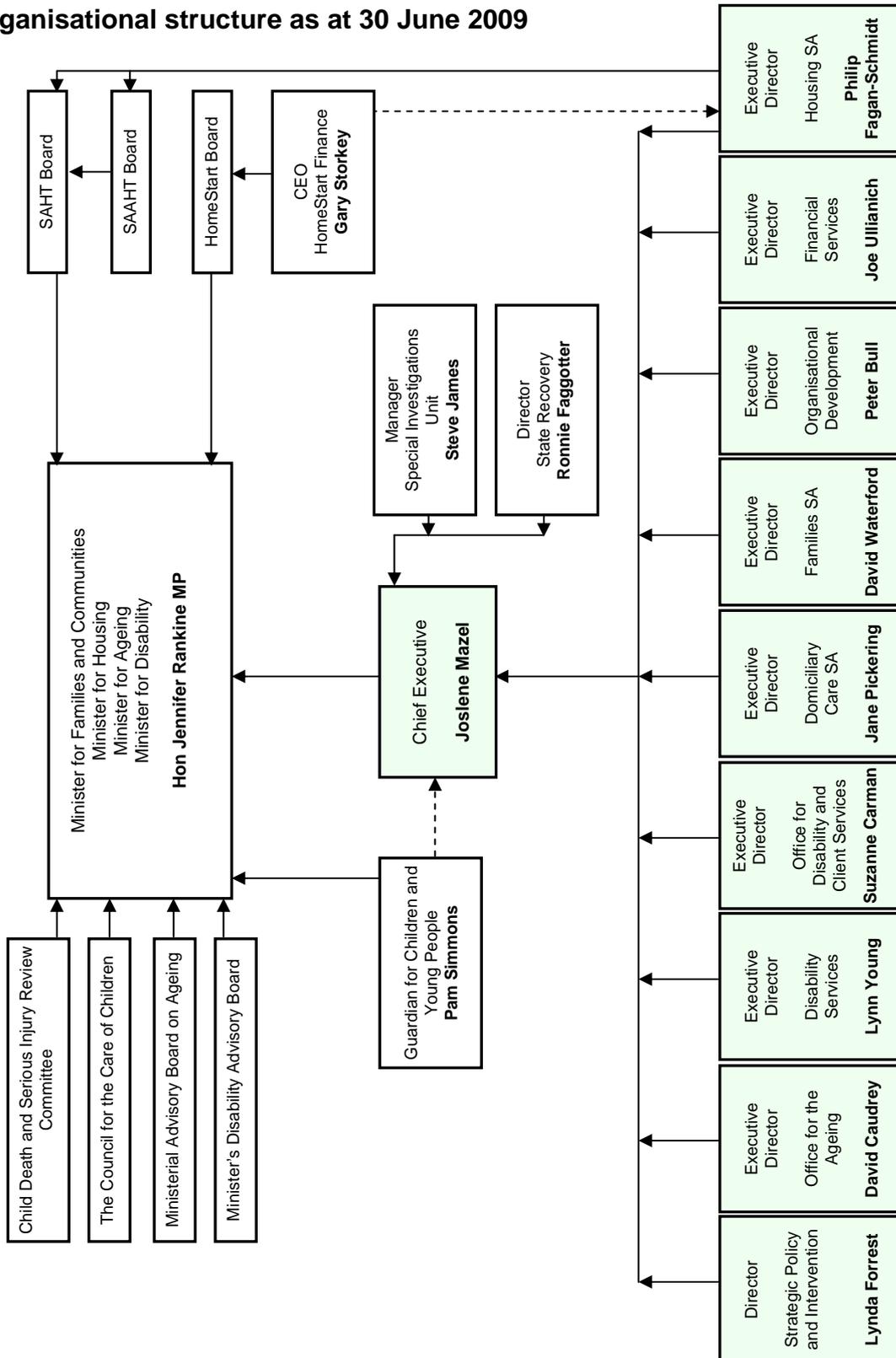
- Community Connect
- Concessions and Anti-Poverty
- Office for Carers
- Office for Problem Gambling
- Office for the Ageing
- Volunteers Unit.

A range of financial and corporate services support the provision of direct services to clients.



# About DFC

Organisational structure as at 30 June 2009



□ = Executive Leadership Team



## About DFC

### Five Year Strategic Plan 2009-2013

The new *Five Year Strategic Plan 2009-2013* was released in March 2009, and will provide the strategic direction for the department. The Plan provides a framework articulating the outcomes we will work towards and the strategies to achieve them. The vision of the Plan is a better life for South Australians.

The Plan will deliver better opportunities and outcomes for South Australians by:

- reviewing and improving policy options
- creating and strengthening partnerships
- maximising effective utilisation of assets and resources
- being pro-active regarding national agendas
- supporting an integrated and coordinated approach for service improvement.

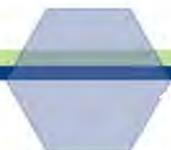
The Plan contains six strategic priority areas: Housing, Families, Disability, Ageing, Communities and Partners and Organisational Capability. Within each priority area the Plan sets out the outcomes to be delivered for clients and partners. Each outcome will be measured, allowing progress against the Plan to be monitored.

Strategies have been identified to drive the delivery of these outcomes. The strategies are supported and progressed through our annual planning process.

A scorecard is being developed as a management information and reporting framework to ensure internal and external accountability for the performance of the department against the *Five Year Strategic Plan*, and to improve evidence-based decision-making processes, particularly in relation to the allocation of resources.

The *Five Year Strategic Plan* will directly support the achievement of targets of South Australia's Strategic Plan, in particular the department's lead targets and the whole of government targets to which we contribute.

The Plan clearly states what we are here to achieve, and will leverage off the good work already done by the department. We will continue to improve our services. We will develop new choices and create new opportunities for clients. We will explore new ways of working together to produce better outcomes with our partners and for our clients.





## About DFC

### Five Year Strategic Plan 2009-2013

Our Vision: *a better life for South Australians*

\* KPI is derived from a target of South Australia's Strategic Plan for which the department is the lead agency or a key contributor

† Whole of government target of South Australia's Strategic Plan

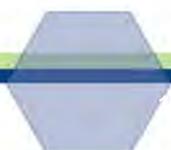
HOUSING	
Outcomes	KPIs
Improved affordability and sustainability of housing for rental and private ownership markets	<ul style="list-style-type: none"> <li>Number of affordable home purchase and rental opportunities *</li> <li>Number of South Australians experiencing housing stress *</li> </ul>
Improved Aboriginal housing outcomes	<ul style="list-style-type: none"> <li>Overcrowding in Aboriginal households *</li> </ul>
Access to high needs housing	<ul style="list-style-type: none"> <li>Number of high needs clients placed in housing</li> <li>Number of 'rough sleepers' in South Australia *</li> </ul>
Accelerate urban and community renewal	<ul style="list-style-type: none"> <li>Expand affordable housing options</li> </ul>
<b>Strategies</b> <ul style="list-style-type: none"> <li>Develop a Best Use strategy to deliver housing for South Australians</li> <li>Review Aboriginal Housing outcomes</li> <li>Develop innovative funding models</li> <li>HomeStart continue to develop innovative products to reflect Housing SA policies</li> <li>Develop housing solutions that assist departmental priorities.</li> </ul>	
FAMILIES	
Outcomes	KPIs
Families are supported and strengthened	<ul style="list-style-type: none"> <li>Number of child protection notifications</li> </ul>
Children remain safely with their families	<ul style="list-style-type: none"> <li>Number of children placed in alternative care</li> </ul>
Children and young people in our care have stable and appropriate placements	<ul style="list-style-type: none"> <li>Number of children and young people in interim emergency accommodation</li> </ul>
Children and young people in our care have improved outcomes	<ul style="list-style-type: none"> <li>Safety, health, education, and social development indicators</li> </ul>
Young people in contact with the justice system receive appropriate support in response to their offending	<ul style="list-style-type: none"> <li>Second or subsequent youth justice sentence</li> </ul>
<b>Strategies</b> <ul style="list-style-type: none"> <li>Address the needs of families and children at risk early, by connecting them to children's centres and by working in partnership with DECS and with Health (CYWHS)</li> <li>Work intensively with families to prevent children's placement into alternative care</li> <li>Develop a range of suitable alternative care options</li> <li>Further develop the model for alternative care to provide the best outcomes for children under the Guardianship of the Minister</li> <li>Develop a comprehensive strategy to address youth crime.</li> </ul>	





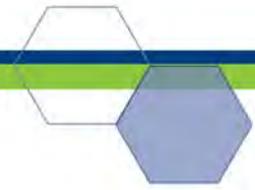
## About DFC

<b>DISABILITY</b>	
<b>Outcomes</b>	<b>KPIs</b>
Choices aligned to individual need to support active participation in the community	<ul style="list-style-type: none"> <li>• Time spent in the community</li> <li>• Number of people with disabilities employed in the public sector *</li> </ul>
Better housing outcomes in the community for people with disabilities	<ul style="list-style-type: none"> <li>• Use of community based accommodation *</li> </ul>
Improvements for people with a disability through participation in reform under the National Disability Agreement	<ul style="list-style-type: none"> <li>• National Disability Agreement Targets</li> </ul>
<b>Strategies</b> <ul style="list-style-type: none"> <li>• Develop sustainable policy options to improve choices for people with disabilities</li> <li>• Develop a suite of accommodation models which respond to individual needs</li> <li>• Develop a comprehensive funds management system for disability services in the government and non-government sectors</li> <li>• Undertake short, medium and long term planning for Supported Residential Facilities</li> <li>• Develop State level plans to respond to new national initiatives</li> <li>• Develop plans in collaboration with the non-government sector to improve service quality.</li> </ul>	
<b>AGEING</b>	
<b>Outcomes</b>	<b>KPIs</b>
Transition of aged care services to new arrangements as a result of Council of Australian Governments (COAG) decisions	<ul style="list-style-type: none"> <li>• Compliance with COAG timeframes</li> </ul>
Reform Home and Community Care (HACC) arrangements	<ul style="list-style-type: none"> <li>• Compliance with COAG timeframes</li> </ul>
<b>Strategies</b> <ul style="list-style-type: none"> <li>• Review future role and function of Domiciliary Care SA</li> <li>• Review future role and function of the Office for the Ageing.</li> </ul>	



## About DFC

<b>COMMUNITIES AND PARTNERS</b>	
<b>Outcomes</b>	<b>KPIs</b>
State of the art contract management for non-government organisations	<ul style="list-style-type: none"> <li>Level of compliance with DFC service and master agreements</li> </ul>
Solid relationships with communities and partners	<ul style="list-style-type: none"> <li>Non-government organisation's satisfied with their partnership arrangements</li> <li>Other partners satisfied with relationship with DFC</li> </ul>
Strengthened non-government organisation sector	<ul style="list-style-type: none"> <li>Strong relationships between DFC and the non-government sector</li> <li>Improved quality of service</li> <li>Successful completion of agreements</li> </ul>
Improved family resilience	<ul style="list-style-type: none"> <li>Improved safety outcomes for children</li> </ul>
Strong and supported communities	<ul style="list-style-type: none"> <li>South Australians receiving government benefits *</li> <li>Movement in Community Strength Indicators</li> </ul>
Carers are recognised and valued	<ul style="list-style-type: none"> <li>Level of compliance with <i>Carers Recognition Act 2005</i> requirements</li> </ul>
Whole of DFC strategic plan for Carers	<ul style="list-style-type: none"> <li>Carers satisfaction</li> </ul>
<b>Strategies</b>	
<ul style="list-style-type: none"> <li>Strategically address the training needs of the non-government organisation sector</li> <li>Improve contract management system and develop a transparent and robust process to award funding agreements</li> <li>Develop stronger partnerships to strengthen and support the non-government organisation sector per Australian best practice</li> <li>Maintain ability to support communities in disaster relief and recovery</li> <li>Coordinated anti-poverty strategy that addresses poverty alleviation and improves alignment and targeting of existing programs</li> <li>Launch and implement community engagement strategy</li> <li>Develop strategic plan for Carers</li> <li>Implement reform agenda for problem gambling help services</li> <li>Develop stronger relationships with Ministerial Councils, Boards and Committees.</li> </ul>	
<b>ORGANISATIONAL CAPABILITY</b>	
<b>Outcomes</b>	<b>KPIs</b>
Sound leadership and governance	<ul style="list-style-type: none"> <li>Assessment of Business Excellence Framework Category 1: Leadership</li> </ul>
Effective resource management	<ul style="list-style-type: none"> <li>Ratio of operational to administrative expenditure †</li> </ul>
Continuous quality improvement culture	<ul style="list-style-type: none"> <li>Satisfaction of South Australians with government services †</li> </ul>
Employer of Choice	<ul style="list-style-type: none"> <li>Recruitment and retention rates</li> <li>Staff Satisfaction</li> </ul>
<b>Strategies</b>	
<ul style="list-style-type: none"> <li>Finalise organisational structure and its leadership</li> <li>Develop master plan for asset rationalisation and investment for improved service outcomes</li> <li>Review value for money training options for staff and non-government organisations</li> <li>Continuously improve systems and processes</li> <li>Deliver the Workforce Plan</li> <li>Develop an integrated policy framework that recognises the diversity of our constituencies</li> <li>Finalise concessions reform program</li> <li>Provide and maintain a safe working environment.</li> </ul>	



## Our performance

### South Australia's Strategic Plan

The department is the lead agency for six targets under Objective 6, Expanding Opportunity of South Australia's Strategic Plan. These targets are:

- T6.7 – Affordable housing
- T6.8 – Housing stress
- T6.9 – Aboriginal housing
- T6.10 – Housing for people with disabilities
- T6.11 – Participation by people with disabilities
- T6.22 – People with disabilities.

The department also supports the achievement of target T6.5 Economic disadvantage and T6.6 Homelessness, and contributes to the whole of government targets of the Plan.

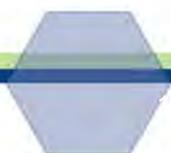
The South Australia's Strategic Plan Audit Committee, which comprises representatives from five government advisory boards, is an independent body that provides advice and recommendations to the Executive Committee of Cabinet (ExComm) on the interpretation of targets and on the appropriate indicators and data sources to use in measuring progress. South Australia's Strategic Plan *Progress Report 2008*, the second progress report of the Audit Committee, assessed the progress and achievability of all targets of South Australia's Strategic Plan.

The Progress Report made the following assessments against the department's lead targets:

- negative movement has been made against targets T6.7 and T6.8 and the targets are unlikely to be achieved
- positive movement has been made against T6.9 and the target is within reach
- positive movement has been made against targets T6.10, T6.11 and T6.22 and the targets are on track to be achieved.

Fact sheets summarising strategies to achieve targets and progress to date are updated annually in April and October. These, together with further information regarding South Australia's Strategic Plan, are available for downloading from [www.saplan.org.au](http://www.saplan.org.au).

The following summarises progress against the department's lead targets of South Australia's Strategic Plan.





# Our performance

## Housing

**Target T6.7 – Affordable housing:** increase affordable home purchase and rental opportunities by 5 percentage points by 2014.

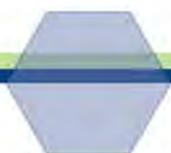
Affordable dwelling sales refers to housing that is appropriate for the needs of low and moderate income households and is priced so that they are able to meet other essential basic living costs. Dwelling sales that are affordable for low and moderate income households are derived by determining what a household on less than or equal to 120 per cent of the median household income could afford to purchase, assuming that it spends no more than 30 per cent of that income on a weekly basis on servicing its mortgage.

Affordable rental refers to housing that is appropriate for the needs of low income households and is priced so that they are able to meet other essential basic living costs. Rentals that are affordable for low income households are determined on what a household on less than or equal to 80 per cent of the median household income could afford to rent, assuming that it spends no more than 30 per cent of that household income on rent on a weekly basis.

In 2003-04, 45.2 per cent of all dwelling sales were considered affordable for low and moderate income households while 65.6 per cent of new rental bonds lodged were considered affordable for low income households. Therefore, to achieve target T6.7, 50.2 per cent of all dwelling sales in 2013-14 must be considered affordable for low and moderate income households while 70.6 per cent of new rental bonds lodged must be considered affordable for low income households.

As illustrated in Graph 1, from 2003-04 to 2007-08 the percentage of dwelling sales in South Australia considered affordable for low and moderate income households decreased from 45.2 per cent to 27.2 per cent. This represents a total decrease of 18 percentage points. Data for 2008-09 is currently not available due to software application issues impacting on the ability to access sales data.

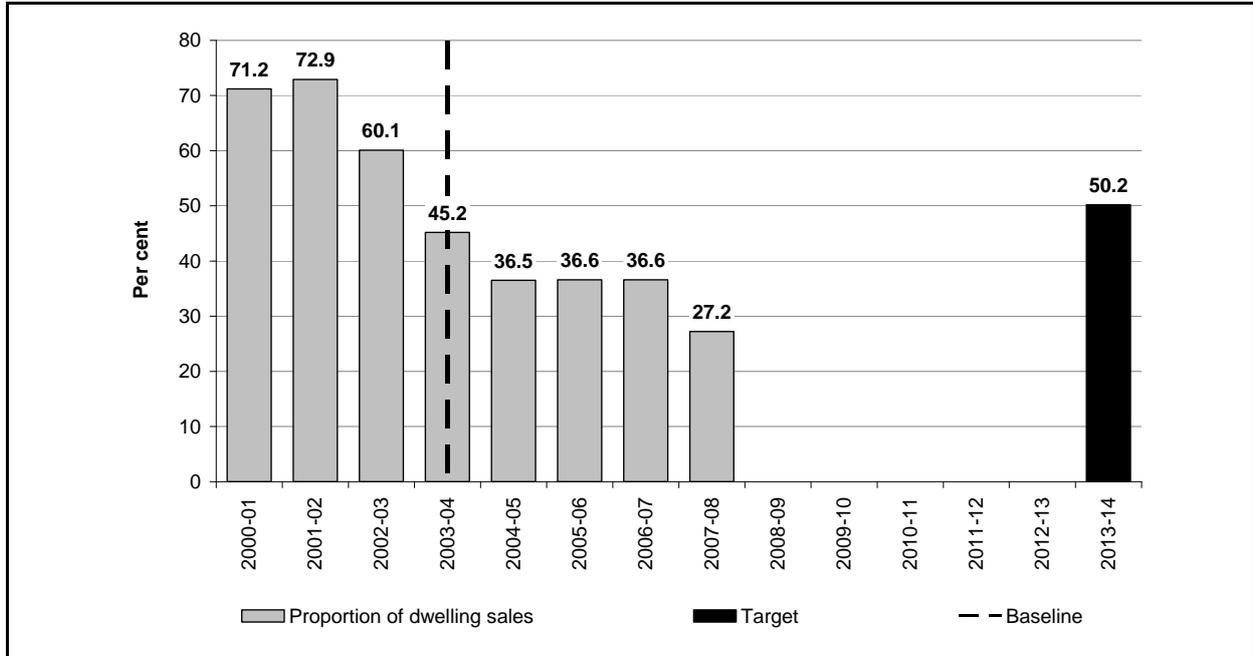
As illustrated in Graph 2, from 2003-04 to 2008-09 the percentage of new rental bonds lodged in South Australia considered affordable for low income households decreased from 65.6 per cent to 48.8 per cent. This represents a total decrease of 16.8 percentage points.





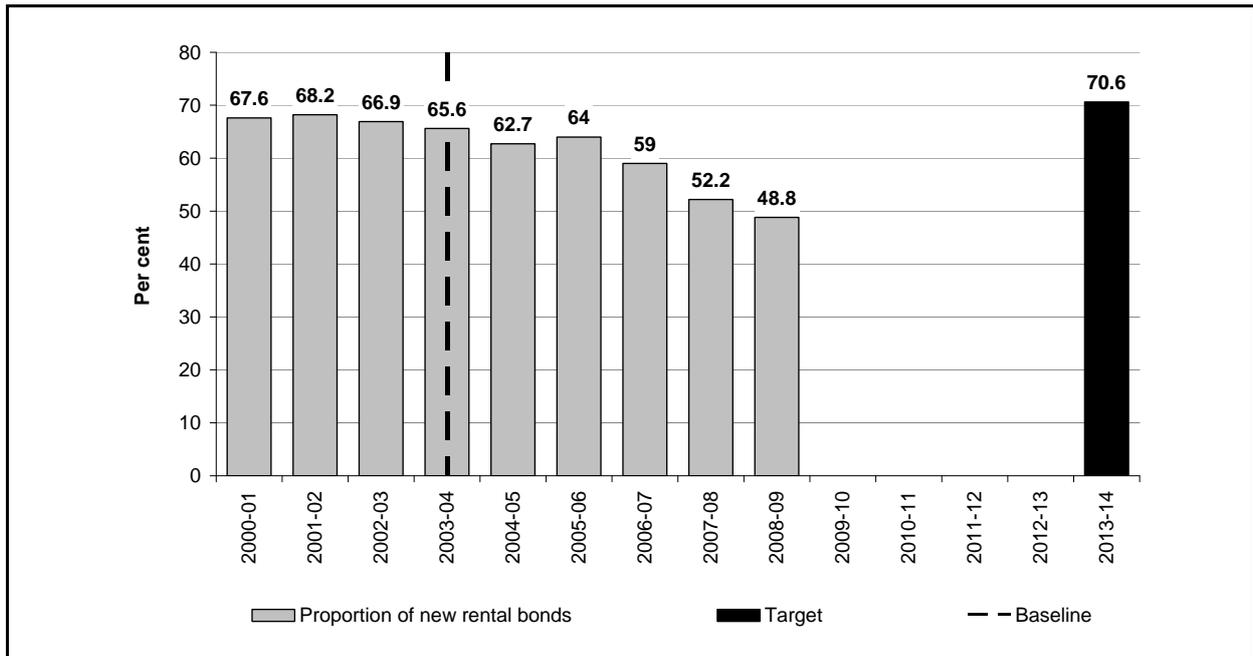
# Our performance

**Graph 1: Percentage of dwelling sales in South Australia that are affordable for low and moderate income households (2003-04 baseline)**



Source: Land Services Branch and ABS Census

**Graph 2: Percentage of new rental bonds lodged in South Australia that are affordable for low income households (2003-04 baseline)**



Source: Tenancies Branch (Office of Consumer and Business Affairs) and ABS Census





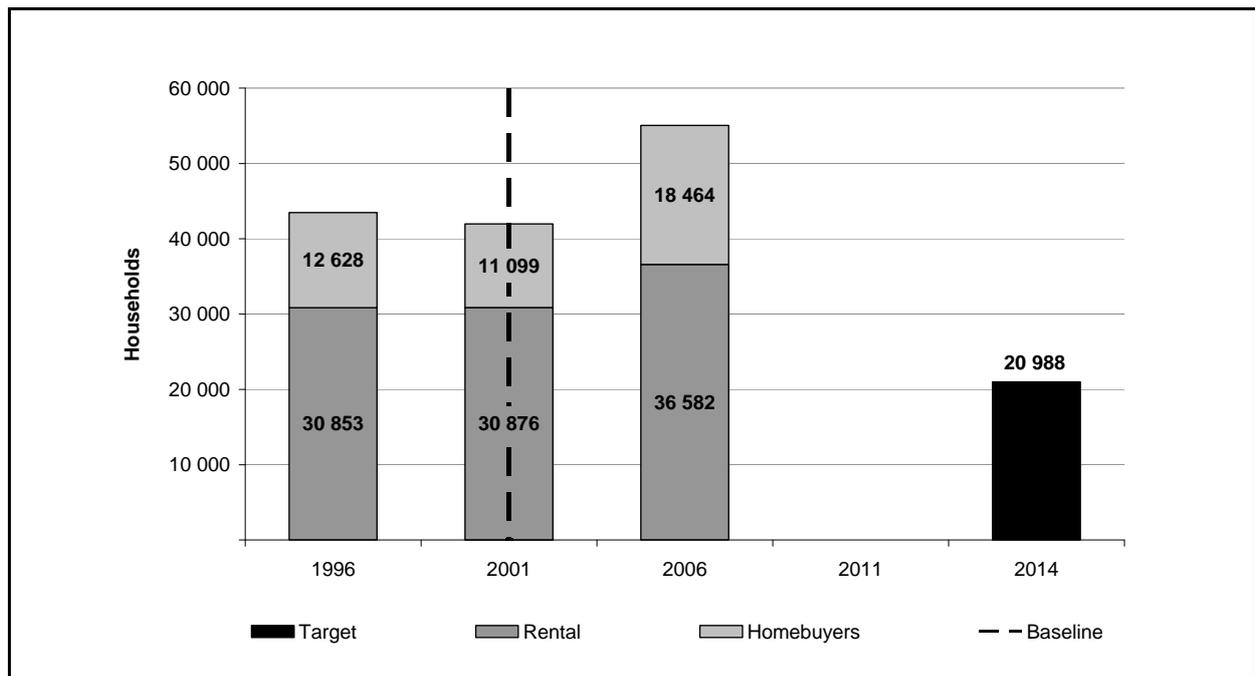
## Our performance

**Target T6.8 – Housing stress:** halve the number of South Australians experiencing housing stress by 2014.

Housing stress is defined by South Australia's Strategic Plan as households with incomes less than 80 per cent of median household income who pay more than 25 per cent of their income on rent or more than 30 per cent on mortgage costs. Based on this definition, 30 876 rental households and 11 099 households with a mortgage were classified as experiencing housing stress, as reflected in Australian Bureau of Statistics (ABS) 2001 Census data.

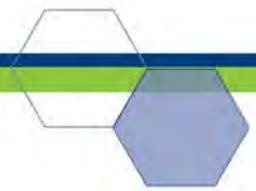
As illustrated in Graph 3, progress is not being achieved against this target as the number of households experiencing housing stress has increased by 13 071 households from 41 975 in 2000-01 to 55 046 in 2005-06. The next Census is to be undertaken in 2011.

**Graph 3: Number of South Australian households experiencing housing stress (2001 baseline)**



Source: ABS Census





## Our performance

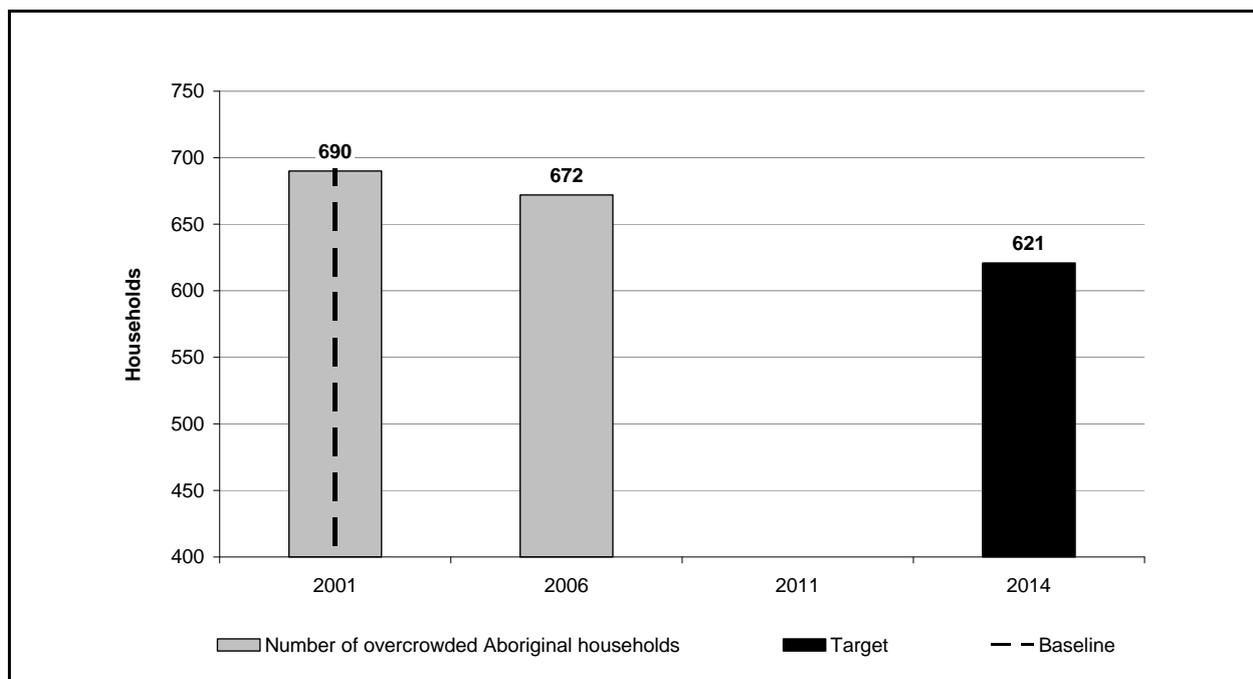
**Target T6.9 – Aboriginal housing:** reduce overcrowding in Aboriginal households by 10 per cent by 2014.

Aboriginal households and community populations fluctuate quite dramatically for social, cultural and seasonal reasons. Aboriginal people are often mobile and sharing homes with visiting relations and kin is common. While such fluctuations may result in an overcrowded household, overcrowding can also be due to economic circumstances and inadequate, inappropriate or poorly maintained housing stock and infrastructure, particularly in remote and very remote areas.

Occupancy standards are used to determine overcrowding by measuring the appropriateness of housing related to the number of bedrooms and household composition. The measure can vary significantly depending on which particular standard is used. Both the Proxy Occupancy Standard and the Canadian National Occupancy Standard are internationally recognised measures, however, neither standard was developed specifically for Aboriginal people. As Aboriginal cultures and lifestyles vary widely across Australia, no single occupancy standard can reflect the housing needs and preferences of all Aboriginal people.

In the absence of a singularly accepted standard, the target baseline measure for T6.9 has been established using the Proxy Occupancy Standard based on 2001 ABS Census data. Positive movement has been made against this target and it is within reach of being achieved, as reflected in Graph 4.

**Graph 4: Number of overcrowded Aboriginal households in South Australia using the Proxy Occupancy Standard (2001 baseline)**



Source: ABS Census





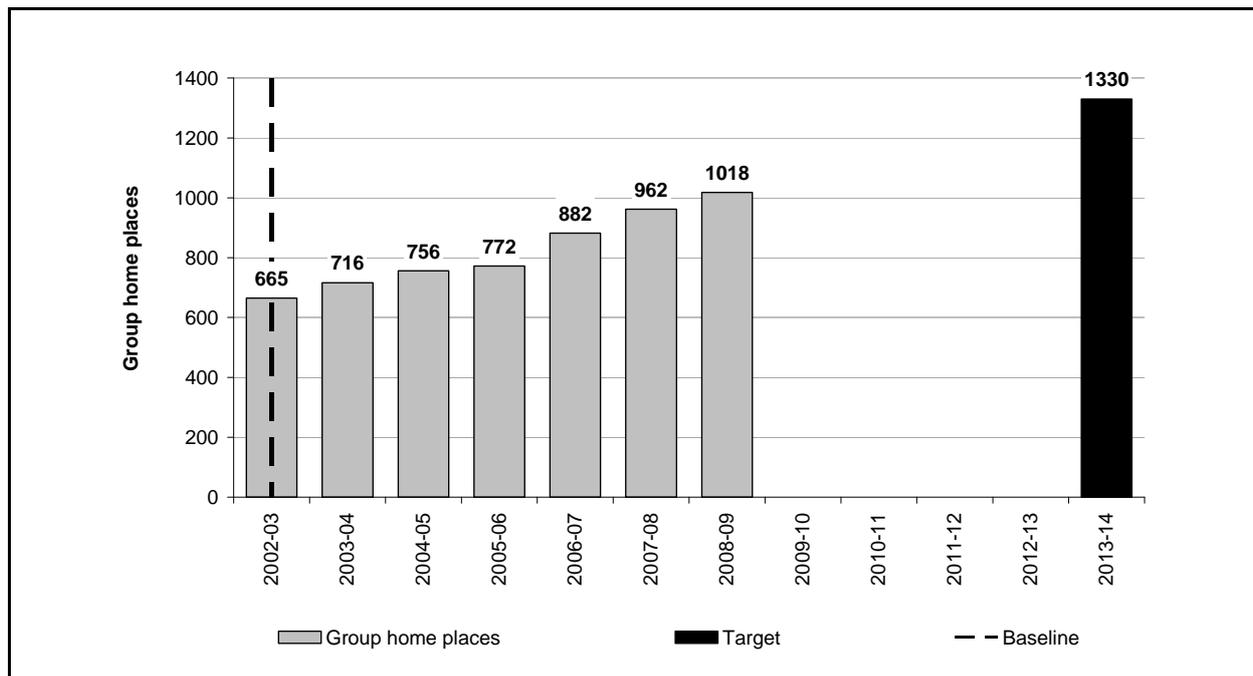
## Our performance

**Target T6.10 – Housing for people with disabilities:** double the number of people with disabilities appropriately housed and supported in community based accommodation by 2014.

The objective of increasing the number of people with disabilities appropriately housed and supported in the community is about responding to unmet need by increasing supply of accommodation options, as well as providing a more appropriate model of supported accommodation for those people already receiving a service. A range of strategies is required that, together, result in accelerating the move out from institutions for those individuals who wish to do so, and expanding community based accommodation options.

To achieve target T6.10 a total of 1330 group home places are required by 2013-14. As at 30 June 2009, the number of group home places in South Australia had increased to 1018. Therefore, of the 665 new group home places required to achieve target T6.10, 353 have been created with a further 312 new group home places required by 2013-14.

**Graph 5: Number of group home places in South Australia (2002-03 baseline)**



Source: Disability SA





## Our performance

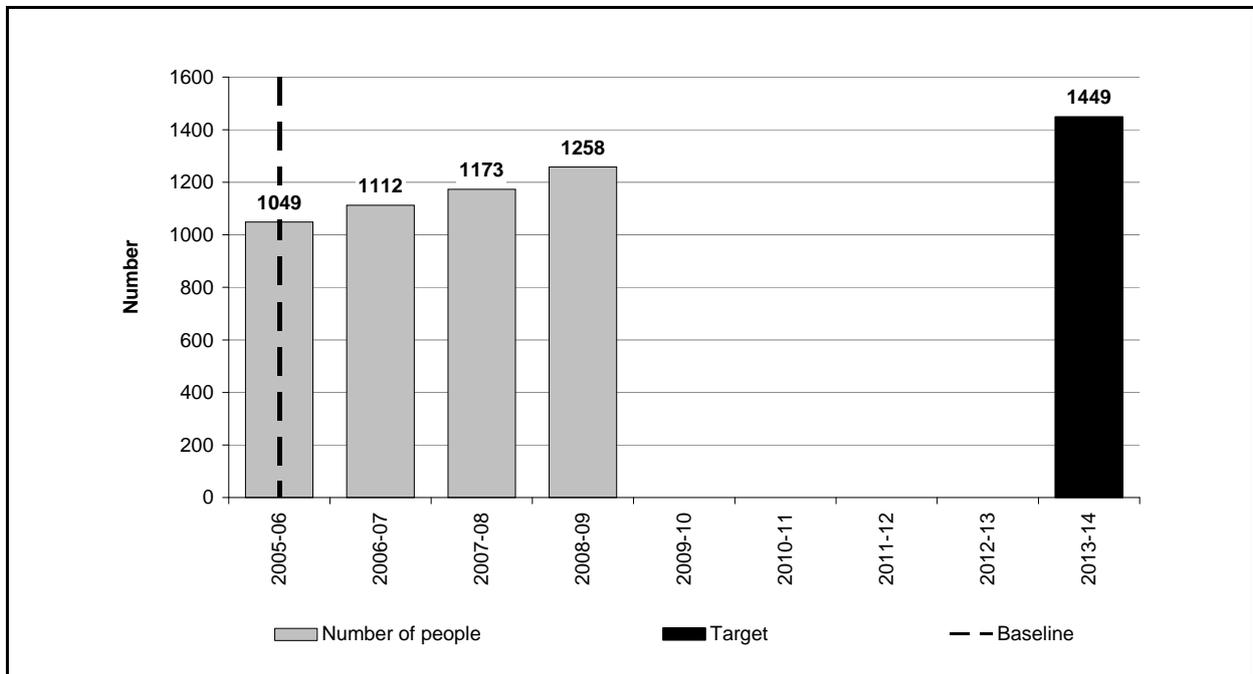
**Target T6.11 – Participation by people with disabilities:** increase by 400 the number of people with disability involved in day options program by 2014.

Each year, on average 70 young people aged between 15 to 20 years with intellectual disability and/or Autism Spectrum Disorder with moderate to very high support needs leave school. Due to the nature of their disabilities further education or employment is not possible. If eligible, these young people enter the day options program which aims to provide meaningful day activities that promote learning, skill development and enable access, participation and integration in the local community.

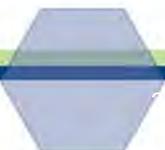
Day options are provided by a number of government and non-government service providers across South Australia. Individuals receive a funding allocation, depending on their assessed support needs, which is used to purchase a day options program.

To achieve target T6.11 by 2014, the number of people attending day options in South Australia must increase by at least 50 for each financial year from 2006-07 to 2013-14. As at the end of June 2009 the number of people with disability involved in day options had increased by 209 from the baseline of 2005-06. This represents an average annual increase of 70 people attending day options.

**Graph 6: Number of people with a disability in South Australia involved in day options (2005-06 baseline)**



Source: Disability SA



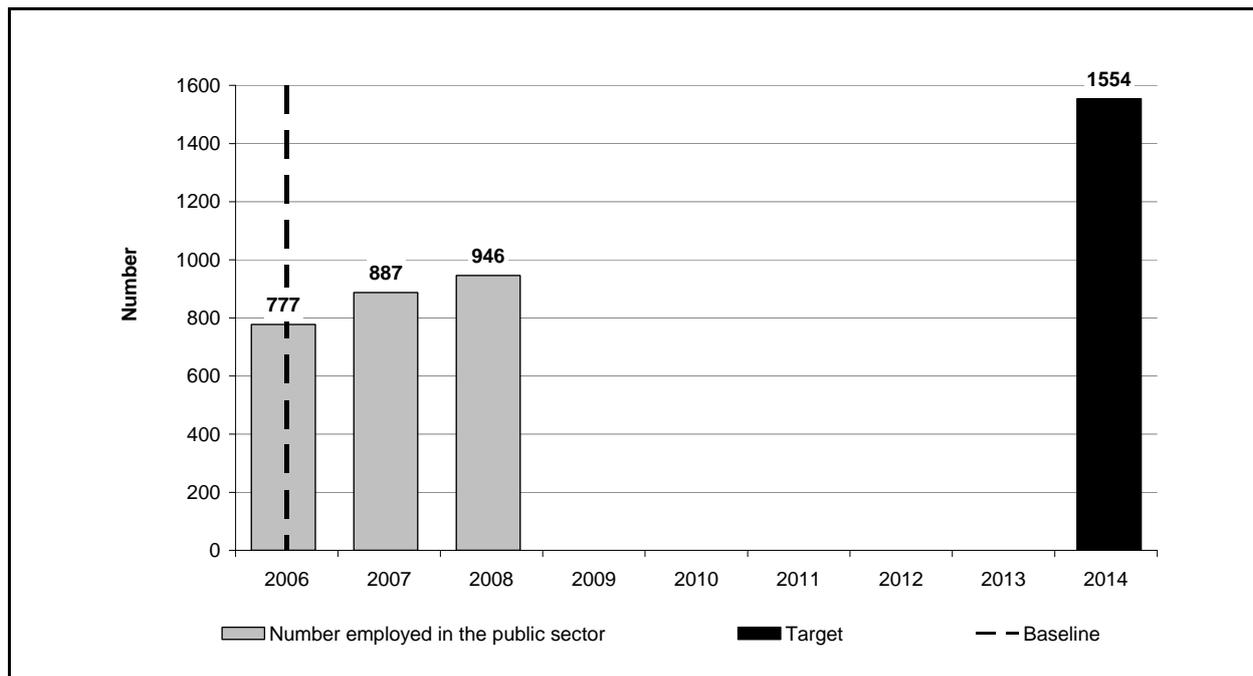
## Our performance

**Target T6.22 – People with disabilities:** double the number of people with disabilities employed by 2014.

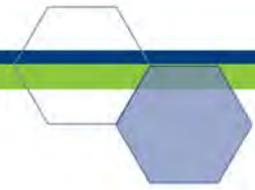
*The South Australian Public Sector Workforce Information at June 2006: Summary Report* found that as at June 2006, 777 employees (out of 51 390 persons) in the administrative unit workforce reported an ongoing disability requiring adaptation to their workplace. Therefore, a total of 1554 people with an ongoing disability requiring adaptation to their workplace must be employed in the administrative units by June 2014 to achieve target T6.22.

Data provided by the Office for Ethical Standards and Professional Integrity of the Department of the Premier and Cabinet (DPC), states that as at June 2008 there were 946 employees with disabilities requiring workplace adaptation in administrative units of the South Australia public sector.

**Graph 7: Number of people with disabilities employed in the South Australian public sector (administrative units) (2006 baseline)**



Source: Department of the Premier and Cabinet



# Our performance

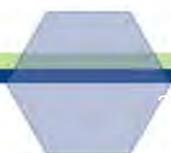
## Major highlights for 2008-09

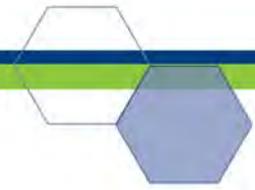
### Objective 1: Housing

- Increased the supply of affordable housing through partnerships and new housing developments
- Negotiated and commenced implementation of:
  - the Commonwealth and State funded National Rental Affordability Scheme and secured 422 new rental outcomes for South Australia in the first round
  - a new National Affordable Housing Agreement
  - a new National Partnership Agreement on Social Housing providing \$30 million in capital investment
  - a new National Partnership Agreement on Homelessness with the Commonwealth Government and finalised the future directions for homelessness services
- Negotiated a new National Partnership Agreement on Remote Indigenous Housing with the Commonwealth Government
- Commenced development of a Ladder youth housing project linking accommodation to education, training and employment
- Commenced implementation of a new housing service model on the Anangu Pitjantjatjara Yankunytjatjara (APY) Lands
- Obtained Commonwealth approval for Element 1, Stage 1 of the Nation Building Economic Stimulus Plan for construction of new social housing dwellings and undertook a Request for Proposals process from developers and builders to contribute to the Stage 2 new construction submission
- Obtained Commonwealth approval for Element 2 of the Nation Building Economic Stimulus Plan that will result in upgrades to existing public housing dwellings
- Negotiated agreements securing over 400 new affordable homes as part of the implementation of the government's policy for 15 per cent of new developments to include affordable housing.

### Objective 2: Families

- Increased the number of social workers on the APY Lands in response to the Mullighan Report
- Strengthened the whole of government response to children's safety and wellbeing
- Increased the capacity of non-government community services sector to work with families to keep children safe, prevent children's entry to alternative care and to return children safely home
- Increased support to foster carers and relative and kinship carers
- Furthered the implementation of *Keeping Them Safe – In Our Care* strategy
- Improved the management and supervision of Youth Justice clients, including those involved in chronic offending and Aboriginal specific interventions.





## Our performance

### Objective 3: Disability

- Moved approximately 80 people to supported community accommodation or more appropriate accommodation
- 85 new school leavers entered day options programs
- Developed and adopted a Disability Register to support recruitment of skilled personnel with a disability
- Implemented the Person Centred Active Support program in a further 20 disability accommodation services
- Developed *Service Standard 13, A Cultural Competency and Inclusion Standard* to improve access to disability services for Aboriginal and Torres Strait Islander people
- Implemented a new DFC equipment program that manages the purchase, recycling, replacement and repair of equipment to both Domiciliary Care SA and Disability SA clients
- Increased client subsidies for residents of supported residential facilities.

### Objective 4: Ageing

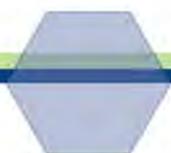
- Continued to implement the second round of kick-start projects from *Improving with Age – Our Ageing Plan for South Australia* and continued to build on across government reporting systems and develop research initiatives
- Continued expansion of basic Home and Community Care maintenance and support for frail older people and their carers
- Commenced the Access2HomeCare demonstration project to simplify entry to the community care service system and streamline assessment and referral processes for older people.

### Objective 5: Communities and Partners

- Enhanced community services to Aboriginal families with children and Aboriginal youth
- Commenced implementation of the *Community Engagement Charter and Directions Statement*
- Implemented a performance management framework for community grants
- Provided one-off grants for projects supporting the most disadvantaged in the community through Community Benefit SA
- Increased the number of DFC funded organisations engaging in a quality improvement program
- Promulgated the *Carers Recognition Act 2005*
- Implemented the new structure of the Gambling Help Services across South Australia
- Activated the Volunteers Emergency Recovery Information System to respond to volunteers in the heatwave.

### Objective 6: Organisational Capability

- Continued to improve service access to customers by implementing Connected Service Centres
- Further reduced energy usage across the portfolio
- Continued to increase the number of people with a disability employed by the department through the promotion of the Disability Employment Register
- Continued to promote Executive opportunities to women and maintain 50 per cent representation.





# Our performance

## Housing

### Objective

Through Housing SA, we provide a range of accommodation options to ensure all South Australians can access accommodation and support services when they need it. This is achieved through the delivery of coordinated services across a number of areas including supported accommodation, public housing, private rental and home ownership. Services provided include:

- access to emergency and crisis accommodation
- provision of private rental assistance and support for customers in private rental accommodation
- advocacy for customers having difficulty accessing private rental accommodation
- referral to community housing
- linking customers to support services to help stabilise their housing
- exploration of home ownership as an option for customers and referrals to HomeStart Finance where appropriate.

The department also works with others to expand and improve affordable housing choices and, through HomeStart Finance, provides options for lower income households in South Australia to achieve affordable home ownership. This is achieved by developing, marketing and managing innovative finance and housing initiatives.

### Performance Overview

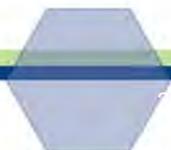
#### National Affordable Housing Agreement

On 29 November 2008, the Council of Australian Governments (COAG) agreed to a new National Affordable Housing Agreement, which commenced on 1 January 2009. The Agreement provides \$6.127 billion funding nationally over five years from 2008-09, and consolidates existing housing and homelessness Special Purpose Payments. National Partnership Agreements cover the following areas:

- the National Partnership Agreement on Social Housing
- the National Partnership Agreement on Homelessness
- the National Partnership Agreement on Remote Indigenous Housing

#### National Partnership Agreement on Social Housing

The National Partnership Agreement on Social Housing will provide \$29.98 million over two years to South Australia for capital investment in new social housing stock. In 2008-09, the Commonwealth Government provided \$14.99 million to South Australia to deliver up to 98 homes by leveraging additional funds from the not-for-profit sector to house people who are homeless or at risk of homelessness. Dwellings will be completed and ready to occupy by the end of June 2010.





## Our performance

During 2009-10 the Commonwealth Government will provide \$14.99 million to either purchase or construct up to 40 homes for retention as social housing in order to facilitate staged redevelopment in strategic locations. Dwellings will be completed and ready to occupy by the end of June 2011.

### **National Partnership Agreement on Homelessness**

On 18 December 2008, the State Government signed the National Partnership Agreement on Homelessness with the Commonwealth Government, and agreed to meet the three national targets to reduce homelessness being:

- by 2013, seven per cent reduction in the number of South Australians experiencing homelessness
- by 2013, achieve a one third reduction in the number of Aboriginal South Australians experiencing homelessness
- by 2013, achieve a 25 per cent reduction in the number of South Australians who are sleeping rough.

The strategic framework for implementing the agreed reforms to reduce homelessness and reach the targets is centred on three key areas of action:

- Turning off the Tap – prevention and early intervention
- Breaking the Cycle – people experiencing homelessness are actively sought and assisted to find and sustain appropriate housing
- better connected service system – reforms will focus on improving links between specialist homeless and mainstream services.

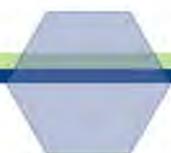
There are 23 funding initiatives included in the National Partnership Agreement which demonstrates the commitment of the government to continue to lead from the front in reducing homelessness. Previous Social Inclusion funded programs have been included and will be further refined under the National Partnership Agreement on Homelessness Implementation Plan which was approved by the State Government on 10 April 2009, and formally approved by the Commonwealth Government on 29 June 2009.

The National Partnership Agreement from 2009-10 through to 2012-13 totals \$59.98 million with the State Government committing \$30.42 million over four years and the Commonwealth Government committing \$29.56 million. 'A Place to Call Home' is another joint State and Commonwealth Government initiative which totals a further \$22.12 million from 2007-08 through to 2012-13. This includes the Ladder housing development and Common Ground Port Augusta.

### **National Partnership Agreement on Remote Indigenous Housing**

The National Partnership Agreement on Remote Indigenous Housing is a 10 year agreement totalling \$4.786 billion nationally, focused on reducing overcrowding, homelessness, poor housing conditions and severe housing shortages in remote Aboriginal communities. \$1.94 billion of this is in addition to previous Commonwealth Government funding commitments (\$2.846 billion) continued on for 10 years.

Initiatives under the National Partnership Agreement will be guided by reference to the Remote Service Delivery National Partnership Agreement and contribute to other initiatives in health, education and employment for closing the gap between Aboriginal and non-Aboriginal Australians. South Australia's share over 10 years is \$291.494 million to achieve various targets including:





## Our performance

- reducing the incidence of overcrowding and homelessness
- constructing 241 new houses in remote Aboriginal communities
- upgrading 206 remote Aboriginal houses to public housing standard
- introducing State tenancy and property management including programmed repairs and maintenance of Aboriginal housing
- reforming land tenure arrangements to support State property and tenancy management
- implementing an Employment Related Accommodation Program
- achieving 20 per cent local Aboriginal employment from new investment activity.

Payments are subject to agreement of an Implementation Plan and agreement by a Joint Steering Committee of associated works plans. The Implementation Plan was formally agreed on 1 June 2009 and the first Joint Steering Committee meeting was held on 15 June 2009. A Capital Works Plan for remote communities and a Repairs and Upgrades Plan for non-remote communities for 2008-09 and 2009-10 is currently being prepared.

\$54.459 million was available under the Agreement for 2008-09 for capital works, tenancy and property management and reform payments for major repairs and upgrades to housing stock in non-remote areas. 2008-09 capital funding targeted the construction of 15 new houses on the APY Lands. Due to delays in finalising the Implementation Plan, these will be carried forward to 2009-10. Tenders have been called for construction of 33 dwellings (17 in Amata and 16 in Mimili) with construction expected to commence in late July 2009. These contribute to the total 45 dwellings to be constructed from combined 2008-09 and 2009-10 funding under this Agreement.

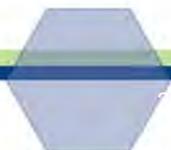
The estimated budget under the National Partnership Agreement from 2009-10 to 2012-13, subject to annual review, is \$124.1 million. Targets for 2009-10 in the draft National Partnership Agreement include:

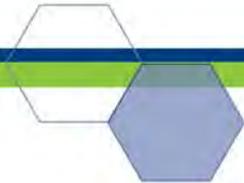
- 30 new houses and 72 upgrades
- implementing direct tenancy and property management by Housing SA in communities agreeing to lease properties for the purpose
- implementing indirect tenancy and property management arrangements where appropriate with other Aboriginal Community Housing Organisations covered by the Agreement
- achieving 20 per cent Aboriginal employment in tenancy management and capital works
- proposing employment related accommodation projects to the value of \$4.336 million
- negotiating a sustainable position for the ongoing provision of remote area municipal and essential services.

### **Nation Building – Economic Stimulus Plan**

On 5 February 2009, COAG agreed to a Nation Building Economic Stimulus package including \$6.388 billion funding nationally for social housing. A further National Partnership Agreement on Nation Building and Jobs Plan has been developed with associated schedules being linked to the National Partnership Agreement on Social Housing. This will provide South Australia with \$404 million for new construction, representing approximately 1350 dwellings, and an allocation of \$29.98 million for the upgrade of approximately 500 existing public housing dwellings.

The allocation of funding to each jurisdiction under the Nation Building Economic Stimulus initiative is contingent on agreeing to implement a number of reforms and making a detailed progress report to COAG by December 2009. These reforms aim to provide more choice and greater social and economic opportunity for social housing tenants; increase supply and number of housing providers; and ensure the efficient use of resources and greater accountability in the provision of social housing.





## Our performance

### ***DFC good news story.....***

*The Logan Street housing development is a \$4.5 million inner-city housing development that provides a stable environment for people on low incomes. Opened in May 2009, the development consists of 16 units for adults on low incomes who require long-term rental accommodation. All units offer affordable rental and five of these are for people on very low incomes who may face additional barriers to accessing housing, such as homelessness, disabilities or long-term unemployment.*

*The development is a joint project between Housing SA, Unity Housing Company, Bendigo and Adelaide Bank, the Wyatt Benevolent Institution, HomeStart Finance and the Adelaide City Council.*

### **National Rental Affordability Scheme**

The National Rental Affordability Scheme (NRAS) is an initiative to provide incentives for the construction of new affordable rental housing. NRAS aims to provide funding to:

- increase the supply of affordable rental dwellings
- reduce rental costs for low to moderate income households
- encourage large scale investment and innovative delivery of affordable housing.

The Commonwealth Government has committed \$623 million over a four year period for this program, to stimulate the supply of up to 50 000 new affordable rental dwellings nationally. The State Government has committed funds totalling \$7.562 million. As a minimum, South Australia is aiming for its per capita share of rental incentives in each phase. This equates to 1000 new affordable rental dwellings during the establishment phase and 2800 new affordable rental dwellings during the expansion phase.

In December 2008, the Department of Families, Housing, Community Services and Indigenous Affairs (FaHCSIA) announced that all six applicants from South Australia had been successful in receiving National Rental Incentives in response to the first Expression of Interest (EOI) call. 422 NRAS outcomes were awarded to South Australian applicants of a national number of 2587 (16 per cent) which equates to double South Australia's per capita share for new affordable rental dwellings.

The six South Australian applicants were not-for-profit organisations and five of them included proposals that combined capital funding from the State Government with the ongoing rental subsidy offered by the Commonwealth Government under NRAS.

To demonstrate the successful delivery of outcomes from the first NRAS EOI call, on 7 May 2009, the Federal Housing Minister, the Hon Tanya Plibersek MP, attended the opening of the first rent discounted dwellings available under the scheme at Hampstead Gardens.





## Our performance

In late December 2008 and early January 2009, timed to coincide with the second NRAS EOI, the department also called for EOIs for proposals from not-for-profit organisations looking to qualify as Preferred Growth Providers, and combine NRAS incentives up to \$40 million of State capital funds to deliver rent discounted dwellings that could better target high needs households. Seventeen applications were received. In addition, a further six applications were received by the Commonwealth Government for NRAS incentives only. This brought the tally of South Australia's Round 2 NRAS applications to 23 out of 140 received nationally. As at 30 June 2009, the assessment process had commenced, however, confirmation of total outcomes had not been determined.

### **Not-for-Profit Social Housing Sector**

Housing SA is supporting growth of the not-for-profit housing sector through the appointment of Preferred Growth Providers via a contestable merit based process. Preferred Growth Providers are organisations assessed as being high capacity and high quality not-for-profit social housing providers, that are able to best maximise housing outcomes based on current and future funding opportunities.

In the first instance, Preferred Growth Providers will be organisations that have also best met funding requirements for:

- \$25 million funding available under the Affordable Housing Innovations Fund, to supplement applications made under the NRAS
- \$15 million funding available under the National Partnership Agreement on Social Housing, to supplement applications made under the NRAS
- properties to be funded from approximately \$455 million available under the social housing component of the Nation Building Economic Stimulus Plan, with approximately 70 per cent of these properties to be directed to the not-for-profit sector.

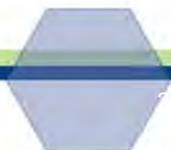
Preferred Growth Providers will be in place during 2009-10 and developing new housing supply in line with program requirements. They will have preferential access to future State and Commonwealth funding opportunities that may arise in the future.

### **Affordable Housing Innovations Fund**

The Affordable Housing Innovations Fund (AHIF) was a key initiative of the *Housing Plan for South Australia*. It was established with an upfront investment of \$15 million and projected revenue of \$93 million from the sale of social housing to existing tenants, available for reinvestment in new affordable and high need project partnerships.

Between the establishment of the AHIF in September 2005 and 30 June 2009, approximately 595 new affordable rental properties have been generated for low to moderate income households. The State Government's financial contribution to these projects as at 30 June 2009, totalled an estimated \$69 million. An EOI offering up to \$25 million in capital grants from the AHIF closed on 27 March 2009, aiming to support partnerships with recognised Preferred Providers simultaneously seeking funding through the NRAS to develop affordable rental housing stock.

During 2008-09, 14 capital projects were approved for funding involving partnering organisations committed to delivering 163 affordable rental housing outcomes in metropolitan and regional areas. These projects have a total estimated cost of \$41 million of which \$22 million will be funded through AHIF grants, with partnering organisations contributing the remainder through land, cash or borrowings. Whilst 163 affordable rental housing commitments were approved, these were offset by a reduction of 18 outcomes across three projects. Therefore, the net affordable rental housing commitments approved during 2008-09 were 145.





## Our performance

### **DFC good news story.....**

*Housing SA is working closely with Community Accommodation and Respite Agency (CARA) and Westfield to renovate a house in Park Holme to become a six-bedroom disability-friendly respite house. Housing SA has provided a double unit, while Westfield is managing the renovation and CARA will care for the children who stay there. Renovations will be complete with state of the art kitchen and bathroom facilities.*

*Minister for Housing and Disability, the Hon Jennifer Rankine MP, said it was important that families have the opportunity of a break from the demands of full-time care of their child with a disability. 'Providing a house like this means young people with a disability will have more opportunities to socialise with people their own age and enjoy a short term stay out of their normal home environment, while their parents get some respite.'*

### **Affordable Housing – 15 per cent Target**

The *Housing Plan for South Australia* included a target of 15 per cent affordable housing, including five per cent high needs, in all new significant developments. This target was set to secure affordable housing as part of integrated communities in the future. Fifteen per cent affordable housing has been included within government land releases at Andrews Farm, Blakes Crossing, Blakeview Grove, Ingle Farm, Lochiel Park, Lightsvue, Seaford Meadows, Trott Park and Heath Street, Mount Gambier, representing over 1300 affordable housing opportunities.

In 2008-09, approximately 450 affordable housing outcomes were secured through Land Management Agreements on surplus government land and major project development sites. Fifteen per cent affordable housing will continue to be required in all significant developments, including government land releases, major projects and significant re-zonings, such as part of higher density residential development within Transit Orientated Developments and growth corridors.





## Our performance

### HomeStart Finance

HomeStart Finance plays a major role in providing innovative home finance initiatives for low to moderate income earners and other special needs groups in South Australia, through its distinctive HomeStart Loan and other specially designed loan products.

HomeStart lent \$348 million to 1939 new customers in 2008-09, with overall lending of \$387.9 million. Of all new customers, 69 per cent earned less than the average weekly ordinary time earnings and 30 per cent identified Centrelink benefits as their primary source of income.

At 30 June 2009:

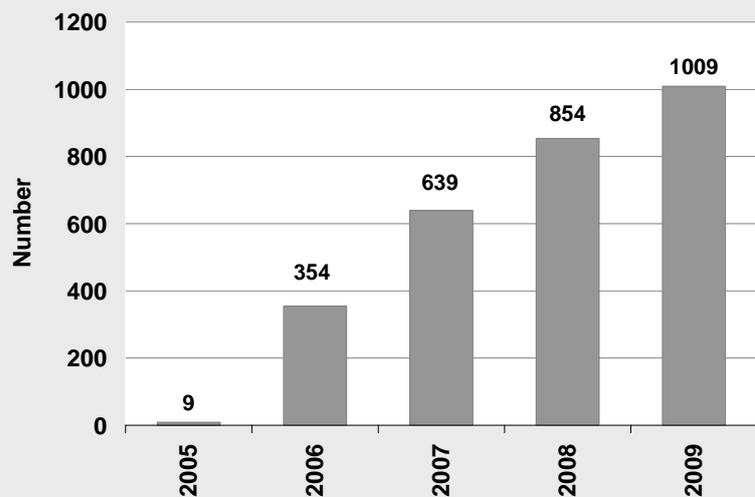
- 285 subsidised Advantage Loans to the value of \$5.7 million settled with a HomeStart loan
- 563 Breakthrough Loans had settled to the value of \$131.6 million (HomeStart loans plus subsidised Breakthrough loans)
- 413 Nunga Loans had settled to the value of \$67.2 million
- HomeStart's total lending portfolio was \$1.449 billion, with a total of 14 470 loans
- an operating profit before tax of \$10.2 million was achieved
- \$17.2 million was returned to the State Government in the form of dividends, tax equivalents and fees.

The EquityStart Loan, launched in April 2005, was introduced to improve the purchasing capacity of social housing tenants and provide options to purchase either the house currently being rented from Housing SA, or to purchase on the open market. To 30 June 2009, 1009 EquityStart Loans had been settled to the value of \$169 million (HomeStart loans plus subsidised EquityStart loans).

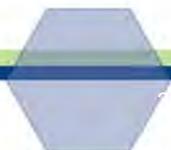
The EquityStart Loan is available to Housing SA and community housing tenants and provides up to \$50 000, depending on income and representing up to one third of the total loan amount, in addition to a HomeStart Finance Loan. Interest is charged at a rate based on inflation with no scheduled payments or maturity date.

For further information on the achievements of HomeStart, refer to the *HomeStart Finance Annual Report 2008-09* accessible at [www.homestart.com.au](http://www.homestart.com.au).

**Total number of EquityStart settlements at 30 June**



Source: HomeStart Finance





## Our performance

### **Affordable Homes Program**

The Affordable Homes Program commenced on 1 July 2007, and targets the sale of 8000 Housing SA houses over nine years. At the same time it is expected that a marginal increase in housing will occur through Housing SA's capital program, including urban renewal activities. Through the Affordable Homes Program, properties are made available for sale to create affordable housing outcomes for low and moderate income earners with proceeds from sales aimed at eliminating all social housing debt.

The majority of released properties valued at under \$250 000 are listed for sale to eligible low to moderate income earners on the Affordable Homes Catalogue. Those not sold or valued greater than \$250 000 are listed with agents for sale on the open market.

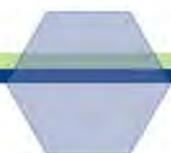
At 30 June 2009, 238 properties had been sold which represents 31 per cent of the target for 2008-09. Solid real estate prices have increased the revenue anticipated for this volume of sales and together with previous early repayments and utilisation of cash reserves, enabled the 2008-09 debt repayment target to be reached.

The shortfall in sales performance has resulted from a combination of a declining vacancy rate, competing program priorities, escalating housing requirements for high needs customers and those experiencing homelessness, as well as a weak general property market. Sales in the overall property market have declined sharply in the last 12 months due to a lack of consumer confidence. Investor purchasers have also withdrawn from the market. Furthermore, it was originally intended to realise sales from the Social Landlord Scheme in the second half of 2008-09, but the Commonwealth National Rental Affordability Scheme superseded many of the investor benefits of this initiative.

The Affordable Homes Program provided opportunity for 142 new home owners through its unique sale process. In 2008-09 there have been a total of 279 listings on the Affordable Homes Catalogue website, including 219 surplus Housing SA properties and 60 newly constructed properties from the private market. Of the 142 sold to eligible buyers through the Affordable Homes Program, 109 were surplus Housing SA properties which also achieved \$19.524 million in revenue for Housing SA. The remaining 33 were newly constructed properties from private developers and were sold as part of the 15 per cent affordable housing target.

Housing SA piloted a house and land package initiative as a part of the Affordable Homes Program. The initiative was aimed at increasing the supply of new affordable homes by providing eligible buyers with an expanded choice of low cost allotments and innovative house designs. The pilot consisted of 12 surplus Housing SA allotments located in Hawksbury Park listed for sale on the Affordable Homes Catalogue website. Purchasers were able to select from one of Hickinbotham's Affordable Architect Series house designs and obtained a fixed price building package. This created house and land packages valued between \$217 000 and \$249 000.

An evaluation of the pilot identified improvements to service delivery and marketing to be incorporated in an expanded trial. An EOI was released on 2 June 2009, seeking builder participation in an expanded house and land package trial, which is to be branded Build Your Own (BYO) Affordable Home.





## Our performance

### Playford North

The Playford North Urban Renewal Project, now called Playford Alive, is a major urban regeneration and community renewal initiative. Playford Alive is a partnership between the State Government, the City of Playford, and the community. The department's contribution to the project through Housing SA is the renewal and redevelopment of all public housing assets in Smithfield Plains and Davoren Park. Housing SA is also facilitating community engagement and involvement, training and employment outcomes for the local community and improved ways of providing key services to those in need.

The department has led the development of a Community Master Plan '*Community in Transition Plan*' as a complementary plan to the physical master plan for the Playford Alive project. The '*Community in Transition Plan*' incorporates community development, community services and employment and training initiatives for the residents living in the Playford Alive project area. A Community Working Party with membership from local government, State and Commonwealth Government departments, as well as non-government agencies, has been established to support the development and delivery of the Plan. The Playford Alive Across (State) Government Group has agreed to a set of State Government priorities for the project area for inclusion in the Plan.

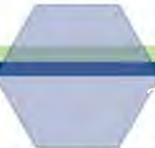
The Doorways 2 Construction training program was delivered in partnership between Housing SA, Construction Industry Training Board, Master Builders Association, Housing Industry Association and the Department of Education and Children's Services (DECS). Doorways 2 Construction is a program initiated by the Construction Industry Training Board to help high school students obtain skills in the construction industry. The program involves students undertaking major renovations of two Housing SA properties each year. The students achieve a Certificate 1 in Building at the end of the program.

Stage 1 of the redevelopment of 'Peachey Belt' has commenced, including the relocation of Housing SA customers and the demolition of 44 dwellings to create land for redevelopment. Forty-one dwellings have been scoped for upgrade and the relocation of Housing SA customers for Stage 2 has commenced. Stage 1a civil works are almost complete and a tender was called for the next stage of civil and electrical works.

The first land release in Smithfield Plains (Housing SA land) and Munno Para West (Land Management Corporation land) was launched in April 2009.

### **DFC good news story.....**

*Housing SA and the Ceduna Area School have been working together to expand students' skills and upgrade a Housing SA property at the same time. The program, called Doorways 2 Construction, involves students working on-site with qualified tradespeople one day a week to learn the basics of the construction industry. Doorways 2 Construction covers Certificate 1 in Construction, which is a stepping stone to a wide variety of careers in construction. Housing SA has provided the house in Ceduna as well as the required materials needed to renovate.*





## Our performance

### APY Lands

The introduction of public housing like tenancy and property management of housing stock is a prerequisite under the National Partnership Agreement on Remote Indigenous Housing, which is focussed on reducing overcrowding, homelessness, poor housing conditions and severe housing shortages in remote Aboriginal communities. South Australia's share over 10 years is \$291.494 million to achieve various targets including the introduction of State tenancy and property management, including programmed repairs and maintenance.

Lease agreements have been negotiated with the APY Council to support the housing service model which includes recruiting locally based Anangu as Housing Officers to deliver housing services.

A programmed repairs and maintenance program was in place on the APY Lands, completing a large backlog of maintenance on Community Housing Program dwellings. An audit of tenancies and assets in communities on the APY Lands was completed and the results of this audit are informing the development of a priority list for property construction and upgrades. The data will assist in developing a list of priority residents who require new housing based on overcrowding and the age of residents. Two new properties were completed in Indulkana and allocated to families who lived in overcrowded circumstances.

During 2009-10, the APY housing service model will be implemented in step with the planned initial investment in capital works in the APY communities of Amata and Mimili. The model will outline how housing services will be delivered and supported on the APY Lands on an ongoing basis, including allocations, rents and needs assessment for priority housing. New properties constructed under the National Partnership Agreement on Remote Indigenous Housing will be allocated and managed under the service model.

### Ladder

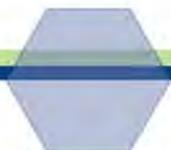
Ladder is a supportive housing model for young people which aims to prevent youth homelessness, youth unemployment and alienation of young people at risk. The South Australian model will provide young people with stable housing linked to education, training and workforce participation by requiring tenants to make a commitment to individual action plans that will enable them to achieve independence and employment.

A building has been purchased in Port Adelaide providing up to 23 self sustaining units and eight commercial leases. A Ladder project team and a steering committee have been established.

The project provides an opportunity to partner with the Commonwealth Government's 'A Place to Call Home' initiative. The Commonwealth Government and State Government will provide matching funding to a total of \$9.5 million.

The Australian Football League (AFL) is a key philanthropic partner in this project via the Ladder Community Program of the AFL Foundation and the AFL Players' Association. A focus for the program is to develop business and community support and to develop a mentor program incorporating local sporting personalities. Mentoring will begin with tenants as they move into the accommodation service and will be provided from past and present AFL footballers and elite South Australian sports people.

A project office will be opened in the building at Port Adelaide to provide the general public with information on the project and give Ladder a presence in the Port Adelaide community.





## Our performance

### **Common Ground**

The Common Ground model of housing has been based on similar concepts developed in New York, and was presented as ideal for Adelaide by the then Thinker in Residence, Ms Rosanne Haggerty, in 2006. The model provides affordable, safe and supported housing for those who are homeless or on low incomes, and is often developed through the refurbishment of older existing buildings.

In 2007-08, 39 accommodation units within the Franklin Street Bus Station redevelopment were completed for use by Common Ground Adelaide Limited. Together with the Adelaide City Council, local inner city residents and Common Ground tenants, a garden project commenced at the Franklin Street site in 2008-09. Commencing in August 2009, Common Ground Franklin Street will undergo a longitudinal evaluation.

The Common Ground model is to be extended through the development of 40 housing outcomes in the Port Augusta region. The housing will incorporate dedicated on-site supports to assist people to maintain their tenancies and successfully participate in the local community. This includes increasing access to training services that enable tenants to achieve independence and employment. A site in Port Augusta has been identified and negotiations are continuing with Common Ground Adelaide Limited regarding the development of the site.

The housing project will be funded in partnership with the Commonwealth Government through the 'A Place to Call Home' initiative. The State Government has matched Commonwealth Government funding for this project with a total of \$5.6 million allocated. Common Ground Adelaide has been regularly meeting with the department regarding the development of the service model and implementation plan.

Construction of the Common Ground affordable housing complex at Light Square will commence in August 2009. This will result in the heritage listed Sands and McDougall building being redeveloped into 60 self-contained apartments.

### **The Terrace**

The Terrace, formerly known as Afton House, is the largest publicly owned boarding house in Adelaide, providing accommodation for up to 98 vulnerable adults. Located on South Terrace, the Housing SA owned boarding house has been redeveloped at a cost of approximately \$13 million.

On 28 November 2008, the new building was officially opened by the Minister for Housing, the Hon Jennifer Rankine MP, and is managed by the Unity Housing Company. The Terrace refurbishment is an example of the government's commitment to assisting vulnerable adults and rough sleepers and has received a number of awards (refer to page 124). The redevelopment now provides a high standard of accommodation for residents, together with more support and long-term services.





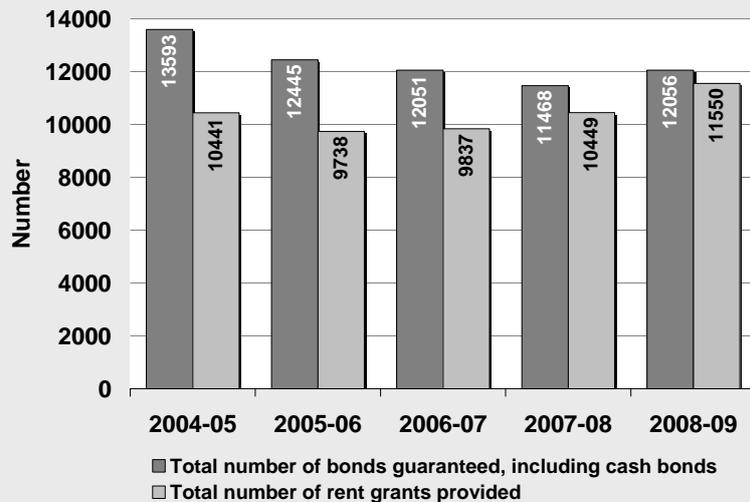
## Our performance

### Private Rental Assistance Program

Housing SA provides private rental services to eligible customers through the Private Rental Assistance Program.

The Private Rental Assistance Program enables low income households to access and maintain accommodation in the private rental market by providing services such as financial assistance for bond, rent in advance or rent in arrears, information and advice, advocacy on housing issues and referral to housing and support services.

**Bond assistance and rent grants provided through the Private Rental Assistance Program**

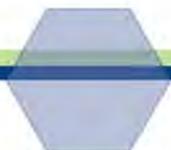


Source: Housing SA

### Housing Improvement Act 1940

*The Housing Improvement Act 1940* (the Act) was established to improve the standard of existing housing throughout South Australia. The Act has remained substantially unchanged since it was enacted in 1940. A limited review of the Act commenced in December 2008 and has revealed that a number of the provisions contained in the Act have seldom, if ever, been used. Many other provisions are now also included within the *South Australian Housing Trust Act 1995*.

Subject to the extent of the proposed amendments to the Act, a discussion paper for consultation with relevant government departments, the Local Government Association, local government, the housing and real estate industry, tenant advocacy groups and the general community, will be developed during 2009-10.





# Our performance

## Families

### Objective

We deliver services to strengthen and support families, and to keep children and young people safe, nurtured and able to realise their potential. Services are provided to:

- protect children from abuse and harm
- support families to reduce the risk of abuse and harm to children
- provide alternative care for children and young people when home is no longer an option
- work with young people who break the law
- manage adoption processes
- care for refugee children at risk
- address poverty
- assist communities affected by disaster.

Services are also provided to reduce the over representation of Aboriginal children and young people in care and protection and youth justice systems.

### Performance Overview

#### Children's Safety and Wellbeing

The *Keeping Them Safe* Reform program is built on the premise of a shared responsibility across government and the whole community to ensure that all children are safe from harm and that, as far as practicable, all children are cared for in a way that allows them to reach their full potential. Partnership with government departments and non-government agencies has been a foundation for implementation of the reform program.

Examples of across agency partnerships include:

- the whole of government and non-government *Information Sharing Guidelines for Promoting the Safety and Wellbeing of Children, Young People and their Families* which will allow all government departments and non-government organisations who work with vulnerable families and children to share information when they believe that adverse outcomes can be predicted over time unless service provision is coordinated
- collaboration with DECS and the Department of Health in the establishment of Children's Centres which has been supported by the appointment of Family Services Coordinators whose role is to assist vulnerable children and families to access support services
- the Stronger Families, Safer Children Program where Families SA and non-government organisations together assess, plan, implement, monitor, review, and support highly complex families at risk of having their children placed into alternative care
- the High Risk Infants Program where Families SA works intensively with parents of infants who are vulnerable due to the parent/s high risk behaviours.





## Our performance

South Australia has also participated in the development of the *National Framework for Protecting Australia's Children*. On 30 April 2009, COAG released *Protecting Children is Everyone's Business: National Framework for Protecting Australia's Children 2009-2020*, the first long-term national approach to ensuring the safety and wellbeing of Australian children. The Framework seeks to deliver a substantial and sustained reduction in child abuse and neglect in Australia. Priority actions for the Commonwealth and the States and Territories include:

- National Standards for Out-of-Home Care
- improved support for young people leaving care
- working closely together on enhanced service integration in key disadvantaged communities
- improved access to early intervention and prevention services, including quality child care for children at risk.

This Framework will set a high level target to reduce child abuse and neglect in Australia with outcomes, strategies, and performance indicators agreed to by all States and Territories. The 12 year strategy will be implemented through four, three year action plans.

During 2009-10, *Keeping Them Safe* targets will further advance the across government and non-government agency collaboration to:

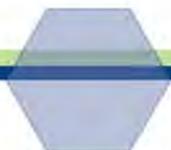
- improve the whole of government response to children notified as high risk of child abuse and neglect
- develop regional interagency structures aligned with the common government boundaries to allow agencies to meet and discuss children and families who are vulnerable to ensure they receive a coordinated service
- complete the implementation of the Information Sharing Guidelines across government and the non-government sectors
- implement the *National Framework for Protecting Australia's Children*
- work with adult services to include the consideration of children as integral to their service response e.g. Mental Health and Drug and Alcohol Services.

### **Child Protection System Reform**

Reform of the child protection system will integrate child safety within a broader approach of strengthening child, family and community wellbeing. The foundation for this reform is a more focused partnership between government departments and the community sector to provide a range of protective and support services. Through the Stronger Families, Safer Children Program \$28.2 million has been allocated over four years to the non-government sector to work with families who have been notified to the statutory child protection system. Targeted early intervention, and intensive family support services to prevent placement, or to return children safely home will work to increase parenting capacity and provide much needed support for children and their families.

Initiatives aimed at intervening early in the cycle of abuse and neglect include the ongoing funding of the High Risk Infants Program, where Families SA works intensively with parents of infants who are vulnerable due to the parent/s high risk behaviours. New team structures within Families SA District Centres have been implemented to support improved engagement with families. The structures allow for continuity of caseworker and sustained intervention with families, so that children and families receive support in addressing safety and wellbeing concerns.

A Workforce Learning program is being implemented that focuses on holistic assessments, quality case planning, building relationships with children, young people and their families, and strengthening partnerships with Aboriginal communities.





## Our performance

During 2009-10, the department will complete the implementation of the Stronger Families, Safer Children Program, and use the findings from the first stage evaluation to further develop the program. Implementation of the Connected Client Case Management system will be accompanied by a renewed focus on the quality of assessment and intervention with children and their families. Families SA will provide training to all relevant staff to ensure a consistent case-management approach when working with families to address children's safety and wellbeing.

The new Care Concern Manual of Practice Framework developed by the Special Investigations Unit for Families SA and relevant non-government organisations will be launched to:

- ensure legislative compliance and strategic alignment
- enhance integrated and coordinated responses to customers
- set clear directions for the management of Care Concerns
- strengthen accountability and quality assurance
- promote a culture of shared responsibility and collaboration
- assist in the timely response to Care Concerns.

The revised *Interagency Code of Practice: Investigation of Suspected Child Abuse and Neglect* will also be published.

### **DFC good news story.....**

*Children placed under Guardianship orders who disengage with their education have found effective help from participating in a dog training program called Labs 'n Life, provided by a non-government organisation and funded by the department. The children and young people participated in the training sessions over several months and developed a relationship of responsibility and real affection for a particular dog, which is trained to assist children with disabilities.*

### **Social Workers on the APY Lands**

In September 2007, a partnership with DECS resulted in the re-allocation of Families SA funding to place two Social Workers on the APY Lands, one in Amata and the other at Kaltjiti (Fregon) schools. A third position was later identified as being available for Iwantja (Indulkana) school. Further to the *Children on APY Lands Commission of Inquiry*, the State Government accepted Recommendations 3, 5 and 34 to increase the number of Social Workers in schools to six on the APY Lands and the placement of two Child Protection Workers on the APY Lands to investigate allegations of abuse and/or neglect.

As at 30 June 2009:

- three school based Social Worker positions (Amata, Iwantja (Indulkana) and Kaltjiti (Fregon)) have been filled, accommodation has been secured, and Social Workers are currently working in their respective locations
- two Child Protection Social Workers (Umuwa) have been recruited, undertaken training and have commenced work
- a supervisor has been appointed to lead the APY Lands School Based Social Work Team.





## Our performance

There is strong collaboration with government departments in the development of the Commonwealth Government funded Children and Family Centre. There will be a partnership with the Homemaker service and the school-based Social Worker. DECS, the Department of Health, NPY Women's Council, South Australia Police and key members of the community are working together with the department in relation to child protection issues.

### Aboriginal Community Engagement

The Aboriginal Community Engagement Strategy has been developed to assist Families SA to minimise the continual over representation of Aboriginal families in the child protection, alternative care, and youth justice systems. The Strategy establishes a mechanism that will allow Aboriginal and Torres Strait Islander people greater opportunity to voice their views and inform decision making, which will lead to stronger, connected communities that are working towards a common goal.

As part of the Aboriginal Community Engagement Strategy, Aboriginal Community Groups have been established in the southern and northern metropolitan regions to:

- develop strategies to address the over-representation of Aboriginal people in the child protection, Guardianship and alternative care, and youth justice systems
- identify gaps in services from the perspective of the communities
- offer best practice advice to Families SA staff
- share information.

Regional Aboriginal Community Engagement Committees will be established during 2009-10.

### Foster Carers

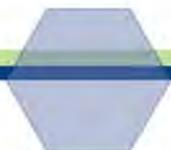
Increasing the number of family based carers is critical to ensure appropriate and preferred care arrangements for children and young people under Guardianship. Currently, most children in alternative care are in family based care, and almost half of those children are with foster carers. All projections indicate that based on the estimated growth rate of children in care, the demand for foster carers will continue to grow.

The State Government demonstrated its commitment to support family based carers with the provision of \$2.1 million in 2008-09, (\$7.31 million over four years) for non-government agencies to recruit, train and support carers. Two agencies, Lutheran Community Care and Key Assets, have been licenced and funded to establish workforce and service structures. Two other agencies are in the process of fulfilling licencing requirements. New promotional materials have been developed and there has been a 40 per cent increase in the number of enquiries from people interested in foster caring.

The 2008-09 State Budget provided \$4.6 million over four years to increase carer payments, and restructure the Alternative Care Support Payments system to create a more equitable support system. Improvements to the system were introduced in two stages, with the first stage implemented on 31 January 2008. The second stage, implemented on 1 October 2008, increased fortnightly carer payments by 18 per cent. Further improvements to the system included:

- the introduction of Placement Start-Up Payment, Extraordinary Expenses Funding and Placement Prevention Funding
- Cultural Support Funding of up to \$500 for each Aboriginal child in an alternative care placement
- 10 per cent loading for carers living in remote and very remote areas.

All carers received five Ready Reference Fact Sheet documents explaining the new system and a new Carer Handbook. During 2009-10, Families SA will assist non-government agencies to plan recruitment activities and to deliver a marketing campaign to attract more respite carers.



# Our performance

## Keeping Them Safe – Key Statistics

	2004-05	2005-06	2006-07	2007-08	2008-09
<b>Number of child protection notifications *</b>					
Tier 1 notifications **	938	615	895	1 019	1 246
Tier 2 notifications	9 489	7 771	9 570	11 529	13 352
Tier 3 notifications	4 516	4 228	5 178	4 594	4 575
EXF notifications	1 152	1 131	1 247	1 451	1 294
<b>Children on care and protection orders</b>					
12 month care and protection order	401	397	492	397	349
Guardianship until 18 years	1 046	1 158	1 299	1 551	1 765
<b>Young offenders ***</b>					
Detention – remand	431	399	398	463	477
Detention – sentenced	103	90	102	85	88
Detention – suspended	115	84	103	93	102
Obligation ****	238	214	267	272	319
Community service orders	479	513	423	365	546
Bail	480	401	431	546	492
<b>Financial support services provided (occasions of service)</b>					
Emergency financial assistance	33 929	34 181	31 649	27 027	24 285
Financial support services	24 278	25 873	24 460	20 439	20 952
Domestic violence financial assistance	2 935	2 638	2 206	2 279	2 145
<b>Children in alternative care placements (as at 30 June)</b>					
Foster Care	890	902	911	911	977
Relative/kinship care	341	467	553	663	767
Financially assisted adoption	4	3	3	4	3
Families SA residential care	83	86	93	102	88
Non-government residential	6	4	12	29	30
DFC housing	N/A	2	27	26	40
Non-government emergency	N/A	3	17	26	55
Other commercial care	N/A	N/A	N/A	4	6
Interim emergency accommodation	5	30	62	80	50

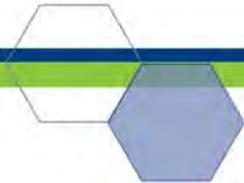
\* Tier 1: child is in immediate danger and Families SA responds immediately.  
 Tier 2: child is at risk of significant harm and Families SA responds within a short timeframe.  
 Tier 3: family has high needs but there is a low risk to child in the short-term. Families SA provides support as required.  
 EXF: allegations of extra-familial (outside the child's family) abuse are referred to the South Australia Police.

\*\* The 2004-05 number of Tier 1 child protection notifications was previously incorrectly reported as 920.

\*\*\* Data in relation to Young Offenders are not to be added together as a young person may be subject to one or more orders in a given year. For example, a young person may be placed in a Training Centre on remand, and at the Court hearing be placed on an order combining a period of community service with a supervised obligation. The data above counts the young person in each order type.

\*\*\*\* An order from the Youth Court sentencing a young person to a period of supervision by an officer of Families SA.

Source: Families SA



## Our performance

### Diversity and Range of Child Placement Options

*Keeping Them Safe – In Our Care* identifies strategies to reshape the alternative care system. Non-government agencies have been funded to employ more placement support workers to assist foster carers in their role. Also, an emphasis is being placed on the recruitment and retention of specialised family based carers, to ensure that complex high care and support needs of children and young people are met.

In support of the State Government's commitment to relative and kinship carers, an additional \$1.69 million (\$8.31 million over four years), was provided in the 2008-09 State Budget, to enable a more comprehensive and supportive service to relative and kinship carers, including more respite services. Eleven new workers have been employed across South Australia, particularly in country areas, to better support carers.

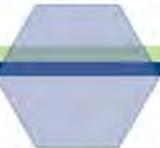
In March 2009, a professional Social Work team was established to assist case workers assess, train and review relative and kinship carers. Approximately 10 per cent of children and young people under Guardianship have complex high care and support needs, and will require a specialised response to their support and placement needs. The State Government has supported a total of six programs, across four non-government organisations, in the provision of specialist or therapeutic care models.

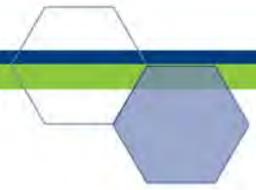
During 2009-10, the diversity and range of placement options across family based and non-family based care will be increased with \$2.16 million to improve relative and kinship care services. Wherever possible, children and young people will be placed with family or other people known to them. A high priority will be placed on ensuring that relative and kinship carers are provided with support, both practical and therapeutic. The department will continue to provide family based carers with increased and timely respite, and other support services to minimise placement breakdowns.

#### ***DFC good news story....***

*Aboriginal children and young people who come into contact with the department can now record their life stories in a way that honours their Aboriginal kinship group and culture. In June 2009, the Minister for Families and Communities launched the innovative Aboriginal Life Story Books, which allow young people to read and write about their family background, helping them retain their culture while they are in contact with the department.*

*Aboriginal Life Story Books explain the origins of a child's culture, rules for living, the place that different people fit in their lives, including departmental staff and carers, and the respect that must be shown to Aboriginal Elders. The books were co-written and assembled by staff member, and Aboriginal Elder of the Ngarrindjeri people, Liz Tongerie, and the accompanying artwork produced by Aboriginal artist Susan Betts. Aboriginal communities and Elders throughout the State were consulted and approved the books.*





## Our performance

### **Community Residential Care Facilities**

Community Residential Care (CRC) is a preferable model of care for young people with challenging behaviours and complex needs, and is part of the government's strategy to reduce the need to use emergency care arrangements with commercial carers. This approach is considered to be in the interests of resident safety and wellbeing, and allows for necessary flexibility in placement decisions. Capital funding of \$7.5 million, over three years, was provided in 2007-08 for the construction of two new CRC facilities, providing accommodation for 24 children. The units will be operated by Families SA.

The design of each new facility has three separate living units that will accommodate a total of 12 children. Each of these separate units has a living area, bedrooms and kitchen to accommodate four children. The CREATE Foundation and the Office of the Guardian for Children and Young People were consulted and it was agreed that this new design is a much improved model of care than the existing 12 bed CRC unit design. Service models will be developed for the new units and will incorporate a therapeutic model of care which also allows for age appropriate clusters.

Construction of the Queenstown Community Unit commenced in late April 2009 and is anticipated to be completed in early February 2010. The Noarlunga Downs Unit is due to be completed during 2009-10.

### **Rapid Response**

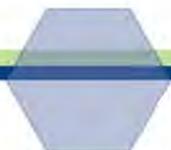
The State Government pioneered Rapid Response which is a whole of government initiative for children and young people under the Guardianship of the Minister. The aim of Rapid Response is to improve access to services and coordination of services for children and young people under Guardianship, including physical health, psychological and emotional health, developmental progress, disability needs, education and housing needs.

The 2008-09 State Budget provided \$1.9 million over four years, for the continuation of the School Retention initiative for children under the Guardianship of the Minister, 12 to 17 years of age, who experience multiple and complex issues and have significantly disrupted lives. Key workers provide specialised services which are individually tailored to the young person's specific needs, including addressing social and educational barriers to their engagement in learning.

Currently 60 per cent of students in DECS schools and preschools have an Individual Education Plan. Families SA and DECS are continuing to work at increasing the number of students in preschools and schools who have an Individual Education Plan.

Rapid Response has enabled 33 applicants in Semester 2, 2008, and Semester 1, 2009, to have their TAFE fees waived and receive additional assistance under the program.

Work continues to improve access to health services for children and young people under Guardianship. Those referred for an Initial Paediatric Health Assessment or Psychological Therapeutic Service were provided with a service within the specified time frame. Adolescent Health Assessments are in place for young people to have a thorough assessment of their health when planning for their transition out of care. It is envisaged that this connection to a youth health service will encourage ongoing health care. The Consent to Medical Treatment policy and procedures have also been finalised and implemented.





## Our performance

As an indication of the vast improvement in dental care, the school dental service had nearly 1400 children under Guardianship actively registered. More than 81 per cent have received a dental examination and oral health care within the last two years. Dental SA has reported that oral health for children and young people under Guardianship is now comparable to the general student population.

Nine organisations have been supported that target young people at risk, through the Office of Recreation and Sport Grants Program funding. For example, children in care participated in the January 2009, VACSWIM program at no cost. VACSWIM will again be offered at no cost in 2010.

Between 1 July 2008 and 30 June 2009, Housing SA has assisted:

- 390 young people under Guardianship (or formerly under Guardianship) to apply for private rental assistance
- 269 young people under Guardianship (or formerly under Guardianship) to successfully secure accommodation and receive bonds/rent via the Private Rental Assistance Program
- 99 young people under Guardianship (or formerly under Guardianship) with social housing.

During 2009-10, Families SA will work closely with the Department of Health to improve its electronic flagging of Guardianship status throughout all the public metropolitan hospitals. This will support the hospitals to provide children and young people a rapid response upon presentation and to report on health outcomes.

### ***DFC good news story.....***

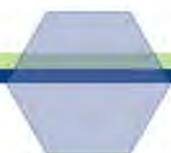
*Refugee Services staged a networking function for Refugee Week in June 2009, dubbed A Night of Stars. The night's aims were to show youth from an African refugee background that they can succeed in their new country, and to honour African migrants and refugees who have succeeded in their chosen career or field of study. The guest list included more than 120 attendees from several African countries, including community leaders from the Burundi, Cameroon, Congo, Ghana, Liberia, Sierra Leone, Sudan and Tanzania.*

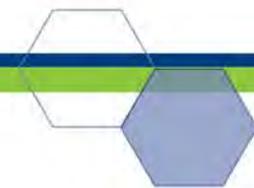
### **Management and Supervision of Youth Justice Clients**

The Community Protection Panel is a non-statutory advisory committee established by the Attorney-General to oversee the identification, assessment and intensive case management of serious repeat offenders, including Operation Mandrake youth. The department provides tailored support programs to young offenders who are being supervised under the Community Protection Panel, along with the Department of Health, DECS and South Australia Police.

Families SA has established a new Youth Justice Service in metropolitan Adelaide and an Intensive Case Management Team to manage chronic offenders. Initiatives associated with the new Youth Justice Service include:

- the introduction of the Victorian Offender Needs Inventory for Youth (VONIY) assessment tool to enable identification of high risk offenders and targeted planning of intervention for them
- the appointment of a Principal Aboriginal Consultant to assist in family and community liaison, and intervention advice in all youth justice matters involving chronic Aboriginal offenders





## Our performance

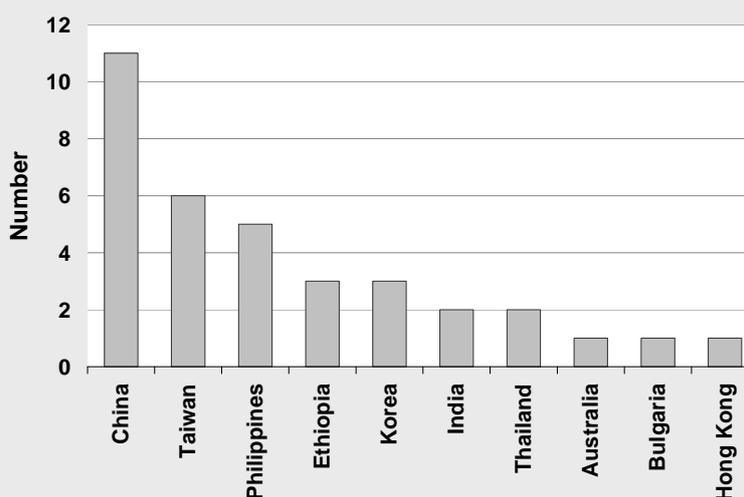
- participation in the across government strategy Nendi Project involving Aboriginal Elders, and key service groups in developing solutions to support Aboriginal young people, particularly chronic offenders, to stop offending.

Agreements have been established with Whitelion to expand training and employment options for Aboriginal youth. A charitable organisation, Whitelion was established in South Australia in July 2008, to work with young offenders, supporting them to build better lives, and stronger connections with their community.

### Adoption services

All adoptions of children by residents of South Australia are conducted through Families SA's Adoption and Family Information Service, which provides services for people who are affected by past adoptions, people who are considering placing their child for adoption and people who want to adopt a child. Post care services are provided for people who were previously in care who want to access their files.

Origins of children adopted in South Australia in 2008-09



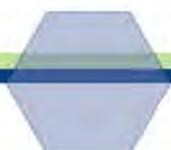
Source: Families SA

### Children's Centres

The department works with DECS and the Department of Health to further implement the Early Childhood Development Agenda and Children's Centre initiative across South Australia. Children's Centres provide a coordinated multi-agency approach for children and families through the development of strong partnerships across government and non-government agencies. The aim is to improve the health, learning, social and emotional wellbeing for children, 0 to 8 years of age, and their families.

Family Services Coordinators have been appointed to five Children's Centres where there is identified community need. These are:

- CAFÉ Enfield
- The Parks
- Renmark Children's Centre
- Kaurna Plains School
- Hackham West Children's Centres.



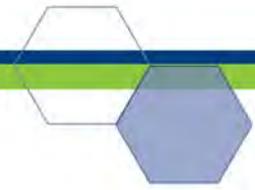


## Our performance

The Family Services Coordinators' program aims to reduce risk and improve outcomes for families experiencing disadvantage, parenting difficulties and isolation.

Programs provided in Children's Centres include Housing SA fortnightly sessions, regular Families SA anti-poverty services and financial workshops, regular Disability SA programs for parents and carers regarding eating, sleeping and issues related to Autism Spectrum Disorder.





# Our performance

## Disability

### Objective

The department leads strategic disability planning and policy development in South Australia and influences the way in which other government departments include people with disabilities in their programs and services.

Services are delivered to support people with a disability, both directly and in partnership with non-government organisations, and opportunities for people with a disability to actively engage in the community are promoted and developed. The department is also responsible for funding agencies to provide a range of services for people with a disability, and monitoring the level and quality of services delivered.

### Performance Overview

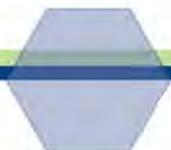
#### National Disability Agreement

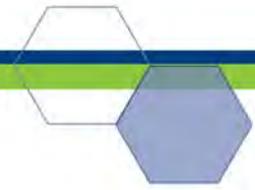
The new National Disability Agreement to replace the third Commonwealth State/Territory Disability Agreement commenced on 1 January 2009. The new Agreement was negotiated as part of COAG's Specific Purpose Payment (SPP) reforms. These reforms include a reduction of the number of SPPs from more than 90 to five. The reforms will provide South Australia with greater flexibility in the delivery of disability services, while also introducing an improved focus on government accountability for better service delivery and outcomes.

The National Disability Agreement includes a national reform agenda with 10 priority areas including:

- better measurement of need
- population benchmarking for disability services
- priority of older carers
- quality improvement systems based on disability standards
- service planning and strategies to simplify access
- early intervention and prevention, lifelong planning and increasing independence and social participation strategies
- increased workforce capacity
- increased access for Aboriginal Australians
- access to aids and equipment
- improved access to disability care.

The new Agreement will see Commonwealth Government funding for disability in South Australia grow by an average of five per cent annually, in line with nominal Gross Domestic Product. This provided an additional \$3 million in 2008-09 and a further \$23.3 million in additional Commonwealth Government funding over the next four years.





## Our performance

Additional Commonwealth Government funding over the next five year period commencing in 2008-09 totals \$129.6 million. This includes the additional Commonwealth Disability Assistance Package funding already allocated to the department. This funding arising from the Agreement will address the implementation of the reform agenda, as well as indexation and service growth requirements.

The National Disability Agreement Implementation Plan will identify the work to be undertaken in the next five years. This will include agreed reporting arrangements, timelines, milestones and progress towards outcomes.

The Disability Assistance Package Bilateral and the Young People in Residential Aged Care Bilateral have been rolled into the new National Disability Agreement. The Disability Assistance Package provided for new specialist disability services and the transfer to the States and Territories of obligations under the previous Commonwealth Government's Older Carers initiative. The Young People in Residential Aged Care program assists younger people with a disability in residential aged care to move to more appropriate accommodation, diverts younger people who are at risk of admission to residential aged care and provides disability support for younger people who remain in residential aged care. The new National Disability Agreement will also build upon the \$8.09 million one-off capital funding for supported accommodation facilities provided by the Commonwealth Government in June 2008. The aim is to provide new supported accommodation facilities for people with disabilities by 30 June 2012.

### Community based accommodation

Increasing supported accommodation for people with disabilities is a key priority for the State Government, as reflected in target T6.10 of South Australia's Strategic Plan to double the number of people with disabilities appropriately housed and supported in community based accommodation by 2014. Disability SA's three key strategies to meet this target are:

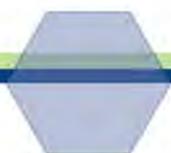
- assist people with disabilities living in institutions to return to the community
- create new community accommodation options for people waiting for accommodation
- increase the supply of appropriate housing stock available to people with disabilities.

In 2008-09, further progress was made to provide appropriate community accommodation and support to people with a disability. Approximately 80 people moved out of institutional settings into predominantly group home accommodation in the community. An additional 56 group home places were created in 2008-09, bringing the total number of group home places in South Australia to 1018, an increase of 53.1 per cent since 2002-03.

The State Government has made a significant commitment to de-institutionalisation, which is reflected in the growth in group home places. A number of projects have contributed to the increase including:

- Strathmont Centre Redevelopment and Community Living Project
- Minda Project 105
- Bedford Homes for 100
- Julia Farr Housing Association.

During 2009-10, Disability SA will review existing models of supported accommodation to determine their effectiveness and appropriateness for current and emerging groups. New supported accommodation options will be investigated. Particular areas of focus will be intensive support services for people with disabilities who pose a risk to themselves or others, accommodation models for children with a disability who have been relinquished and shared care accommodation models.





## Our performance

### **DFC good news story.....**

*Guerin House is a joint project between Disability SA and Housing SA and has resulted in supported accommodation for four Disability SA customers. Housing SA worked to upgrade and make it accessible for people with a disability, while Disability SA funded and arranged support for the residents who have high needs. This is an example of supporting people with a disability to live in a more homely environment in the community.*

### **Day Options**

South Australia's Strategic Plan target T6.11 aims to increase by 400 the number of people with disability involved in day options program by 2014. The Social Inclusion document *Better Pathways Discussion Paper* (August 2006), states that as at June 2006, there were 1049 young people within the day option system.

Day options services are provided by Disability Services of Disability SA and a number of non-government providers across South Australia. Day options programs provide day activities to people who would otherwise remain at home. Typically, people may remain in day options programs for much of their adult life.

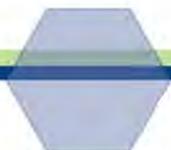
In December 2008, 85 new school leavers were assessed as eligible for a day options program. These young people are expected to take up offers of a day options program. As at 30 June 2009, the number of people attending day options had increased to 1258.

### **People with disabilities employed in the public sector**

South Australia's Strategic Plan target T6.22 seeks to double the number of people with disabilities employed in the public sector by 2014. This is a whole of government target with all government departments contributing to the implementation which is monitored by the Promoting Independence Strategy Reference Group.

The Promoting Independence Strategy Reference Group, an across government reference group, is also responsible for the implementation, communication and reporting process for the *Promoting Independence* strategy, a reporting framework that tracks action by government portfolios and its departments to address the requirements of the *Disability Discrimination Act 1992* and the impairment discrimination provisions of the *Equal Opportunity Act 1984*. In December 2008, State Government portfolios reported against the recruitment strategy and projected target through the *Promoting Independence: Disability Action Plans for South Australia – 8<sup>th</sup> Progress Report on Implementation*.

In 2008-09, State Government departments continued to develop human resource practices and policies that ensure the use of the Disability Register, administered by Disability Works Australia. All State Government departments are required to use the Register as part of their recruitment process which enables people with disabilities to gain access and support in applying for public service positions. The Disability Register is monitored via a contract with the Department of Further Education, Employment, Science and Technology (DFEEST) and Disability Works Australia. Disability Works Australia also provides disability awareness information sessions and support to officers involved in the recruitment of people with a disability across the public sector.



# Our performance

## Unmet need data for eligible people with a disability who are waiting for Disability SA services A snapshot of unmet need recorded by Disability SA as at 30 June 2009

	Unmet Need				
	Category 1 Total Services	Category 2 Total Services	Category 3 Total Services	Category 4 Total Services	Total Services All Categories
<b>1. Accommodation Support</b>					
<b>Supported Accommodation</b>					
Basic	32	69	50	31	182
Moderate	128	157	130	68	483
High	72	64	46	38	220
Intensive	6	4	3	3	16
<b>Total Supported Accommodation</b>	<b>238</b>	<b>294</b>	<b>229</b>	<b>140</b>	<b>901</b>
<b>Total Supported Accommodation – Unique Clients</b>	<b>238</b>	<b>294</b>	<b>229</b>	<b>140</b>	<b>901</b>
<b>Personal Support</b>					
Basic	31	154	146	53	384
Moderate	35	119	73	21	248
High	81	110	76	23	290
Intensive	30	34	17	2	83
<b>Total Personal Support</b>	<b>177</b>	<b>417</b>	<b>312</b>	<b>99</b>	<b>1 005</b>
<b>Total Personal Support – Unique Clients</b>	<b>177</b>	<b>417</b>	<b>312</b>	<b>99</b>	<b>1 005</b>
<b>Total Accommodation Support</b>	<b>415</b>	<b>711</b>	<b>541</b>	<b>239</b>	<b>1 906</b>
<b>Total Accommodation Support – Unique Clients</b>	<b>399</b>	<b>680</b>	<b>502</b>	<b>231</b>	<b>1 703</b>
<b>2. Community Support</b>					
Case Management	1	53	13	12	79
Therapy Services	28	192	197	65	482
Behavioural Intervention	18	47	33	10	108
Counselling	15	13	20	9	57
Parents with Disability	2	5	0	0	7
<b>Total Community Support</b>	<b>64</b>	<b>310</b>	<b>263</b>	<b>96</b>	<b>733</b>
<b>Total Community Support – Unique Clients</b>	<b>57</b>	<b>236</b>	<b>187</b>	<b>78</b>	<b>538</b>
<b>3. Community Access</b>					
Learning and Life Skills Development	26	40	38	37	141
Recreation Holiday Programs	22	51	45	55	173
Day Options	26	34	27	14	101
<b>Total Community Access</b>	<b>74</b>	<b>125</b>	<b>110</b>	<b>106</b>	<b>415</b>
<b>Total Community Access – Unique Clients</b>	<b>62</b>	<b>107</b>	<b>93</b>	<b>83</b>	<b>332</b>
<b>4. Respite</b>					
Own Home	18	57	39	8	122
After School/School Holidays	61	115	78	34	288
<b>Total Respite</b>	<b>79</b>	<b>172</b>	<b>117</b>	<b>42</b>	<b>410</b>
<b>Total Respite – Unique Clients</b>	<b>72</b>	<b>164</b>	<b>112</b>	<b>39</b>	<b>383</b>
<b>Grand Total – Services</b>	<b>632</b>	<b>1 318</b>	<b>1 031</b>	<b>483</b>	<b>3 464</b>
<b>Total Unique Clients</b>	<b>510</b>	<b>1 016</b>	<b>747</b>	<b>374</b>	<b>2 283</b>



## Our performance

*Category 1 - Critical 'Homelessness/Immediate and high risk of harm to self or others'*

*Category 2 - Evident 'Risk of harm to self or others/risk of homelessness'*

*Category 3 - Potential 'Deteriorating health and/or ability of a consumer or carer'*

*Category 4 - Desirable 'Enhancement of quality of Life'*

- *Unique clients should not be summed across service types or categories as some clients may have an unmet need recorded for more than one service type and/or category.*
- *Disability services are those provided under the National Disability Agreement (NDA), excluding employment services.*
- *Clients with an unmet need may also be currently receiving a service.*

### **DFC Equipment Program**

The DFC Equipment Program began full operations on 1 July 2008, to service the equipment and home modification needs of clients of Disability SA and Domiciliary Care SA. The statewide program replaces the two separate programs existing previously, and represents fundamental reform of the way equipment services are delivered to people with disabilities in South Australia.

The DFC Strategic Policy on Equipment, and all associated procedures have been implemented to ensure consistent access to equipment and home modifications for clients of Disability SA and Domiciliary Care SA. Further work will be undertaken to apply the policy to clients of Housing SA in relation to home modifications. Management of all equipment, including repairs and maintenance, and home modifications is through the Domiciliary Equipment Service.

Implementing improved systems for maintaining and reusing existing equipment has addressed some of the unmet need and equipment supply times have reduced. Repair costs for equipment have also reduced due to an increased use of in-house resources, and savings made on spare parts. Savings are being directed to more equipment and service improvements.

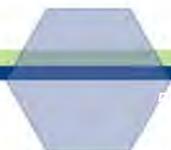
During 2009-10, the department will partner with Novita to ensure children's services are fully integrated into the DFC Equipment Program, and there is consistent reporting of need for both adults and children. The second phase of the implementation of the DFC Equipment Program will be completed by December 2009, to improve the provision of communication devices, environmental control devices and continence aids.

### **Self Managed Funding**

Self managed funding approaches, also known as individualised funding, have been recognised nationally and internationally as one means by which governments can provide more choice and control for people with disabilities. These approaches give people with disabilities control of funding that has been allocated for their support needs which enables the individual to choose how, where and when they receive the support they require.

Self management arrangements are already in limited operation in the disability system in South Australia. These allow a small number of individuals to choose their own workers and make the decisions about when and what type of support best suits their needs. A self management approach is also used in the Day Options program in Disability SA, where some clients are able to use their funding allocation to create their own individualised package of learning and life skills services.

Broader scale implementation of self managed funding represents a generational change to the way the needs of people with disabilities and their carers are met. The service system will require substantial development as historically funding in some service types has been allocated to an organisation rather than an individual.





## Our performance

Many people with a disability also rely on support arrangements to manage the essential tasks of daily living. Any changes to their support arrangements must be well considered to ensure these essential services are not disrupted.

A phased expansion of self managed funding arrangements within Disability SA has been planned. Selective consultations have been undertaken with stakeholders and work on the development of an assessment and allocation tool with the University of Adelaide is well progressed. Phase one of implementation is planned to commence in October 2009. It is anticipated that this will deliver self-managed funding to 50 people with disabilities living in South Australia.

Whilst phase one is underway, work will continue on the system developments required to support broader scale implementation, including:

- finalisation of the assessment and allocation tool
- development of funding service allocation benchmarks
- industry development to ensure the sector is ready to provide an expanded range of service options
- design of the processes and mechanisms required to deliver self management options.

### **Person Centred Active Support Model**

As part of the commitment of Disability SA to providing quality services that are responsive to the needs of individuals, the Person Centred Active Support Model has been implemented in 20 accommodation services. The goal is for people to be interested and engaged in their own lives, focusing on ensuring people with disabilities are participating and in control of their own support and lives in a meaningful way, both in their homes and the wider community.

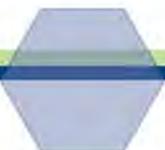
During 2009-10, the Person Centred Active Support Model will be implemented in a further 15 Disability SA accommodation services.

### ***DFC good news story.....***

*Disability SA's relationship with the Royal Society for the Prevention of Cruelty to Animals (RSPCA) was strengthened with the signing of a Memorandum of Understanding (MoU). The goal of the MoU is to promote the welfare of animals and support Disability SA clients with the care of their animals. The MoU provides a framework for fostering an appreciation of the inherent rights and dignity of all animals and recognising the status and value of pets in the lives of their owners. Disability SA developed a resource manual for staff, along with education sessions for staff and clients.*

### **Supported Residential Facilities**

Supported Residential Facilities (SRF) provide accommodation and care services to older people and people with disabilities in a group setting, and are regulated by the *Supported Residential Facilities Act 1992*. The 'pension only' SRF sector is largely made up of private operators with the number of facilities decreasing from 48 in 2003, to 31 as at 30 June 2009. Twenty seven SRFs are privately operated and Housing SA holds the title to four facilities which are managed by non-government organisations.





## Our performance

While there were no SRF closures during 2006-07, the rate of closures had escalated by the end of 2008 with the loss of a further 87 beds. In response, the State Government approved a supplementary payment of \$6.24 per day, per resident, paid to private proprietors. The additional funding of \$2.26 million in 2008-09, effectively doubled the value of the existing board and care subsidy.

Every resident of an SRF receives a board and care subsidy. Residents of those SRFs that had licenced beds on 1 December 2008, were also eligible for the supplementary payment.

Work has commenced on advancing the medium to longer term reform agenda for the SRF sector. A strategic implementation plan for the SRF sector is being developed in order to establish agreed medium and longer term reform goals which address viability, quality and service standards.

A government task group has been established to ensure that the department can work closely with the key agencies referring into and relating to this sector. A SRF Reform Task Force has also been established and consists of representatives from government and SRF proprietors.

Reports on viability, and quality and standards, were commissioned and have been completed. The SRF Association, as members of the SRF Reform Task Force, have completed an Action Plan for Quality and Standards. The SRF Reform Task Force supported and completed a Viability Report that updated a 2003 financial viability study to provide some insight into the impact of cost pressures and the significant resources that have been injected by the State Government over the last six years.

The short term reform agenda has also advanced with the trialling of a SRF entry process. The entry process commenced on 1 May 2009, with referrers required to go through the single entry assessment in order to place people in a SRF. Of the 41 assessments undertaken in the first three weeks of the process, only four referrals were not approved for entry into the sector, which is consistent with the expected outcomes. There are approximately 200 new entrants into this sector per year, with approximately 60 per cent suitable entrants, 20 per cent suitable for a time provided they have some support from the referring agency and 20 per cent, approximately 40 people per year or less than one per week, who will be rejected.

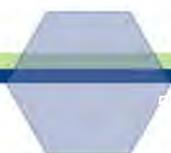
Reviews of the disability support and allied health programs have been completed. A new specification for the disability support program will be completed for the next 12 month round of contracting with non-government organisations. As a result of the independent review of the allied health program, the focus will be shifted to primary health care and the capacity for SRF residents to access their full entitlements under Medicare.

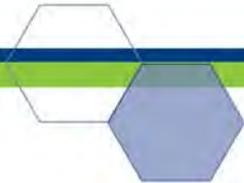
### **Service Standard 13, A Cultural Competency and Inclusion Standard**

Disability SA finalised the development of *Standard 13, A Cultural Competency and Inclusion Standard*. The Standard requires all South Australian disability organisations registered on the Disability Services Provider Panel to take into consideration cultural rights and practices in access and provision of disability services.

Following the completion of *Standard 13*, a draft implementation plan was developed and consultation is currently being undertaken with the Aboriginal Standards and Ethics Group. All disability organisations registered on the Disability Services Provider Panel will be expected to implement *Standard 13*.

During 2009-10, all members of the Disability Services Provider Panel will be required to promote and implement the Standard.





## Our performance

### ***DFC good news story.....***

*Since the introduction of the Companion Card in 2007, people with a disability have been able to bring a person of their choice to certain venues and events for free. The intention of the Card is to overcome the disadvantage of people who have a need for attendant care and have to pay for two tickets to enable them to see an event. With the Companion Card, it is easier for people with a disability to participate in the community. Participating venues include the Adelaide Entertainment Centre, Basketball SA, Hoyts Cinemas, the SANFL and many more.*

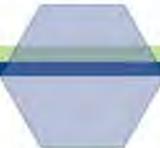
### **Service improvement in the disability sector**

Non-government organisations are significant providers of disability services in South Australia with approximately 50 per cent of expenditure on disability services made to non-government organisations. To ensure high quality services are delivered to people with a disability and their carers, new key performance indicators have been included in 2009-2010 Service Agreements to ensure the accountability of non-government organisations and the monitoring capacity of the department.

During 2009-10, non-government organisations will be required to meet these new standards to retain their status as an approved provider for Disability SA. The key performance indicators aim to increase:

- client participation in the planning and delivery of services
- quality improvement activity within services
- compliance with State and national reporting requirements.

Disability SA will develop plans for service improvement in the disability sector in partnership with the non-government sector. This will include a review of principles and outcomes of services.





# Our performance

## Ageing

### Objective

The Office for the Ageing is the focal point within State Government for the development and coordination of policies and strategies to assist older South Australians and ensure that they remain connected with their community. The Office for the Ageing actively consults with older South Australians, service providers and all other relevant key stakeholders in the development and implementation of programs and services.

Established under the *Office for the Ageing Act 1995*, the Office for the Ageing supports and administers a range of programs, strategic policy and legislation including:

- *Improving with Age – Our Ageing Plan for South Australia*
- Home and Community Care Program
- Aged Care Assessment Program
- Grants for Seniors and Positive Ageing Development Grants
- *Retirement Villages Act 1987*
- South Australian Seniors Card.

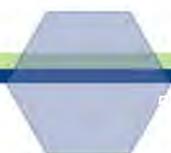
Through Domiciliary Care SA, services are provided to those who have reduced ability to care for themselves, assisting them to stay living in their own homes, close to loved ones, family and local community. Services provided include physical assistance, rehabilitation and personal care, as well as providing respite and support for carers. Domiciliary Care SA covers the metropolitan area of Adelaide and predominantly assists those aged over 65 years, as well as some younger people with a disability.

### Performance Overview

#### Home and Community Care

The Home and Community Care (HACC) Program is a joint State and Commonwealth Government initiative which funds basic maintenance and support services for frail older people, younger people with disabilities and their carers, to support independence and community connection. HACC services include personal care, domestic assistance, delivery of meals, home maintenance and modification services, respite care, social support and transport.

In October 2008, the Commonwealth Minister for Ageing, the Hon Justine Elliott MP and the South Australian Minister for Ageing, the Hon Jennifer Rankine MP jointly announced the South Australian HACC Triennial Plan, which outlines the strategic directions, priorities and allocation of funds from 2008-09 to 2010-11. Over the triennium there is expected to be a 25 per cent increase in funding from 2007-08.





## Our performance

In 2008-09, total HACC funding grew by \$11.1 million, or eight per cent, to \$149.7 million. This comprised \$92.3 million Commonwealth Government funding and \$57.4 million State matching funding. This was allocated as follows:

- \$69 million (46 per cent) to State Government departments, which includes \$23.7 million for Domiciliary Care SA
- \$64.7 million (43 per cent) to non-government organisations, including \$7.25 million to culturally and linguistically diverse organisations and \$5.38 million to Aboriginal organisations
- \$16 million (11 per cent) to local government agencies.

There are currently 150 agencies funded by HACC, including 45 culturally and linguistically diverse specific agencies and 24 Aboriginal agencies/projects. It is estimated that 95 600 people were assisted by HACC services in South Australia in 2008-09, an increase of 3600 from 2007-08.

HACC funding over the next two financial years, as per the Triennial Plan, is planned to be:

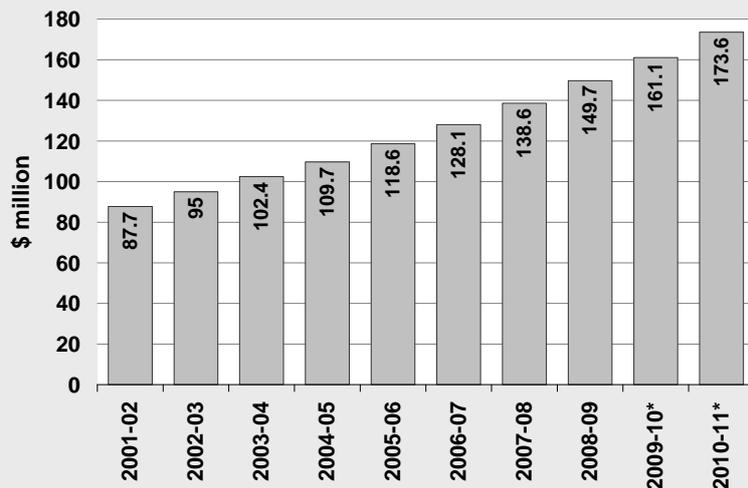
- 2009-10: \$161.1 million, which represents an increase of \$11.8 million or 7.9 per cent. This comprises \$99.3 million Commonwealth Government contribution and a State Government matching contribution of \$61.8 million
- 2010-11: \$173.6 million which is comprised of \$107 million Commonwealth Government funding and a State matching contribution of \$66.6 million.

### Home and Community Care Funding

Since 2001-02, total HACC funding in South Australia has increased by 71 per cent, from \$87.7 million in 2001-02 to \$149.7 million in 2008-09. The South Australian Government provides 38 per cent of the funding for the HACC program.

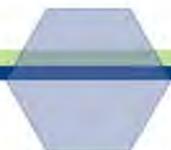
The growth in HACC funding will result in a continued expansion of basic HACC maintenance and support services for frail older people and their carers. For 2009-10, it is forecast that nearly 100 000 people will receive HACC services in South Australia.

Total HACC funding in South Australia (\$ million)



\* planned funding

Source: Office for the Ageing





## Our performance

### Improving with Age – Our Ageing Plan for South Australia

The Office for the Ageing continues to make significant progress implementing *Improving with Age – Our Ageing Plan for South Australia*. More than 60 projects worth more than \$6 million have been successfully implemented since its launch in February 2006.

In 2008-09, the Office for the Ageing continued to implement the second round of kick-start projects, built on across government reporting systems and developed new research initiatives. Initiatives from the Ageing Plan include:

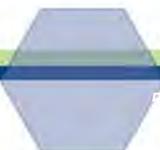
- \$277 000 for the implementation of *Our Actions to prevent the abuse of older South Australians* by the Aged Rights Advocacy Services, which includes a *Statewide Raising Awareness Campaign* incorporating Aboriginal communities' Elders
- \$45 000 for the *Circle of Friends* project which establishes informal support networks of individuals around isolated older people
- \$40 000 toward South Australia's Dementia Action Plan 2009-2012, *Facing the Challenges Together*, developed in partnership with the Department of Health
- \$90 000 toward the development and completion of the *State of the Ageing Report*, a joint approach to research through the Office for the Ageing University Round Table, involving the three South Australian Universities
- \$77 500 for a post doctoral research fellowship to bring together ageing research in South Australia, thereby providing a mechanism for linking policy into practice
- \$38 000 for the establishment of the Ngarrindjeri Elders Community House to enable HACC funded centre-based day care activities to be delivered to Ngarrindjeri Elders. A property in Murray Bridge has been made available by Housing SA.

The State Government has continued to fund the implementation of the Ageing Plan with \$460 000 being allocated and the Commonwealth Government provided \$1.4 million to the South Australian Community Care Innovation Fund.

During 2009-10, initiatives and projects from *Improving with Age – Our Ageing Plan for South Australia* will continue to be implemented. Key priorities relate to social inclusion, safety and security, active ageing, research, dementia, transport and financial planning. The existing Deed of Agreement between the Commonwealth Government and the State Government concluded on 30 June 2009. A Deed of Variation to extend the Agreement until 31 December 2009, has been signed. Approximately \$1.5 million will be provided by the Commonwealth Government to the South Australian Community Care Innovation Fund.

### **DFC good news story.....**

*In May 2009, the Minister for Ageing approved an ageing post-doctoral fellowship, an exciting research initiative that supports 'Staying in Front', the research component of our State's Ageing Plan. The fellowship will coordinate and monitor the current situation, future issues, implications and inclinations for South Australia's ageing population. This project will be funded for the first year by the Office for the Ageing and will be conducted in collaboration with all three of South Australia's main Universities. The project will draw upon not only their combined expertise, but involve government agencies, non-government organisations, the private sector and the general community.*





## Our performance

### **Dementia Action Plan 2009-2012**

On 25 February 2009, the Minister for Ageing, the Hon Jennifer Rankine MP launched South Australia's Dementia Action Plan 2009-2012, *Facing the Challenges Together*. The Dementia Action Plan aims to influence planning for dementia services in South Australia in line with the objectives of the *National Framework for Action on Dementia 2006-2010*. \$40 000 from the Commonwealth Government to the South Australian Community Care Innovation Fund was allocated through *Improving with Age - Our Ageing Plan for South Australia*, for its development.

The Office for the Ageing and the Department of Health, jointly consulted with community care service providers, health and government sectors, people with dementia, their families, and carers across South Australia to develop the Dementia Action Plan. It has direct relevance to activities already in place by the Department of Health and provides clear direction for future developments across dementia care. The Office for the Ageing and the Department of Health are jointly responsible for monitoring progress.

During 2009-10, funding from the South Australian Community Care Innovation Fund will be provided toward the implementation of the Dementia Action Plan. A Reference Group will be established to oversee, monitor and progress the implementation of the Dementia Action Plan, with key representation from the government and non-government sectors.

### **Access2Home Care**

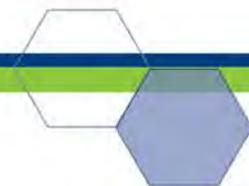
Access2HomeCare was officially launched on 31 October 2008 and is one of 10 Access Point Demonstration Projects operating nationally, aimed at making community care services easier to access for frail older people and their carers. Access2HomeCare operates a centralised 1300 telephone number which handles enquiries and referrals from frail older people, carers, service providers, doctors, hospitals and the general public. Trained staff conduct a telephone based screening of eligibility for HACC services, providing information and referral to HACC services available in the region.

There are two Access2HomeCare sites in South Australia. One is servicing the Western Adelaide metropolitan region and the other servicing the Lower North, Gawler, Barossa and Yorke Peninsula areas. The metropolitan site is based alongside Domiciliary Care SA at Netley, while the country site is based at Angaston and auspiced by Country Health SA.

As at 30 June 2009, 2429 calls had been made to Access2HomeCare, and more than 1798 referrals were made to enable people to successfully access the services they required.

Total funding for the development and operation of Access2HomeCare in 2008-09 was approximately \$1.1 million, comprising \$868 000 one-off funding from the Commonwealth Government through Community Care Reform initiatives and \$225 000 HACC funding. An allocation of \$900 000 has been identified in the HACC Triennial Plan for the Access Point Demonstration Projects during 2009-10. The funding will seek to consolidate the Access2HomeCare Demonstration Project to further streamline entry to the community care service system. It is envisaged that a wider range of services will be made available to frail older people and their carers via this streamlined process.





## Our performance

### Grants for Seniors and Positive Ageing Development Grants

The Grants for Seniors and Positive Ageing Development Grants programs are provided to community organisations to help older South Australians remain connected with the community. These organisations include clubs, educational and training institutions, arts and cultural groups, museums, libraries, theatres, self help groups, recreation and sporting groups, and volunteer agencies.

In 2008-09, 16 Positive Ageing Development Grants were approved totalling \$200 000. These are one-off grants of up to \$25 000 which fit into the following themes:

- enabling choice and independence
- participation and learning
- positive perceptions.

Some agencies provided with Positive Ageing Development Grants included:

- Australian Retired Persons Association South Australia Incorporated: \$5350 to accredit members in Leadership Skills and First Aid. This training provides learning opportunities and mentoring skills for the development of members in the club
- Catholic Family Services: \$20 000 for a program for older Uighur people (from Eastern Turkistan) which focuses on activities relevant to their individual needs
- Marion Life Community Services Incorporated: \$6660 to provide 45 older people in the Southern Adelaide region with an interactive financial literacy course
- UnitingCare Wesley Port Adelaide Incorporated: \$10 000 to engage 200 to 300 isolated aged people with culturally and linguistically diverse backgrounds to access and participate in community activities, interact with others in the community to relieve isolation and enhance their wellbeing
- Willunga Basin Community Services Board Incorporated: \$24 500 for developing new skills and improving the talents of older people by using the unique and fun skills obtained in the theatre style of 'Live Radio Theatre' to promote confidence in public speaking and performing.

In 2008-09, 55 Grants for Seniors grants were approved totalling \$135 267. These are one-off grants of up to \$5000 for smaller tasks such as buying equipment or paying for an instructor to run activities. Grants for Seniors allocated in 2008-09 included:

- Lifeline Country to Coast SA Incorporated: \$5000 for a 'Seniors Skill Enhancement' Project
- Pooraka Farm Neighbourhood House Incorporated: \$4140; for a 'Learning More about the Local Culture' Project
- Council on the Ageing: \$50 000 was provided to celebrate the 'Every Generation' festival in October 2008.

Collectively, these one-off grants help ensure older people are able to play an active role in their communities, and exercise their rights as citizens. The State Government will make available funding of approximately \$400 000 (inclusive of administration costs) for the Grants for Seniors and Positive Ageing Development Grants during 2009-10.





## Our performance

### Client Services Activity Strategy

The Client Services Activity Strategy has been implemented to improve the capacity of Domiciliary Care SA to deliver services within budget by developing clear service, budget and workforce targets. As a result, from 1 January 2009 to 30 June 2009, Domiciliary Care SA:

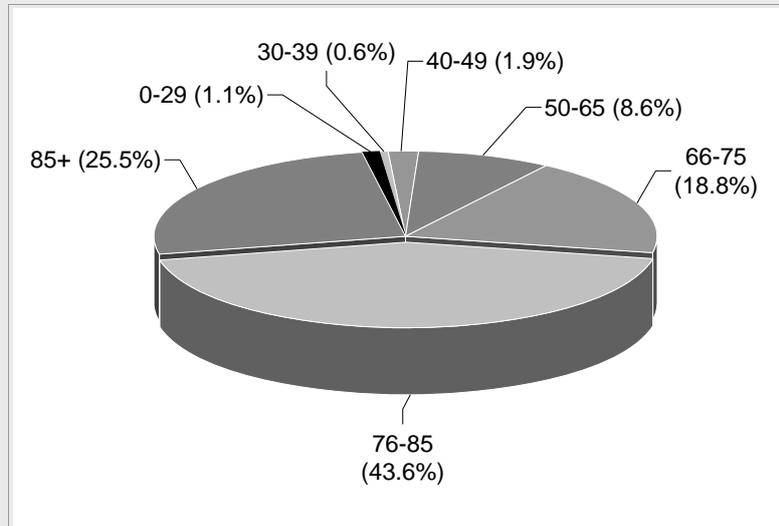
- increased active client numbers by 6 per cent (417 more people)
- reduced the waiting list by 37 per cent (425 people)
- halved waiting times for Priority 1 and 2 and basic referral clients
- eliminated one year (85 per cent) from the waiting time for Priority 3 referrals
- consistently achieved target allocation timeframes for Priority 1, 2 and 3 referrals
- maintained rapid response for referrals to the Palliative Team.

The Client Services Activity Strategy has increased services, bringing about more home based care for many people within the Adelaide metropolitan area. Domiciliary Care SA delivered approximately 30 000 more hours of service to consumers during 2008-09, compared with the previous year with staff now operating more efficiently.

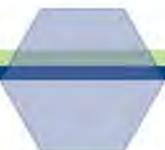
### Clients of Domiciliary Care SA

As at 30 June 2009, there were 7877 active clients of Domiciliary Care SA. This represents an increase of 154 from 7723 as at 30 June 2008.

The vast majority of clients of Domiciliary Care SA (87.9 per cent) are aged 65 years and over (87.9 per cent). The largest proportion is aged between 76-85 years (43.6 per cent) and the next largest over 85 years (25.5 per cent).



Source: Domiciliary Care SA





## Our performance

### Seniors Card

The Seniors Card is issued by every Australian State and Territory government to eligible senior residents, recognising the contribution that seniors have made, and continue to make to the community. There are more than 290 000 Seniors Card holders in South Australia. The South Australian Seniors Card Program is managed by the Office for the Ageing.

Applicants for a South Australian Seniors Card must be aged 60 years or more, be a permanent resident of Australia and not working more than 20 hours per week in paid employment. There is no income or pension limit, and the card is issued free of charge. Benefits for card holders include:

- discounts on a wide range of products and services offered by metropolitan and regional businesses, for example, hospitality, retail, sport, accommodation, travel, commercial services, insurance, entertainment, health and fitness
- rebates on Council rates and the Emergency Services Levy (some conditions apply)
- public transport concessions, including:
  - free travel on Adelaide metropolitan public transport on weekends and public holidays
  - free travel on Adelaide metropolitan public transport between 9.01 am to 3.00 pm, Monday to Friday
  - 50 per cent discount when travelling on Adelaide metropolitan public transport at all other times.

South Australian businesses offer benefits to seniors through the Seniors Card Program, which is primarily funded through advertising or sponsorship revenue from participating retail and commercial enterprises in the Seniors Card Directory. The Seniors Card Directory, *Your Lifestyle Guide*, is updated annually and distributed to South Australian Seniors Card holders. Any shortfall in revenue from advertising and sponsorship is met from the budget of the Office for the Ageing.

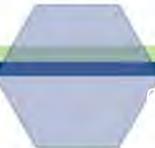
### ***DFC good news story.....***

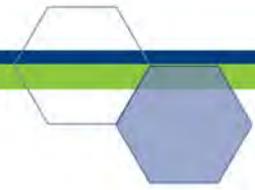
*International Day of the Older Person is an annual event held in October that celebrates the lives of older people and their contributions to the community. The event in October 2008, 'Portraits of Ageing – Making the Most of It', was attended by the Minister for Ageing and Noelene Brown, the Ambassador for Ageing. The event was a huge success with a lively debate on 'Ageing Disgracefully or not!', hosted by Anne Wills.*

### **National Transport Reciprocity Agreement**

The Commonwealth Government, through a National Transport Reciprocity Agreement, has committed funding of nearly \$50 million over four years to 2011-12 to States and Territories to provide concessions to Seniors Card holders who are using public transport services outside their home State. All States and Territories are now partners to this Agreement.

The South Australian National Partnership Agreement with the Commonwealth Government was endorsed by the Premier of South Australia on 24 December 2008. This Agreement will result in funding of \$1.4 million over four years being allocated to the State Government, along with a \$66 000 sign-up bonus. Funding will be provided via a National Partnership Payment for the first four years, after which, it will be provided through General Revenue Assistance, indexed on an ongoing basis.





## Our performance

As of 1 January 2009, South Australian Seniors have been able to access transport concessions when they travel interstate due to the new national scheme. Before this, South Australian Seniors Card holders have only been entitled to public transport concessions in South Australia.

These arrangements will enable an estimated 1.3 million Seniors Card holders to access general public transport concessions that apply in the State or Territory they are visiting.

### Retirement Villages

The Office for Ageing is responsible for the administration of the *Retirement Villages Act 1987* (the Act). During 2008-09, the Senior Retirement Villages Officers:

- responded to 799 phone, written or face-to-face enquiries related to matters associated with resident or administering authority rights and responsibilities under the Act
- provided 56 information sessions to residents and interested groups
- mediated eight disputes
- attended eight of the 10 Residential Tenancies Tribunal hearings related to retirement villages matters
- held regular meetings with resident and industry representatives, including the Retirement Villages Advisory Committee.

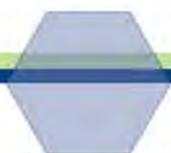
A publicly available Retirement Villages Register was established on 1 July 2007, of all South Australian retirement villages. Registration of retirement villages allows any interested party to identify whether a particular accommodation scheme for retirees is covered by the Act. It also enables the Office for the Ageing to more easily collect data for trend analysis and communicate with administering authorities of Retirement Villages.

As at 30 June 2009, a total of 466 retirement village schemes have been registered. Of the 466 villages, 135 are operated by companies/groups/organisations, five of which are managed from interstate. A hard copy of the Register can be viewed by members of the public on request.

### Grandparents Raising Grandchildren Forum and Expo

A Grandparents Raising Grandchildren Forum and Expo, organised in partnership with the Council on the Ageing (COTA) was held on 3 November 2008. 144 people attended including 32 rural representatives. Sixteen service providers had stands and displays detailing their services for grandparents. Focus groups were also conducted of grandparents raising their grandchildren as part of a national research project being conducted by the Social Policy Research Unit of the New South Wales University, funded by the Australian Research Council (ARC). Feedback was very positive including an appreciation of the opportunity to connect with other grandparents and access relevant information.

The *Grandparents Raising Grandchildren Estate Planning Fact Sheet*, developed by the department in partnership with the Legal Services Commission and the Public Trustee, was launched by the Minister for Families and Communities at the Forum and Expo. The Fact Sheet addresses issues grandparents face with estate planning, and was created as a result of feedback received from grandparents raising grandchildren.





# Our performance

## Communities and Partners

### Objective

We engage and collaborate actively with local communities, non-government organisations, local government and the Commonwealth Government to develop and support strong South Australian families and communities. We listen to, and work with communities and service partners to involve everybody in making decisions which affect them to improve services which are responsive to their needs.

### Performance Overview

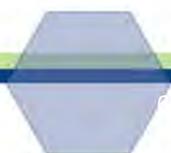
#### Stronger Families, Safer Children Program

The Stronger Families, Safer Children Program is a State Government approved funding initiative providing \$28.2 million over four years to support families in contact with the statutory child protection and care systems. The Program focuses on establishing services to meet the *Keeping Them Safe – In Our Care* policy objectives by stabilising and building capacity in families to provide better care for children.

The Stronger Families, Safer Children Program is being delivered by non-government organisations in close partnership with Families SA District Centres, increasing the capacity to respond to child protection concerns in the community. The Program aims to provide interventions that enhance the safety and wellbeing of at-risk children and their families, where child abuse notifications, re-notifications and confirmations have occurred and, without intervention, children would continue to be at significant risk or serious harm. The Program will seek to reduce the long-term costs of children being placed in alternative care by stabilising and supporting families to prevent their progression through the child protection system, and/or the possible removal of children, as well as the reunification of children who have been separated from their primary caregivers. Aboriginal and Torres Strait Islander families are a focus area for the Program.

Seven non-government organisations are funded until 30 June 2012, to provide targeted early intervention services, intensive placement prevention services and/or reunification services. Services commenced in April 2009, with representatives from the department and non-government organisations establishing local partnership forums to monitor the implementation of the Program. Guidelines and referral processes for each of the three service streams have been jointly developed.

In the initial stages of the Program, services have been well received, with monthly service data indicating 49 children and their families being supported. The Program aims to achieve a reduction of 142 children from entering into care during 2009-10.





## Our performance

### **Community Engagement Charter and Directions Statement**

The implementation of the *Community Engagement Charter and Directions Statement* commits the department to ensuring improved community engagement practices and creating greater opportunity for communities to actively participate in decision-making. The *Community Engagement Directions Statement* incorporates the principles for engagement outlined in the *Community Engagement Charter* and provides a framework for engagement of customers and the broader community in the planning, development and provision of services. These principles are used through initiatives such as customer and partner satisfaction surveys and working closely with peak organisations, community, reference and advocacy groups that promote active decision-making in achieving government objectives.

Community engagement is a strategy of the *Five Year Strategic Plan 2009-2013* and is integrated into departmental business plan.

An *Engaging South Australians* guide has been developed which will be released during 2009-10, to assist staff and community organisations to use community engagement techniques. The guide outlines specific strategies to use and explains how to implement engagement practices.

### **Stronger partnerships to support the non-government sector**

The Common Ground Agreement was signed in 2004, by the South Australian Council of Social Service (SACOSS), the Minister for Families and Communities and the Minister for Health. The partnership was designed as a means to pool resources and to identify issues, resolve problems and develop new approaches to achieve mutually agreed goals.

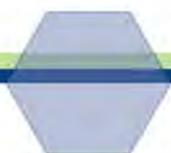
The Agreement commits the State Government and the community services sector to:

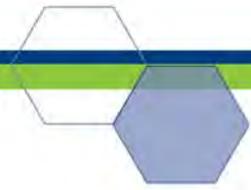
- be accountable to all South Australians, and work in their best interest
- provide and maintain frameworks for consultation and negotiation with the non-government sector
- make available, in a timely manner, appropriate and adequate information and data to the community sector
- fully consider the impact of public policy on those who are disadvantaged or vulnerable
- recognise the value and legitimacy of peak bodies and the strength of their constituency.

In 2008-09, a review of the Common Ground Agreement was undertaken to examine the outcomes over the past four years and identify ways to move forward. The review resulted in the development of the *Stronger Together* Agreement, a reinvigorated approach to building on and strengthening the partnerships between the health and community services sector, the Department of Health and the department.

*Stronger Together* provides a framework and enabling mechanism to enhance the relationships, drive policy debate and improve the delivery of human services. The Human Services Peaks Forum, which brings together Senior Executives from the department, the Department of Health and the peak bodies in the health and community services sector, is a key mechanism through which this agreement is enacted.

An Action Plan to promote sector development and identify key priorities for the community sector and government to work together will be developed during 2009-10. The department, the Department of Health and SACOSS are reviewing the Master Agreement, which underpins Service Agreements and specifies the terms and conditions under which grants are distributed to community service organisations. The review reflects the need to enhance the understanding and applicability of the Master Agreement for the community services sector in the effective distribution and monitoring of grant funding.





## Our performance

### **Quality Systems for Non-Government Organisations**

The State Government relies on non-government organisations in the community sector to deliver high quality services, and expects high quality organisational systems. The community sector is supported in a cost effective and systematic way through the provision of the Service Excellence Program, a total quality management and accreditation system specifically developed for the community services sector. The Service Excellence Program provides a means of developing an independent audit of organisations' systems and practices, in areas of customer satisfaction and complaints, planning and governance, financial and contract management, and service outcomes.

Funding was provided for the Service Excellence Program to assist non-government organisations to become accredited through a quality system. The department also funds the smaller non-government organisations being assessed in the Service Excellence Program. The program has successfully increased the service capacity and achieved positive client outcomes for non-government organisations and reduced funding risks. In 2008-09, the number of organisations participating increased from 197 to 227.

In 2008-09, a requirement for all grant funded organisations was developed, with the community services sector, to endorse and promote the principles and practices of quality improvement. Funded organisations are required to engage with a formal quality improvement program as part of the Service Agreement arrangement.

### **Non-government organisations**

Over 460 non-government organisations are funded across a number of program areas, including Disability SA, Families SA and Housing SA. To strategically address the provision of training to the non-government sector, an analysis of the current training provided by program areas was conducted. It was identified approximately \$2.97 million was allocated to the community services sector for training in 2007-08. Training programs ranged from business systems and processes such as strategic planning, financial management and grant applications, to specialist skills including manual handling, dealing with difficult behaviours and first aid.

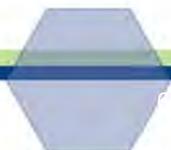
During 2009-10, consultation with non-government organisations and peak organisations will be undertaken regarding training needs. Internal systems and processes will be identified that can be built upon to ensure that funding for training is utilised efficiently to benefit non-government organisations. The duplication of effort occurring across program areas will be reduced and the eligibility of training across program areas will be expanded when there is capacity to do so.

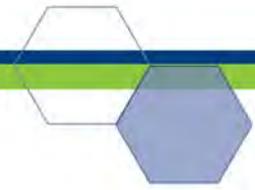
### **Additional Indexation Payments to the Community Services Sector**

The department is responsible for administering the provision of the State Government's additional one per cent indexation on State funding to the community services sector over four years, this being the second year. The additional indexation aims to address the workforce attraction and retention issues faced by the community services sector, directing funding to wages and conditions.

In 2008-09, this additional payment was offered to 247 organisations funded through the following funding streams:

- Alternative Care and Families programs
- Disability programs
- Community and Sector Development programs, including, Low Income Support, Youth, Neighbourhood Development and Peak Bodies
- Aboriginal programs
- Housing programs.





## Our performance

In 2008-09, a more streamlined process for the distribution of funds was undertaken. This increased the level of funding distributed to organisations with 183 organisations accepting the additional funds, compared to 143 organisations in 2007-08. Total funds paid as at 30 June 2009 was \$1.6 million. A protocol, drafted by SACOSS and members of the Strong Community, Healthy State campaign, has assisted organisations in complying with the requirements of the funding.

### **Performance Management Framework**

The Performance Management Framework was promoted and implemented across all program areas to provide guidance in monitoring Service Agreements with all grant funded organisations. The Framework facilitates better client outcomes through improved and more rigorous performance monitoring of funded organisations in the provision of community services.

The Framework has been instrumental in standardising the processes used by program areas and has increased consistency in grant management and performance expectations and outcomes. It provides flexibility to manage the specific requirements of each funding program.

Clear guidelines are provided for the department and grant funded organisations regarding expectations on performance and processes in place to manage compliance with State Government grant funding policies and Treasurer's Instructions. Guidance is also provided to staff on existing legislation, government policies and procedures and grant management best practice. Training and support to program areas is ongoing to promote compliance with the Performance Management Framework.

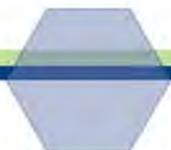
An upgrade of the Funding and Grants Management System, as a performance management tool, was completed, including functions being redesigned using new web technology. The upgrade has resulted in improved access to grant information with the new intranet based application providing:

- easy to locate funding information for specific organisations, regions and funding programs
- access to the details of individual funding agreements and the details of department funded organisations
- a set of standard grant funding reports providing useful information for the management of grants
- an increased opportunity for improved quality record keeping relating to the monitoring of grants
- more comprehensive grant information for decision making and grant funding planning
- more flexibility and timeliness in grant reporting with easier access by departmental staff.

### **Reform of Funding and Grants Management Processes**

The Reform of Funding and Grants Management Processes project will critically examine existing funds management practices and implement a suite of funding administration reforms to integrate and systematise the functions of planning, funding, contracting, performance management and evaluation. The project will support the effective allocation and management of the State Government's investment in community services ensuring that the principles of value for money, probity, accountability and transparency are upheld, as well as delivering best value outcomes for clients.

During 2009-10, a financial costing framework and methodology will be developed that can be used to cost services contracted to the community services sector. To ensure best value for money and financial responsibility in service delivery, there is a need to understand cost structures, cost drivers and service costing. A financial costing framework and methodology will provide a basis for fairer, transparent and more equitable prices that are linked with program targets and funding.





# Our performance

## Community Benefit SA

In 2008-09, Community Benefit SA, also known as the Charitable and Social Welfare Fund, allocated funding of \$3.2 million to non-government community service organisations for 326 one-off projects. Approximately 38 per cent or \$1.2 million of the project funding was distributed to rural and remote areas. The majority of funding was provided to special needs groups, including:

- \$997 000 for 70 projects to assist Aboriginal people
- \$814 000 for 106 projects to assist people with disabilities
- \$718 000 for 78 projects to assist multicultural communities, including \$340 000 for 26 projects for refugees
- \$795 000 for 64 projects to assist young people.

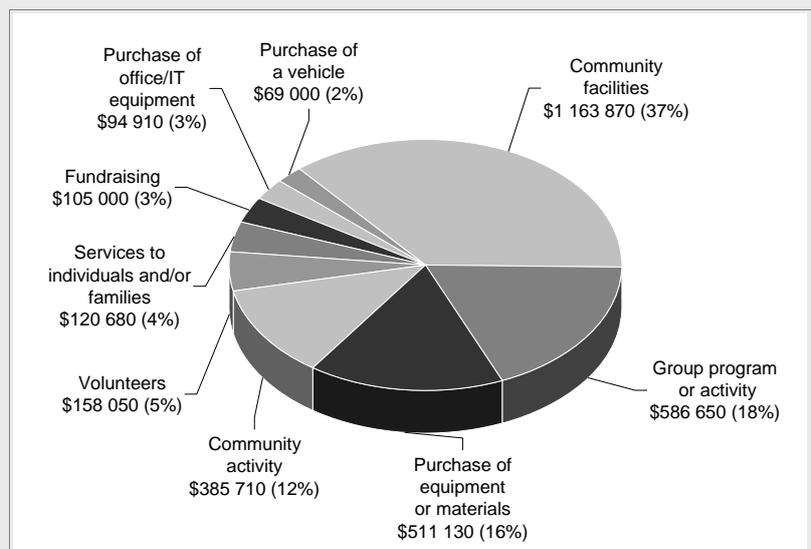
Target groups may appear in two or more special needs groups, and so involve multiple counting. Priority support has been given to disadvantaged families with children. 149 family support projects were funded with \$1.3 million (43 per cent) of funds allocated. This is an increase from the 30 per cent allocation in 2007-08.

Community Benefit SA has continued to fund Special Family Support Grants projects, providing funding of \$2.1 million over 2008-2011. Five projects were funded for a total of \$700 000 in February 2009, to provide intensive support services for families in contact with statutory child protection services, and who are identified as being vulnerable, at risk and where issues of abuse or neglect may exist. Five non-government organisations manage these projects in liaison with Families SA District Centres in Playford, Onkaparinga, Murray Bridge and Port Pirie regions. The type of services offered to families range from home visiting and practical in home support, life skills training, and parenting help, counselling, advocacy and referral for other specific services.

Connection with other government grants programs is also occurring through various initiatives, including participation on grant evaluation panels to improve coordination of funding decisions across different programs.

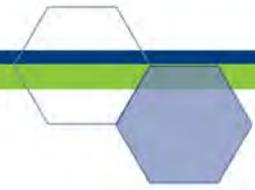
### Categories of Community Benefit SA funded projects 2008-09

Community Benefit SA, established under the *Gaming Machines Act 1992*, receives \$4 million each year from gaming machine taxes to distribute to non-government community service organisations. Funds are distributed through two funding rounds for projects that assist disadvantaged individuals, families and communities.



Source: Community Benefit SA





## Our performance

### **Dame Roma Mitchell Trust Fund**

The Dame Roma Mitchell Trust Fund for Children and Young People was established in 2003 by the State Government and SACOSS to provide grants to children and young people who are, or have been, under the Guardianship of the Minister for Families and Communities. \$1.7 million funding is made available for distribution with an additional \$1 million allocated in 2006-07 via a new Disability Deed, specifically for children and young people with a disability who are, or who have been, in State care.

An Advisory Board, with diverse membership drawn from the community sector, public administration and young people who have been in care, consider funding requests. Grants are provided to assist the child or young person achieve personal goals, contribute to their health and wellbeing and provide development opportunities. Two funding rounds are conducted each year commencing in January and in August.

In 2008-09, a total of \$210 817 was distributed to 150 applicants, including \$60 796 to children and young people with a disability. Funding was distributed for a range of self-development opportunities, for example, enrolment expenses to attend pre-vocational courses, driving lessons, musical instruments, assistance with achieving independent living, computers to assist with study, and obtaining employment. Fifty six per cent of applications were from new applicants, 20 per cent of applicants identified as being Aboriginal and Torres Strait Islander, and 11 per cent identified as being from a non-English speaking background.

Funding of approximately \$90 000 from the Disability Deed was not distributed due to insufficient applications. These funds are maintained in the Trust Fund for future distribution. The department is working with the disability sector and other non-government organisations, to promote the Trust Fund to ensure children and young people with a disability apply and have the opportunity to access the grants.

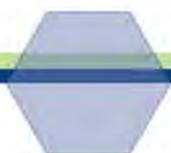
### **APY Community Programs**

The APY Lands Community Programs Team has responsibility for the integrated delivery of Family Centre and homemaker, youth and substance misuse diversion, disability, and HACC programs in major communities across the APY Lands. Family Centres provide a safe place in communities for families, people with a disability and the aged for the provision of a range of services including access to healthy cooking, play areas, showering and clothes washing facilities and advice and referral to a range of other service providers. Family Centres work closely with other service providers including Nganampa Health Council, NPY Women's Council, Waltja Tjutanku Palyapayi and financial advice providers on the APY Lands, and encourage other services to use the Family Centre facilities to increase Anangu access to programs and information.

In March 2009, 10 trainees were employed in communities across the APY Lands. The trainees will be supported and mentored by Family Centres staff to successfully complete their traineeships.

Difficulty in recruiting youth workers has resulted in a reduction in the number of youth sheds operating under the Youth and Substance Misuse Diversion Program on a regular basis. In 2008-09 the APY Lands Community Programs Team partnered with:

- the NPY Women's Council to provide programs every school holiday in each major community
- APY Lands Gateways and TAFE SA to undertake formal music and stock work programs
- Relationships Australia to support recruitment and retention of youth workers
- the Aboriginal Affairs and Reconciliation Division of DPC in the development of the APY Lands Youth Strategy.





## Our performance

On 1 July 2008, responsibility for the provision of HACC programs was transferred from Nganampa Health to the APY Lands Community Programs Team in all communities with the exception of Pukatja. Services provided include meal provision, clothes and blanket washing and transport.

In all major communities the APY Lands Community Programs Team provides a disability support program which includes day activities, support for people with a disability and their families, behaviour management services for people with complex needs and a carer service for a person with high needs. The NPY Women's Council are funded to provide assessment, case management, client coordination, counselling, support and advocacy services.

In 2008-09, the Commonwealth Government announced changes to the Community Development Employment Program to be implemented on 1 July 2009. The department has successfully negotiated Community Development Employment Program subsidy funding to enable the employment and training of up to 40 Anangu staff in public service positions across the APY Lands based programs.

During 2009-10, the APY Lands Community Programs Team will consolidate the provision of existing programs and ensure sustainability of program delivery. Specific areas of focus will be partnering Housing SA in developing sustainable living practices in community housing, partnering DECS to implement an early childhood centre in Pukatja and contributing to the finalisation and implementation of the APY Lands Youth Strategy. The recruitment and retention of up to 40 additional Anangu staff working in all APY Lands community programs will be a priority.

### **Aboriginal Youth Services**

The Aboriginal Youth Action Committees Program and the Aboriginal Youth Development Program support Aboriginal youth in their communities throughout South Australia. Funding for the Aboriginal Youth Action Committees is provided to rural, remote and regional Aboriginal communities to provide Aboriginal youth with the opportunity to develop leadership skills and participate in local decision-making, plan recreational and cultural activities, and problem-solve youth related issues. In 2008-09, funding was allocated for 18 Aboriginal communities to operate a local Youth Action Committee.

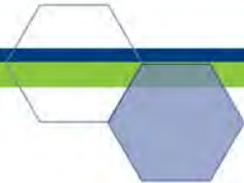
The Aboriginal Youth Development Program employs community-based youth workers and provides funds to promote positive engagement for young Aboriginal people in recreational and cultural activities. In 2008-09, funding was allocated to:

- 14 rural, remote and regional Aboriginal communities throughout South Australia, excluding the APY Lands, to provide recreational and cultural activities for young people
- support and provide youth workers with access to accredited and culturally appropriate Youth Worker training. Relationships Australia was funded to provide training that enhances the youth workers' community development and youth work skills and confidence in delivering programs within their communities. Funding was also provided to support youth worker networking and training meetings.

### **Gambling Help Services**

In March 2008, an evaluation of the Gambling Help Services was completed and a restructure of the service system approved. Gambling Help Services were divided into two program streams, Regional Services, and Statewide and Special Purpose Services. The restructure provides enhanced service efficiencies, more appropriately targeted and accessible services, and improved client outcomes.





## Our performance

The restructure of the Gambling Help Services was finalised in March 2009 and has improved the services to support people with gambling problems. This has been achieved through the introduction of Regional Services across South Australia.

A competitive process was carried out to allocate service providers for the 12 State regions with the successful service providers awarded Gambling Help Service Agreements up to 30 June 2011. The new agreements focus on improving the recovery rate of problem gamblers, working with the gaming venues by jointly responding to problem gamblers, improving the take-up rate by clients of services, and providing follow-up to prevent a relapse.

New Service Agreements for Statewide and Special Purpose Services were also negotiated. These services include:

- a Statewide Gambling Therapy Service
- a 24 hour gambling help line
- Vietnamese services
- Cambodian services
- overseas Chinese services
- services for the newly arrived and other cultural groups
- Aboriginal specific services in metropolitan and country areas
- prisoner support services.

New Aboriginal services have been established by Aboriginal Family Support Services in the metropolitan area and the Murray Mallee Region. A new Aboriginal service has also been established in Ceduna by the Ceduna-Koonibba Aboriginal Community Health Service. An Aboriginal service is being planned for Port Lincoln.

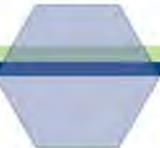
Service Standards have been specifically developed for the Gambling Help Services. The Standards have been successfully trialled and will be implemented by all services from July 2009.

Implementation of Service Standards will improve consistency and effectiveness of service provision across the Gambling Help Services. Compliance with the Service Standards is a component of the Service Agreements that have been finalised as part of the restructured Gambling Help Service system.

During 2009-10, Quality Management Services Incorporated will undertake the External Review process of all Gambling Help Services to test their compliance with the new Gambling Help Service Standards.

### ***DFC good news story.....***

*Family doctors joined the fight against problem gambling, as part of an awareness campaign launched by the State Government in May 2009. In conjunction with General Practice SA, the department developed a resource package for general practitioners, nurses and mental health workers to help them identify and treat problem gamblers. The new initiative was part of the Responsible Gambling Awareness Week, aimed at stopping people from falling into gambling crisis.*





## Our performance

### Disaster Recovery

The department provided relief and recovery assistance during and following the Proper Bay bushfire in January 2009 and the extreme heat event during January and February 2009. During the extreme heat event the Volunteer Emergency Recovery Information System (VERIS) was utilised to assist older people, carers and people with disabilities whose wellbeing or health was at risk. A partnership was formed with the Australian Red Cross to contact people at risk. Volunteers across the South Australia Public Service were registered through VERIS to assist Red Cross in making phone calls to check the wellbeing of people who were more vulnerable in the extreme heat.

Interest in VERIS has been expressed nationally and the system is being considered in a project sponsored by FaHCSIA to develop a response to offers by unaffiliated and spontaneous volunteers in emergency events.

During September 2008, three emergency management information sessions were organised and facilitated by the State Recovery Office for all departmental staff. The sessions explored issues such as:

- what does the department do to help people after an emergency, such as a bushfire?
- how do we manage volunteers who are willing to help after an emergency event?
- how does the department help entire communities after an emergency?

In partnership with the Local Government Association of South Australia a forum was held in May 2009 for South Australian Local Government Volunteer Coordinators. The forum explored the role of community volunteers in the rebuilding of their communities following an emergency. In addition, a series of regional recovery forums commenced in June 2009, to increase awareness within local government of recovery planning and activities, and to improve linkages between the State and local government sectors.

### ***DFC good news story.....***

*The State Recovery Office has been recognised for its work following the Virginia floods in 2005, by winning a national award. The Virginia Safety in Emergencies Project (VSEP) won 'Highly Commended' in the 2008 Australian Safer Communities Awards in Canberra.*

*Following the floods in 2005, which cost the Virginia Community more than \$40 million including lost production in the horticultural industry, the State Recovery Office, emergency services, and local council embarked on an awareness campaign to educate residents about crisis management. The VSEP, funded by the Commonwealth Government, was a major community initiative that aimed to educate people living in Virginia, which is prone to flooding, about natural disaster risks like floods, fires and storms, and how to prepare and cope with them.*





## Our performance

### Concessions

A new application form has been developed which combines applications for water, sewerage and council rates remissions, as well as energy and transport concessions. An innovative on-line application form was launched which allows people with access to the internet to apply for concessions on-line. Those people receiving Centrelink allowances do not need to reapply for concessions each quarter. While the applicant remains eligible, their concessions will be granted automatically each quarter, following validation of their details with Centrelink.

These changes are aimed at improving access, and making it more convenient for eligible South Australians to receive their concessions. To finalise the concessions reform program to enhance customer service, during 2009-10 the department will:

- increase automation and accuracy in the processing system
- consolidate concessions and seniors card databases
- improve real time validation of eligibility to enable immediate advice to customers about the outcome of their application.





# Our performance

## Organisational Capability

### Objective

To establish and maintain effective and sustainable business practices, that underpin delivery of our *Five Year Strategic Plan 2009-2013*, which provides the strategic direction for the department. This includes building a skilled and creative workforce, ensuring timely decision making, improved administrative efficiency and fostering continuous improvement.

### Performance Overview

#### Employees with a Disability

All government departments are required to contribute to the achievement of target T6.22 of South Australia's Strategic Plan, to double the number of people with disabilities employed in the public sector by 2014. As at 30 June 2009, there were 284 employees with ongoing disabilities requiring workplace adaptation recorded on the Complete Human Resource and Information System (CHRIS), which represents a decrease from 289 employees as at 30 June 2008. This figure does not include HomeStart Finance employees.

In 2008-09, the department continued to support an increase in the employment profile of people with a disability by promoting vacancies through Disability Works to improve access for people with a disability to short term vacancies. Employment opportunities were promoted through Universities and career fairs and workforce data was monitored with regular reports provided to Executives.

The department continued to provide respectful treatment at work training, including addressing attitudes and discrimination, and delivered grievance handling training for managers and staff to provide a supportive and responsive working environment to all employees. A disability accredited on-line recruitment system was implemented and a performance partnerships framework was developed to assist in providing career pathways for all employees.

State Government departments continued to develop human resource practices and policies that ensure the use of the Disability Register, administered by Disability Works Australia for the State Government.

#### Women in Executive Positions

Target T6.23 of South Australia's Strategic Plan aims to have women comprising half of the public sector employees in the Executive levels, including Chief Executives, by 2014. As at 30 June 2009, there were 47 Executive level positions in the department recorded on CHRIS of which 27 were held by women. This equates to 57.4 per cent of Executive level positions being held by women. This figure does not include HomeStart Finance employees.





## Our performance

In 2008-09, the department continued to promote South Australian Executive Service opportunities provided to Executives and maintained a high level of female participation in Youth Challenges and Business Improvement Challenges, increasing access to professional development. Women were invited to lead major committees and projects and the department continued to provide development pathways for all classification levels and encouraged women to access programs for emerging leaders and Executives.

### **Aboriginal and Torres Strait Islander Employees**

The department is committed through our *Aboriginal Employment Strategy 2007-2012: Connected, Ethical, Brave and Respectful* to contributing to the achievement of target T6.24 of South Australia's Strategic Plan. The aim of target T6.24 is to increase the participation of Aboriginal people in the South Australian public sector, spread across all classifications and agencies, to two percent by 2010 and maintain or better those levels through to 2014.

As at 30 June 2009, there were 5699.11 full time equivalent employees in the department recorded on CHRIS, of which 247.68 (4.35 per cent) were Aboriginal and Torres Strait Islander employees. These employees are spread across all classification levels, except trainee. The head count of employees is 6610 and of this number, 273 are Aboriginal and Torres Strait Islander employees (4.13 per cent). This figure does not include HomeStart Finance employees.

To increase the participation of Aboriginal people the Aboriginal Employment Strategy and the Aboriginal Employment Register were utilised to fill vacancies. Vacancies were also promoted to Aboriginal people by working directly with DFEEST on specific vacancies under the Aboriginal Employment Initiatives Program, which endeavours to attract and employ Aboriginal and Torres Strait Islander people.

Other actions undertaken in 2008-09 included the:

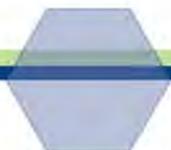
- development of an Aboriginal recruitment package and a cultural competency used in all new relevant job and person specifications
- development and implementation of Selection Panel Training targeting Aboriginal employees
- development of an Aboriginal Employees Orientation program for existing and new Aboriginal staff
- expansion of the Mentoring Program to include Aboriginal mentors and mentees and the establishment of an Aboriginal Employees Network
- continued implementation of the Aboriginal Scholarship Program focusing in Social Work/Psychology and Wiltja Anangu Secondary School student incentive scholarship.

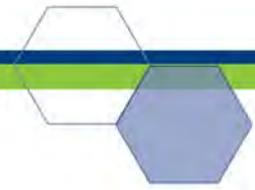
Phase 2 of the Aboriginal Employment Strategy will be implemented during 2009-10.

### **Connected Service Centres**

Connected Service Centres incorporate the three business areas of Families SA, Housing SA, and Disability SA, as single points of services throughout South Australia. The underlying premise being that all government services should be easier to access and better connected to each other. There should, where possible, be a single entry point for services.

In Mount Gambier an interim office providing Housing SA, Families SA and Disability SA connected services is successfully operating from the Housing SA office. Some parts of Families SA and Disability SA are located in other buildings and will co-locate to the new DFC Connected Service Centre.





## Our performance

Demand for services has increased in Mount Barker, and, together with the realignment of government boundaries, resulted in an urgent need for a new office in Mount Barker. The interim Connected Service Centre, established at the former Mount Barker Council Chambers site, has been operating since October 2008 and will continue to do so for a period of three years. In August 2008, the Coober Pedy Connected Service Centre was also established with Housing SA and Disability SA co-locating with Families SA in their existing office.

In January 2009, interim co-located service centres in Ceduna, Murray Bridge and Whyalla were assessed, however, the projects were deemed not cost effective or strategically feasible. Port Lincoln has also been assessed and further lower cost options are being investigated.

During 2009-10, Disability SA and Housing SA will co-locate to a new leased tenancy in Kadina and the new Mount Gambier Connected Service Centre will be operational.

### **Integrated Policy Framework**

The Integrated Policy Framework project is seeking to develop a framework of coherent, integrated policies that will help build a shared culture and support strategic alignment between, and coordinated responses by divisions, so that the department is better able to provide integrated services to clients. The framework will augment other systems, structures and governance arrangements that support integration such as the Executive Leadership Team.

A specific Aboriginal Strategy will be developed that will facilitate the development of collaborative, cross agency approaches on policy and service delivery and strengthen efforts to address Aboriginal disadvantage.

### **Customer service**

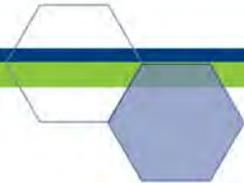
The DFC Customer Satisfaction Measurement survey is conducted biannually in February and September. Results obtained from the surveys are developed into a report for DPC as the designated lead reporting agency for target T1.7 of South Australia's Strategic Plan. This is a whole of government target which aims to increase the satisfaction of South Australians with government services by 10 per cent by 2010, maintaining or exceeding that level of satisfaction thereafter. The department is also required to submit to DPC its work plan outlining strategies undertaken and how it is progressing towards target T1.7.

The Customer Satisfaction Measurement survey results for 2008, formed the baseline measurement to ensure that the department meets the annual top level key performance indicator of a five per cent increase in customer satisfaction each year. This aligns with target T1.7 which seeks a 10 per cent increase in satisfaction by 2010. In February 2008, Round 1 of the Customer Satisfaction Measurement surveys were conducted in Housing SA, Families SA and Disability SA. The overall total customer satisfaction for service delivery recorded in Round 1 was 88 per cent.

In September 2008, Round 2 of the Customer Satisfaction Measurement survey was conducted in Housing SA, Families SA, Disability SA and Domiciliary Care SA. The total percentage of customers satisfied and very satisfied reflected in Round 2 results was 82 per cent. The aggregated score for Round 1 and Round 2 was 85 per cent, which formed the baseline measurement for DFC.

In February 2009, Round 3 of the Customer Satisfaction Measurement Survey was conducted. The result recorded for the overall customer satisfaction for DFC was 85 per cent. Results from Round 4 of the Customer Satisfaction Measurement survey in September 2009 and Round 5 in February 2010 will ensure the department continues to meet the annual top level key performance indicator of a five per cent increase in customer satisfaction each year.





## Our performance

### Screening and Licensing

The Screening and Licensing Branch has expanded the criminal history and background screening services outside of the department to the Children, Youth and Women's Health Service, DFEST, the Courts Administration Authority and 20 non-government organisations that provide services to children and vulnerable adults. The Screening and Licensing Branch conducted 10 255 checks in 2008-09, compared to 1448 between September 2007 and June 2008.

During 2009-10, screening services to other government departments, non-government organisations and Tertiary institutions will be expanded. It is expected the Screening and Licensing Branch will process a minimum of 20 000 checks during the next financial year.

### **DFC good news story.....**

*The Business Excellence Framework has been used as a continuous improvement tool since October 2006. A number of strategies have been deployed to encourage the use of the framework and improvement methodologies across the department. Staff development opportunities such as the Business Improvement Challenge and development sessions have supported this approach.*

*A submission was prepared for the Australian Business Excellence Awards, which provided an opportunity for external recognition. A team of evaluators conducted a site visit during March 2009, to validate evidence of management systems against all the items in the Business Excellence Framework. A wide range of initiatives were put forward for evaluation, including the online Concessions Finder, outlining eligibility for concessions and how to apply; the Companion Card, for carers of people with a disability; the Customer Service Hotline, for problem gamblers; and the Better Pathways program, for young people with a disability.*

*The department gained national recognition through a Bronze Australian Business Excellence Award.*

*A feedback report was received confirming organisational strengths, as well as identifying strategic opportunities for improvement. Strengths highlighted by the evaluation team included staff involvement in continuous improvement initiatives and learning programs, a structured approach to project management, workforce planning and integrated Executive decision-making. Evaluators also identified that the department is strong on engagement with a broad range of advisory groups and customer representative bodies.*

*During 2009-10, the Business Excellence evaluation feedback report will be utilised to drive improvement projects.*





## Our performance

### Information Sharing Guidelines

The *Information Sharing Guidelines for Promoting the Safety and Wellbeing of Children, Young People and their Families* are an initiative of the State Government's *Keeping Them Safe* child protection reform agenda. The broad purpose of the Information Sharing Guidelines is to clarify the legal and professional framework within which both government and non-government adult and children's service providers may share information with each other, when concerns arise about the safety and wellbeing of children and young people. The Information Sharing Guidelines have been developed by an across government and non-government working committee and is being led by the Office of the Guardian for Children and Young People.

The department is one of three government departments participating in Stage 1 of the statewide initiative. As part of this process, the department is required to identify local issues and develop operational guidelines and mechanisms to ensure the effective implementation of the Information Sharing Guidelines. An across department working group has developed a draft agency Appendix which supplements the Information Sharing Guidelines with specific operational guidance for employees to facilitate and support appropriate information sharing practice.

During 2009-10, Stage 2 of the Information Sharing Guidelines Implementation Strategy will be implemented. Specific focus areas will include:

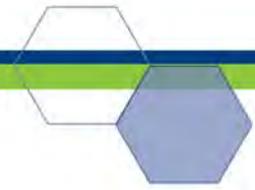
- developing education strategies for the existing workforce and new employees
- developing specific divisional education resources for targeted professions
- developing and implementing promotional strategies
- conducting ongoing departmental reviews of Information Sharing Guidelines Appendix
- participating in statewide Information Sharing Guidelines evaluation facilitated by the Office of the Guardian for Children and Young People
- acting in a mentor role to agencies involved in Stages 2 and 3 of the statewide initiative.

### Information Communication and Technology

A range of information communication and technology initiatives has been supported, including improving access to services through the Connected Service Centre initiatives and the Access2HomeCare demonstration single entry point into the ageing sector. The introduction of an equipment management system to support Domiciliary Care SA activities has resulted in the better management of assets and the use of an automated rostering system has led to improved efficiencies. Costs have also been reduced by transitioning to the new all-of-government arrangements for telecommunications and electronic messaging.

During 2009-10, preparations will commence for the replacement and modernisation of the Client Management Systems in Disability SA and Domiciliary Care SA, with a view to enabling client centric connected service delivery.





# Our people

## Human resources and consulting

Human Resources promote a positive work culture and support employees in order to achieve the best possible services to our customers. The following summarises our people management and key human resource achievements.

### DFC's Workforce Plan

Implementation of the *DFC Workforce Plan 2007-2012* has continued with improved workforce data reports. This has enabled more comprehensive monitoring of workforce trends. Divisional workforce planning has commenced, focusing on identifying critical roles and core capabilities. The capabilities provide critical information to assist in determining future workforce requirements and to map learning requirements through the College for Learning and Development. Learning programs have been adapted to address capability gaps, and job descriptions have been revised to address core role requirements.

Core capabilities have been established for all positions which are used to assist in developing learning programs, provide underpinning capabilities expected across the range of positions, provide for career mobility while addressing service needs of the agency and assisting in further focus on identification of technical capabilities also required for specific roles.

The focus continues on strategy implementation in the areas of attracting and retaining talent and ongoing monitoring of workforce data.

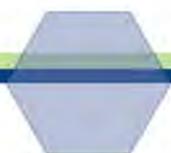
### Online application system

An online application system has been developed to simplify recruitment processes and encourage an increased number of applicants. Job applicants are required to complete an online application form and submit their curriculum vitae, rather than addressing individual criteria. The application form comprises three to four behaviour based questions that are aligned to departmental core and job specific capabilities within position descriptions. A range of online resources have been developed to assist managers when advertising positions and to assist potential applicants. Information sessions have also been held to brief managers and staff on the use of the new system.

### Position Descriptions

A review of position descriptions has resulted in a standardised template being developed that incorporates the department's core capabilities, provides clear definition of role expectations and improves recruitment processes. Capabilities have been defined by behaviours that predict successful performance in a particular role. Six capabilities have been established for position descriptions and are applicable across every role.

The capabilities required for each job role are described in more detail through job specific capabilities. These capabilities are more specific in their requirements to further identify the necessary behaviours to achieve outcomes within a particular role. Job specific capabilities are used as a basis for recruitment and selection process with these being incorporated into the online application form.





## Our people

### **South Australian Government Youth Training Scheme and the Trainee Employment Register**

The department continues to support youth employment through the Traineeship Program which employed 16 trainees across various divisions and locations in 2008-09. All Trainees are inducted as new employees and work towards attaining a qualification delivered by the College for Learning and Development.

The target of employing five Aboriginal Trainees per year has been achieved. Aboriginal Trainees are invited to engage in across government opportunities such as the Ambassador for Youth events to encourage networking, information sharing and to meet other Trainees across the public sector. The Trainee Employment Register is utilised to fill vacancies within the ASO1 and ASO2 range in corporate mainstream units.

### **South Australian Public Sector Aboriginal Recruitment and Development Strategy and the Aboriginal Employment Register**

The department is the lead agency to fill vacancies via the Aboriginal Employment Initiatives Register and continues to work in partnership towards improving Aboriginal employment outcomes. A strategy has commenced to establish an Aboriginal job ready pool specifically for the department to fill vacancies during the next financial year. This strategy is aimed at increasing Aboriginal participation in both mainstream positions and Aboriginal focused positions.

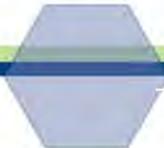
### **Aboriginal Employment Strategy**

The *Aboriginal Employment Strategy 2007-2012: Connected, Ethical, Brave and Respectful* has achieved outcomes relating to the improvement of recruitment and retention for Aboriginal staff including:

- implementing approved recruitment processes for Aboriginal focused positions
- reviewing the Aboriginal Employees Induction Program for new Aboriginal staff
- continuing to promote career opportunities through attendance at career fairs and Aboriginal cultural events and holding recruitment information sessions with an aim to increase Aboriginal participation
- establishing an Aboriginal Employment Network for internal promotional and information sharing purposes
- expanding the Mentoring Program to include cultural mentoring
- establishing an online interactive cultural awareness package 'Interactive Ochre' through E-Learning Zone
- delivering the Aboriginal Cultural Sensitivity and Respect Learning Program and integrating cultural components into learning programs
- continuing to support Aboriginal staff participating in the DPC's Aboriginal Leadership program
- commencing implementation of the Aboriginal web portal for staff and community.

### **Aboriginal Scholarship Program**

The Aboriginal Scholarship Program continues to support Aboriginal scholars and cadets. A new round of scholarships was offered and attracted seven new recipients, bringing the total to nine funded scholars in the Program. It is anticipated that two existing scholars will finish their scholarships within the next two years. The Wiltja Anangu Scholarship Program continues to support students towards completing their studies and gaining a certificate to enhance future career opportunities in the broader sector.





## Our people

### Career Exhibitions

The department has participated in a number of Career Exhibitions and Fairs both locally and interstate that aim to attract job seekers and continues to participate in the South Australian Government Adelaide Make the Move campaign in both Sydney and Melbourne. At the Sydney Exhibition, the department worked in partnership with the Community Services and Health Industry Skills Council to promote career opportunities across the community service sector nationally. This was a very successful partnership resulting in many registrations of interest received and increased exposure of the Community Active Careers website.

### Mentoring Program

The DFC Mentoring Program has achieved many milestones including:

- the Mentoring Program website being revamped and information reviewed, including the rewriting of guidelines and redevelopment of tools
- Mentor profiles being updated, with contact information included as well as photographs
- creation of an online application process to become a mentor or mentee.

A new cultural mentoring category was also recently established in conjunction with the Aboriginal Employment Strategy and in February 2009 a group talk was recorded and downloaded onto the Mentoring website. The Program is also closely aligned with Performance Partnership Plans.

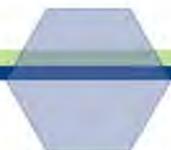
### Respectful Treatment at Work and Performance Partnerships

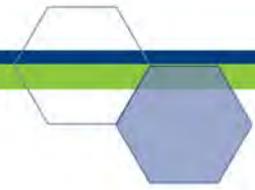
There has been a concerted effort to provide education and training for supervisors, managers and staff on performance management, Code of Conduct, handling of grievances and disciplinary matters. This has been achieved through the implementation of a consolidated program entitled *Respectful Treatment at Work & Performance Partnerships*.

Implementation commenced after analysis of Workforce Health and Safety and Injury Management data. Training targeted areas where higher number of claims and costs occurred, particularly those associated with injuries such as work pressure, work related harassment and/or workplace bullying and or other mental stress factors. The Program content focuses on these specific issues, Code of Conduct requirements and the requirement to develop a Performance Partnership Plan with all employees. The Plan should provide clarity with regards to expectations for staff and supervisors in key areas, including technical/job specific requirements; departmental capabilities, values and attitudes to work and opportunities for ongoing learning and development.

Programs have been offered both centrally and on-site, in metropolitan, regional and country locations. In 2008-09, 1135 employees participated in the Program of which 26 per cent have been supervisors and managers and 74 per cent staff. Evaluation from participants indicates the Program has been extremely well received with 98 per cent of the participants rating the course as good or excellent. In particular, feedback suggests the knowledge and skills learned in the program are '*relevant to the tasks I must perform*' with 96 per cent scoring this category as good or excellent.

The effectiveness of the training is being measured at present against claim statistics. While the effectiveness of education and training takes time to evaluate properly, the department believes face-to-face education and training on this topic matter over the last two years has contributed to increased staff awareness and assisted in achieving a reduction in the number and costs associated with workplace harassment claims.





## Our people

### **Supporting materials and learning tools**

A range of DVD vignettes has been produced by Human Resources with accompanying training notes to assist supervisors and managers manage complaints and performance processes. An email tracking and monitoring system has been implemented to remind managers when performance conversations are due. An extended range of sample role specific performance plans have also been developed.

### **Young Professionals Committee**

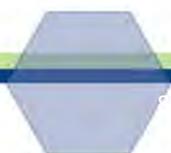
The Young Professionals Committee continued to hold SASpectives Panel Discussion Series with increasing numbers across the public sector attending these sessions that reflect on South Australia's Strategic Plan from different and unique perspectives of a panel of experts. The Young Professionals Committee continued to build relationships across government by consulting and sharing their knowledge with other similar groups, including looking at how to further partner with Oxygen.

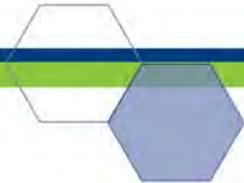
The Young Professionals Committee had a focus on professional development supporting employees in attending courses, organising a motivational breakfast with a focus on coping with change, and continuing the development of the 'Day in the Life' job shadowing program. The launch of the new and improved intranet team site, complete with Committee and members pages, hot topics, event information and committee contacts, has made the Committee much more accessible to young people throughout the department.

### **Community Workforce Village Website**

The department has overseen the management of the national Community Workforce Village website funded by the Community and Disability Services Ministers' Advisory Council (CDSMAC). The website aims to deliver a comprehensive 'one stop' portal that is dedicated to promoting workforce planning, jobs and careers within the community services and health industry sectors through a range of resources and marketing materials. The focus of the website is government, non-government and private sector organisations within the sector.

The Community Workforce Village website has been merged with the Community Services and Health Industry Skills Council Community Active Careers website. The merger of the sites has resulted in increased exposure of the community services industry and the availability of targeted industry-sector specific quality career advice and specialist information to young people, career advisors, parents and employers.





# Our people

## Workplace statistics

The following data is provided from the *South Australian Public Sector Workforce Information Collection (WIC) Department for Families and Communities Annual Report 2008-09*. The data was extracted from the Complete Human Resource and Information System (CHRIS) and uploaded onto the Workforce Analysis and Comparison Application (WACA) website. Data is based on all employees (including casuals) who had a contract of employment during 1 July 2008 to 30 June 2009 (2008-09 pay periods were the reporting parameters). HomeStart Finance employees are not included in the following data.

### Employee numbers, gender and status

Persons	6223
Full-time equivalent (FTE)	5665.5
Number of persons separated from the agency during the 2008-09 financial year	841
Number of persons recruited to the agency during the 2008-09 financial year	1029
Number of persons on leave without pay at 30 June 2009	244

### Number of employees by gender

Gender	Percentage Persons	Percentage FTEs
Male	30	31.2
Female	70	68.8

### Number of employees by salary bracket

Salary bracket	Male	Female	Total
\$0 – \$47 999	755	1858	2613
\$48 000 – \$60 999	533	1270	1803
\$61 000 – \$78 199	415	996	1411
\$78 200 – \$98 499	140	205	345
\$98 500+	21	30	51
<b>Total</b>	<b>1864</b>	<b>4359</b>	<b>6223</b>



## Our people

### Status of employees in current position - FTEs

	Ongoing	Short-Term Contract	Long-Term Contract	Other (Casual)	Total
Male	1577.1	110.1	45	36.4	1768.6
Female	3403.0	377.4	57	59.5	3896.9
<b>Total</b>	<b>4980.1</b>	<b>487.5</b>	<b>102</b>	<b>95.9</b>	<b>5665.5</b>

### Status of employees in current position - Persons

Persons	Ongoing	Short-Term Contract	Long-Term Contract	Other (Casual)	Total
Male	1630	117	45	72	1864
Female	3762	413	58	126	4359
<b>Total</b>	<b>5392</b>	<b>530</b>	<b>103</b>	<b>198</b>	<b>6223</b>

### Executive contracts

Number of Executives by status in current position, gender and classification

Classification*	Ongoing		Tenured Contract		Untenured Contract		Other (Casual)		Total	
	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female
EXEC0A	0	0	0	0	0	3	0	0	0	3
EXEC0B	0	0	0	0	0	1	0	0	0	1
EXEC0E	0	0	0	0	0	1	0	0	0	1
SAES1	0	0	1	0	15	18	0	0	16	18
SAES2	0	0	0	0	4	3	0	0	4	3
<b>Total</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>19</b>	<b>26</b>	<b>0</b>	<b>0</b>	<b>20</b>	<b>26</b>

\* Each Executive classification used in the agency should appear in a separate row.

# Our people

## Workforce diversity – age profile

Number of employees by age bracket by gender

Age Bracket	Male	Female	Total	Percentage of Total	Workforce Benchmark (%) *
15 – 19	5	24	29	0.5	6.5
20 – 24	65	216	281	4.5	10.3
25 – 29	137	441	578	9.3	11.1
30 – 34	210	461	671	10.8	10.7
35 – 39	218	480	698	11.2	11.7
40 – 44	213	511	724	11.6	11.4
45 – 49	262	660	922	14.8	11.9
50 – 54	324	668	992	15.9	10.3
55 – 59	272	563	835	13.4	8.2
60 – 64	125	273	398	6.4	5.3
65+	33	62	95	1.5	2.6
<b>Total</b>	<b>1864</b>	<b>4359</b>	<b>6223</b>	<b>100</b>	<b>100</b>

\* Source: ABS Australian Demographic Statistics, 6291.0.55.001 Labour Force Status (ST LM8) by sex, age, State, marital status – employed – total from Feb78 Supertable, South Australia at May 2009.

## Workforce diversity – Aboriginal and Torres Strait Islander employees

Aboriginal and/or Torres Strait Islander employees

Salary bracket	Aboriginal staff	Total staff	Percentage Aboriginal	Target (%) *
\$0 – \$47 999	83	2613	3.2	2
\$48 000 – \$60 999	110	1803	6.1	2
\$61 000 – \$78 199	46	1411	3.3	2
\$78 200 – \$98 499	15	345	4.3	2
\$98 500+	2	51	3.9	2
<b>Total</b>	<b>256</b>	<b>6223</b>	<b>4.1</b>	<b>2</b>

\* Target T6.24 of South Australia's Strategic Plan

# Our people

## Cultural and linguistic diversity

	Male	Female	Total	Percentage of Agency	South Australian Community *
Number of employees born overseas	496	983	1479	23.8	20.3%
Number of employees who speak language(s) other than English at home	239	455	694	11.2	16.6%

\* Benchmarks from ABS Publication Basic Community Profile (SA) Cat No. 2001.0, 2006 census.

## Number of employees with disabilities (according to the Commonwealth Disability Discrimination Act 1992)

Male	Female	Total	Percentage of Agency
84	191	275	4.4

The department does not collect data on the type of disability that employees have. There is no active field in CHRIS, the human resources management system, to record such data.

## Number of employees with disabilities requiring workplace adaptation

Male	Female	Total	Percentage of Agency
84	191	275	4.4

## Leave management

Total number of days leave taken

Leave Type	2005-06	2006-07 *	2007-08	2008-09
Sick Leave	26 016	45 152	55 700	59 834
Family Carer's Leave	1 754	3 297	3 526	2 410
Miscellaneous Special Leave	2 430	3 564	5 900	8 694

\* 2006-07 leave management data in the 2008-09 Annual Report differs from data previously reported as previous data was not extracted from the WIC Annual Report. For the purposes of consistency in data reporting, this has now been amended as represented above.



## Our people

The WIC Annual Report is the base human resource data report provided to the Commissioner for Public Employment each year, with data extracted from CHRIS for the relevant financial year's pay periods. WIC only provides total number of leave days taken. To comply with DPC Circular 13 the leave totals for 2008-09 have been divided by the number of WIC reported FTEs, excluding casuals, to determine the average rates of leave.

Average days leave per full time equivalent employee

Leave Type	2008-09
Sick Leave	10.7
Family Carer's Leave	0.4
Miscellaneous Special Leave	1.5

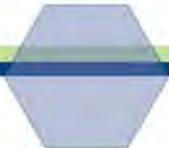
### Performance development

Documented review of individual performance management

	Percentage of Total Workforce
Employees with a review within the past 12 months	17.1
Employees with a review older than 12 months	26.5
Employees with no review	56.4

### Leadership and management training expenditure

Training and Development	Total Cost	Percentage of Total Salary Expenditure
Total training and development expenditure	\$5.837 million	1.55%
Total leadership and management development expenditure	\$0.479 million	0.12%



## Our people

### Accredited training packages by classification

Number of accredited training packages by classification

Classification	Number	Classification	Number
Administrative Services Officer – ASO1	126	Operational Services – OPS3	1 374
Administrative Services Officer – ASO2	780	Operational Services – OPS4	716
Administrative Services Officer – ASO3	295	Operational Services – OPS5	165
Administrative Services Officer – ASO4	932	Operational Services – OPS6	78
Administrative Services Officer – ASO5	450	Operational Services – OPS7	26
Administrative Services Officer – ASO6	315	Operational Services – OPX1	10
Administrative Services Officer – ASO7	125	Operational Services – OPX2	955
Administrative Services Officer – ASO8	48	Operational Services – OPX3	717
Disability Services Officer – DIS1	1 218	Operational Services – OPX4	325
Disability Services Officer – DIS2	1 558	Operational Services – OPX5	101
Enrolled Nurse – ENDP	11	Professional Officer – PO01	1 555
Enrolled Nurse – ENO1	11	Professional Officer – PO02	707
Government Services Employee – GSE3	11	Professional Officer – PO03	402
Health Ancillary Employee – WHA2	7	Professional Officer – PO04	41
Health Ancillary Employee – WHA3	700	Registered Nurse – RN2C	11
Health Ancillary Employee – WHA4	50	Registered Nurse – RN3A	19
Manager Administrative Services – MAS2	18	Registered Nurse – RN5A	11
Manager Administrative Services – MAS3	11	South Australian Executive Services – SAES	44
Operational Services – OPS1	25	Storeperson – WSE3	2
Operational Services – OPS2	251	Trainee – TRA1	40
		<b>Total</b>	<b>14 241</b>



## Our people

### Vale

It is on a sad note that we acknowledge the passing of staff members in 2008-09, including:

- Beverley Ashton
- Deb Martin
- Jacqueline (Jackie) Baumgurtel
- Jenny Blackwell
- Tanya Grabowski.

All will be sadly missed by their many friends and colleagues in the department and we express our sincere sympathy to their families.





## Our people

### Occupational health, safety and welfare

#### Performance against the elements of *Safety in the Public Sector 2007-2010 Strategy*

The *Safety in the Public Sector 2007-2010* strategy embeds the Premier's Zero Harm Vision and underpins South Australia's Strategic Plan Target T2.11, Greater Safety at Work. During 2008-09, the Chief Executive released the updated *Safety Commitment 2009-2010* statement which identifies the operational requirements that exist in the department in order to achieve the Zero Harm Vision and 100 per cent return to work vision, in line with the *Safety in the Public Sector 2007-2010* strategy.

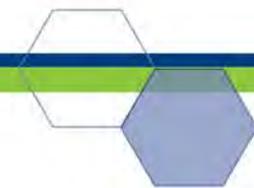
The following information highlights the performance of the department in response to the four interlocked and mutually supporting elements of the strategy:

- Sustainable Commitment
- Financial Accountability
- Risk Management
- Rigorous Evaluation.

#### Strategy – Sustainable Commitment

Indicator	DFC Response
<p><i>How do we demonstrate to our employees and clients that we have a commitment to the Zero Harm Vision and 100 per cent Return to Work?</i></p>	<p><u>Zero Harm Vision</u></p> <ul style="list-style-type: none"> <li>• The <i>Five Year Strategic Plan 2009-2013</i> incorporates a strategy to provide and maintain a safe working environment.</li> <li>• The Occupational Health, Safety and Welfare (OHS&amp;W) and Injury Management System Framework that captures the key elements of legislative compliance and integrates health, safety and injury management as a core business value to achieve improved performance outcomes has been revised and streamlined. The Framework reflects system integration developments and continuous improvement opportunities.</li> <li>• The Risk Management Policy makes all Executives accountable for the effective implementation of the Risk Management Policy and Framework with the aim to protect and enhance resources whilst supporting the achievement of the department's objectives.</li> <li>• The department's risk management and business planning cycles incorporate OHS&amp;W and injury management requirements as integral components of the process.</li> <li>• OHS&amp;W committee structures are in place across the department. The OHS Peak Committee is supported by divisional, strategic and local OHS Committees who meet on a regular basis. OHS&amp;W Committees are provided with regular reports, including a range of statistical information and an analysis of incident and injury data. All information is updated, circulated, and posted on the department's intranet site.</li> </ul>

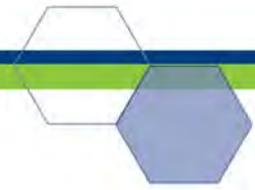




## Our people

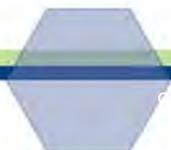
Indicator	DFC Response
<p><i>How do we demonstrate to our employees and clients that we have a commitment to the Zero Harm Vision and 100 per cent Return to Work?</i></p>	<p><u>100 per cent Return to Work</u></p> <ul style="list-style-type: none"> <li>• The department's Injury Management System has been reviewed and expanded to incorporate legislative amendments. Early intervention strategies and a risk streaming process are still the focuses of all new claims.</li> <li>• A dedicated hotline for managers ensures incidents and injuries are promptly reported. This enables the Rehabilitation Team to assess rehabilitation and return to work support and early intervention initiatives. The Rehabilitation Team includes a dedicated Vocational Services Provider whose primary responsibility is to develop opportunities where all other avenues have been exhausted. The Provider also coordinates and initiates alternative placements whilst supporting injured employees to make a successful transition to an appropriate role.</li> <li>• The Injury Management Team has two specialist roles, claims and rehabilitation. It provides technical expertise and specialist experience to the decision making processes and assists with the identification of intervention strategies for long term claims.</li> <li>• A new contracted Medical Adviser has been engaged to assist with strategic interventions and improve the return to work targets of difficult and complex claims.</li> <li>• Co-working arrangements are in place with Executive management and Human Resources to better facilitate return to work strategies.</li> </ul>
<p><i>What evidence do we have that this commitment by Senior Executive and management is making a difference to morale and productivity?</i></p>	<ul style="list-style-type: none"> <li>• A Health and Wellbeing Program is promoted across the department and employees are encouraged and supported to access flexible workplace practices.</li> <li>• The Performance Partnership Program focuses on workplace goals, individual achievements and learning and developmental opportunities. A Respectful Treatment at Work Policy is supported by the delivery of a corporate training program.</li> <li>• Client surveys, blogs, discussion boards and other tools are used to maintain regular conversations with staff. The use of these tools promotes and respects the sharing of ideas, engages employees in decision making and fosters a culture of continuous learning.</li> <li>• Work placement opportunities are provided to injured employees in need of new skills and competencies for alternative employment options.</li> <li>• Support is provided to the OHS Committee structures and the Health and Safety Representative role and functions. The OHS and Management Committee have active participants and provide assistance with the consultation, communication and dissemination of information to employees.</li> <li>• Reports submitted by the contracted Employee Assistance Program providers demonstrate that managers promote and refer employees to access professional support.</li> </ul>





## Our people

Indicator	DFC Response
<i>What are the key activities that ensure our commitment to the Zero Harm Vision and 100 per cent Return to Work is preventing injuries, getting people back to safe work and reducing waste?</i>	<ul style="list-style-type: none"><li>• A dedicated hotline for managers ensures incidents and injuries are promptly reported.</li><li>• The Injury Management Team provides technical expertise and specialist experience to the decision making processes and assists with the identification of intervention strategies for long term claims.</li><li>• A risk streaming process (triage) is in place that focuses on appropriate strategies to reduce the long term psychological injuries and complex workers compensation claims and also improve the return to work outcomes.</li><li>• Regular reporting on performance to Executive, management and OHS Committees to identify trends, and implement appropriate corrective action plans.</li><li>• The analysis of accident/incidents and the provision of regular reports to improve work practices.</li><li>• Relevant <i>DFC OHS&amp;W and Injury Management Implementation Plan 2008-2010</i> objectives are incorporated into divisional business plans.</li></ul>
<i>In what way is this activity contributing to ongoing improvement of our services and the achievement of South Australia's Strategic Plan?</i>	<ul style="list-style-type: none"><li>• There has been a reduction in the number of psychological injury and income maintenance related workers compensation claims lodged during 2008-09. The introduction of improved work practices culminate in safer work environments that support employees in the delivery of improved services to clients.</li><li>• There are a number of projects in place, and providers addressing risk, which contributes to the intervention strategies to support and improve the return to work outcomes.</li></ul>





# Our people

## Strategy – Financial Accountability

Indicator	DFC Response
<p><i>How are the Zero Harm Vision and 100 per cent Return to Work initiatives supported by our financial decision making?</i></p>	<ul style="list-style-type: none"> <li>• Engaging a range of contracted providers to assist staff to return to work including home help/domestic services, professional medical advisory services and specialist claims/rehabilitation provider panels.</li> <li>• The continued funding of internal and external specialist medical, rehabilitation and claims expertise to support people in health and safety, wellbeing, and injury management matters.</li> <li>• Safety performance is central to business decision making through the inclusion of safety risk within financial and resource management frameworks.</li> <li>• Investments are made in strategic safety initiatives such as Employee Assistance Providers and corporate induction.</li> <li>• A dedicated Vocational Services Provider is employed whose primary responsibility is to develop opportunities where all other avenues have been exhausted. The Provider also co-ordinates and initiates alternative placements whilst supporting injured employees make a successful transition to an appropriate role. This reduces long term liability.</li> <li>• Implementation of an online booking and training records system and access to learning programs.</li> <li>• Financial and human resources provided for projects that focus on key interventions for high risk areas of manual tasks and psychological wellbeing.</li> </ul>
<p><i>How do we hold decision makers accountable for performance against the requirements of the Zero Harm Vision and 100 per cent Return to Work?</i></p>	<ul style="list-style-type: none"> <li>• Budget holders have the financial accountability for safety performance.</li> <li>• Workers compensation costs are processed to the substantive workplace cost centres and are reported in the divisional budgets.</li> <li>• The Chief Executive, Executive Directors and Senior Managers have performance or partnership plans that include contributing to and achieving South Australia's Strategic Plan and Safety in the Public Sector targets. Regular reviews are conducted and a full performance review is undertaken annually.</li> <li>• Executive reports are produced to enable monitoring and reporting of the department's health and safety and injury management performance (which includes the Safety in the Public Sector measures and targets, refer to Table 1: Performance against Safety in the Public Sector Targets) to address risk, trends and implement corrective actions.</li> <li>• Position descriptions include statements for all staff and managers/supervisors in relation to health safety and welfare responsibilities/obligations.</li> <li>• Monitoring compliances with system requirements through reporting, inspection and internal auditing processes and subsequent investigations, corrective actions and continuous improvement outcomes.</li> </ul>





## Our people

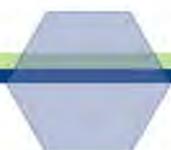
Indicator	DFC Response
<i>What are the strategic investments we have made in this portfolio/agency to prevent loss from avoidable safety, health and welfare incidents?</i>	<ul style="list-style-type: none"><li>• A customised Injury Management System has been implemented that includes recent legislative amendments, early intervention strategies and supports rehabilitation and early return to work initiatives within a safe and supported work environment.</li><li>• A dedicated hotline for managers ensures incidents and injuries are promptly reported. This enables the Rehabilitation Team to assess rehabilitation and return to work support and early intervention initiatives.</li><li>• Employment of a Psychologist to focus on appropriate strategies to reduce psychological injuries and improve the return to work outcomes.</li><li>• Two Employee Assistance Providers have been contracted to improve services to employees and their families. This service includes the timely provision of services to people who are located in country and rural locations.</li><li>• A dedicated Physiotherapist assigned to coordinate risk assessment processes with local teams to identify the key causes of manual tasks and assess and implement appropriate treatments to prevent or minimise the likelihood of future injuries.</li><li>• Establishment of a comprehensive enterprise opportunity realisation and Risk Management System that enables the management of risk to become an integral part of planning and management processes and to be a visible part of the culture of the department.</li><li>• Purchase and provision of online OHS&amp;W and Injury Management learning packages.</li><li>• Financial initiatives including redemptions and triage management have been implemented to reduce the long term workers compensation claims liability.</li></ul>
<i>Have there been other beneficial effects from these investments?</i>	<ul style="list-style-type: none"><li>• Enhancement of manager/supervisor skills and competencies because of their involvement with the professional staff that will 'role model' the manual task and psychological risk assessment processes.</li><li>• Reviewing competency and capability requirements of roles to meet the goals of job specific learning.</li><li>• The restructure of the Injury Management System and early intervention strategies have resulted in greater efficiencies, improved performance and a reduction in the number of new claims lodged.</li><li>• Employees are more skilled (for example they have more transportable skills), which builds their morale and confidence.</li></ul>





## Our people

Indicator	DFC Response
<i>How do we use safety to minimise negative risk and enhance positive opportunities to achieve the objectives of South Australia's Strategic Plan?</i>	<ul style="list-style-type: none"><li>• The department is committed to integrating risk management into its culture, decision making processes, programs, practices, business planning, and performance reporting activities and establishing a safe working environment for staff.</li><li>• Safety is captured within the Risk Management Policy which includes adoption of the OHS&amp;W and Injury Management System Framework and related processes that apply risk assessments to prevent, reduce, and/or minimise occupational injury or illness. Health and safety issues are openly raised and discussed at team meetings with other operational matters. Employees are provided with information and consulted when changes may occur, or when new work practices need to be considered.</li><li>• Risk management is integrated into all business activities and systems to add value. Line managers are required to effectively integrate the Risk Management Policy and Framework into activities for which they are accountable. Employees are required to maintain awareness of the risks that relate to their work group and to actively support and contribute to the management of these risks.</li><li>• OHS&amp;W Committee structures are in place across the department. The OHS Peak Committee is supported by divisional strategic and local OHS Committees who meet on a regular basis to review the performance results, trends and progress reports against strategic interventions.</li><li>• Improvements and treatments resulting from the risk assessment process return positive outcomes for the provision of a safe and healthy environment and our staff have the support they need to do their jobs well, and deliver quality customer centric services.</li><li>• The regular reporting of performance to Executive, management and OHS Committees to identify trends, and implement appropriate corrective treatment plans.</li><li>• The OHS&amp;W and Injury Management System Framework requires managers and employees to capture and apply Risk Management Principles in order to respond to emerging trends or potential risk at the operational level.</li></ul>





## Our people

### Strategy – Integrated Risk Management

Indicator	DFC Response
<i>How have we improved our ability to manage the occupational safety and health risks that face the organisation?</i>	<ul style="list-style-type: none"><li>• The provision of internal and external specialist expertise to support staff in health, safety, wellbeing and injury management matters.</li><li>• Incorporating OHS&amp;W hazard/risk management processes and tools with the Risk Management Framework to avoid duplication of information, apply consistent practices, minimise paperwork and improve timeliness of information and interventions.</li><li>• Improvements and treatments resulting from the risk assessment process return positive outcomes for the provision of a safe and healthy environment, and our staff have the support they need to do their jobs well, and deliver quality customer centric services.</li><li>• The regular reporting of performance to Executive, management and OHS Committees to identify trends, and implement appropriate corrective treatment plans.</li><li>• The OHS&amp;W and Injury Management System Framework require managers and staff to capture and apply Risk Management Principles in order to respond to emerging trends or potential risk at the operational level.</li></ul>

### Strategy – Rigorous Evaluation

Indicator	DFC Response
<i>What systems and methods are in place that allow us to realistically and defensibly assess, analyse, report and improve our OHS&amp;W performance?</i>	<ul style="list-style-type: none"><li>• The implementation of an OHS&amp;W and Injury Management Framework System that captures the department's responsibilities and accountabilities. Programs such as workplace inspections, internal audits, incident reporting and investigations, preventative maintenance, early intervention strategies, and corrective actions are regularly applied to improve OHS&amp;W performance.</li><li>• Regular analysis of data to identify emerging trends, and the provision of comprehensive reports to Executive, management and OHS Committees on the performance outcomes measured against WorkCoverSA Performance Standards for Self Insurers, Safety in the Public Sector targets, and departmental objectives and targets.</li><li>• Regular monitoring of the progress of identified and agreed actions within the OHS&amp;W and Injury Management Implementation plan and divisional business plans.</li><li>• The internal audit program assesses compliance with business systems across the department. Audits are currently concentrating on the systems that are in place to address high operational risks. Corrective actions and identified system improvements are registered and monitored.</li><li>• Education programs are delivered to ensure that all managers and employees are informed and updated on current and future system requirements and changes. Learning programs are reviewed and updated to meet changing needs, and training provider and participant evaluations are undertaken to assess and improve training content, suitability and effectiveness.</li></ul>



# Our people

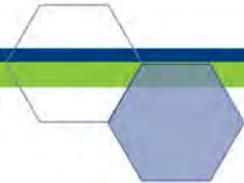
**Table 1: Performance against Safety in the Public Sector Targets**

Target	Base 2005-06	Performance 12 months to end of June 2009 *			Final Target
	Numbers or Percentage	Actual	Notional Quarterly Target **	Variation	Numbers or Percentage
1. Workplace Fatalities	0	0	0	0	0
2. New Workplace Injury Claims	466	487	396	91	466
3. New Workplace Injury Claims Frequency Rate	51.21	53.71	43.53	10.18	51.21
4. Lost Time Injury Frequency Rate ***	27.25	22.39	23.17	-0.78	27.25
5. New Psychological Injury Claims	61	52	53	-1	61
6. Rehabilitation and Return to Work:					
6a. Early Assessment within two days	51.29%	5.14%	80%	-74.86%	80% or more
6b. Early Intervention within five days	86.28%	98.84%	80%	18.84%	80% or more
6c. Return to work within five business days	68.46%	69.11%	75%	-5.89%	75% or more
7. Claim Determination:					
7a. Claims determined in 10 business days	77.35%	55.58%	75%	-19.42%	75% or more
7b. Claims still to be determined after three months	5.98%	16.31%	3%	13.31%	3% or less
8. Income Maintenance Payments for Recent Injuries:					
2007-08 Injuries (at 24 months development)		\$1 357 827	\$2 101 820	-\$743 993	Below previous two years average
2008-09 Injuries (at 12 months development)		\$961 025	\$627 668	\$333 358	Below previous two years average

\* Except for Target 8 which is year-to-date. For Targets 5, 6c, 7a and 7b, performance is measured up to the previous quarter to allow reporting lag.

\*\* Based on cumulative reduction from base at a constant quarterly figure.

\*\*\* Lost Time Injury Frequency Rate Injury frequency rate for new lost-time injury/disease for each one million hours worked. This frequency rate is calculated for benchmarking and is used by the WorkCoverSA Corporation.



## Our people

### WorkCoverSA Partnership Plans

A Partnership Plan and Partnership Action Plan have been established with WorkCoverSA to assist with the WorkCoverSA evaluation against the self-insurer performance standards. The Partnership Plan and Partnership Action Plan is a formal agreement between the department and WorkCoverSA and includes the program and timelines for the 2008-2009 evaluation. Some of the initial preparation work that has been undertaken to June 2009 includes:

- the completion of the Adequacy Checklist by divisions (written responses to the performance standard elements)
- finalisation of the scoping documents and the key areas to be visited within the evaluation and proposed timelines
- stakeholder communication and scheduling of the formal evaluation due to commence in July 2009.

### Corporate Strategic Plan

The department's previous Strategic Plan, *Connecting to the Future: The strategic agenda for the Department for Families and Communities 2005-2008*, included safety management as a core business value. Managers ensured effective safety management systems were in place and the operations of the department were conducted in a way that is safe for employees and the community.

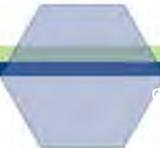
The new *Five Year Strategic Plan 2009-2013* continues to reinforce health and safety. A key strategy of the Organisational Capability outcome within the Plan is to provide and maintain a safe working environment.

### OHS&W and Injury Management Action Plan Outcomes

A signed Chief Executive (OHS&W and Injury Management) Commitment Statement has been circulated, posted on notice boards and is available to employees on the department's intranet site. The *DFC OHS&W and Injury Management Implementation Plan 2008-2010*, which continues to be implemented across the department, captures:

- the WorkCoverSA Performance Standards
- Safety in the Public Sector (SIPS) targets and measures
- the WorkCoverSA Natural Consequences Model
- improvements identified in the WorkCoverSA Gap Analysis Report
- findings of the internal audit undertaken of the Injury Management System
- other legislative requirements.

The department's risk management and business planning cycles incorporate OHS&W and injury management requirements as an integral component of the process. The key objectives of the *DFC OHS&W and Injury Management Implementation Plan 2008-2010* are embedded into divisional business plans. An OHS&W and Injury Management System Framework that captures the key elements of legislative compliance has also been implemented. The Framework integrates health, safety and injury management as a core business value to achieve improved performance outcomes.





## Our people

A project is currently in place that focuses on early intervention strategies to minimise the affect of psychological injuries and improve the return to work outcomes. A second project focuses on risk assessments to identify the key causes of the most significant manual task risks across the department. An aim of this project also includes implementing appropriate treatments to prevent or minimise the likelihood of future injuries.

### Consultative Arrangements

OHS&W Committees meet on a regular basis to review the performance results, trends and progress reports against strategic interventions. Formal agendas and minutes are produced and circulated through the committee members and are available on the department's intranet site. Consultation processes where there are significant workplace changes and for key projects are also established.

OHS&W Committee structures include:

- DFC OHS&W Peak Committee
- divisional OHS&W Strategic Committees
- local workplace OHS&W Committees.

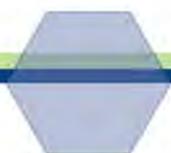
Health and safety representatives support and are involved with workplace health and safety initiatives and interventions. They consult with management and engage them in processes to identify and minimise hazards and risks in the workplace. This involvement and consultation includes health and safety issues relating to inspections, investigations, risk assessments, information dissemination, and involvement in working parties and committees.

Registered associations are consulted through structured arrangements. There is an Industrial Liaison Committee with representation from major unions and Senior Executive. Each division also has an industrial relations forum to consult recognised employee representatives and Executives about industrial matters and those effecting staff and the workplace.

**Table 2: OHS Notices and Corrective Action for the 2008-09 Financial Year**

<b>OHS Notices and Corrective Action taken as at 30 June 2009</b>	
Number of notifiable occurrences pursuant to OHS&W Regulations Division 6.6	2
Number of notifiable injuries pursuant to OHS&W Regulations Division 6.6	5
Number of notices served pursuant to OHS&W Act s35, s39 and s40 (default, improvement and prohibition notices)	0

**Comment:** Comprehensive investigations and detailed reports have been undertaken in response to notifiable situations. System improvements have been implemented to address these occurrences during the reporting period.





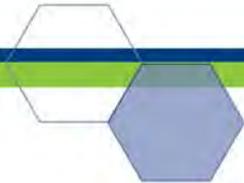
## Our people

### Agency gross workers compensation expenditure for 2008-09 compared with 2007-08

Expenditure	2008-09	2007-08	Variation + (-)	Percentage Change + (-)
Income Maintenance	\$4 097 616	\$5 232 646	-\$1 135 030	-22%
Lump Sum Settlements Redemptions - Sect.42	\$1 890 712	\$3 126 509	-\$1 235 797	-39%
Lump Sum Settlements Permanent Disability – Sect. 43	\$1 364 982	\$1 057 347	\$307 635	29%
Medical/Hospital Costs combined	\$2 524 484	\$2 372 336	\$152 148	6%
Other	\$206 500	\$352 863	-\$146 363	-41%
<b>Total Claims Expenditure</b>	<b>\$10 084 294</b>	<b>\$12 141 701</b>	<b>-\$2 057 407</b>	<b>-17%</b>

**Comment:** A targeted early intervention approach has resulted in a 22 per cent reduction in the total of income maintenance expenditure in the last financial year. There has also been a 17 per cent decrease in total claims expenditure.





## Our people

### College for Learning and Development

Critical to the success of the department is the need for staff to work in a culture that is based on the values of continuous learning and improvement at the whole of organisation level. To this end the College for Learning and Development was established to provide access to high quality learning opportunities for our staff to promote the development of a highly skilled workforce.

The College for Learning and Development is a Registered Training Organisation (RTO) that meets the standards of the Australian Quality Training Framework. As an RTO, the College is regulated by the Training and Skills Commission in South Australia and authorised to issue nationally accredited qualifications under the Australian Qualifications Framework (AQF).

As an RTO, the College is also required to demonstrate significant continuous improvements. In consultation with key service delivery areas, all learning programs have been reviewed and significantly amended to incorporate the requirements of the new national qualifications on the scope of registration.

In 2008-09, the College awarded 1196 qualifications, taking the total qualifications issued since 2007 to 2059. The 2008-09 target was 610 qualifications. The College awards the following qualifications:

- Certificate II in Community Services Work
- Certificate III in Disability Work
- Certificate III in Government
- Certificate III in Government (specialising in Business Excellence and Continuous Improvement)
- Certificate III in Government (specialising in Client Information)
- Certificate III in Government (specialising in Management)
- Certificate IV in Business (Front Line Management)
- Certificate IV in Community Services (Financial Counselling)
- Certificate IV in Community Services (Protective Care)
- Certificate IV in Community Services (specialising in Social Housing)
- Certificate IV in Community Services Work
- Certificate IV in Disability Work
- Certificate IV in Youth Work (Juvenile Justice)
- Diploma of Statutory Child Protection.

327 staff employed as Disability Care Workers were awarded the Certificate III in Disability Work. This increases the number of Disability Care Workers with the qualification to 455, which support the policy developed by the Office for Disability and Client Services which recommends all care workers complete the qualification.

During 2009-10, a further seven on-line learning programs will be available, in addition to the four already developed and implemented. These programs will be particularly valuable for staff in regional areas, as well as shift workers and staff with a hearing impairment. The College is targeting a further 610 graduates across a range of qualifications and will implement the DFC leaders suite of learning programs.





# Our people

## Health and Wellbeing Program

The Health and Wellbeing Program is designed to support the department in achieving a more respectful, skilled, healthy and energetic workforce. The program reflects a commitment to caring for all employees and focuses on:

- increasing employee awareness of the suite of health, safety and welfare policies, guidelines and local work procedures and practices that have been implemented
- reducing the impact of contributing workplace stressors through appropriate control measures such as implementing and promoting respectful workplace behaviours
- actively supporting and encouraging employee and volunteer participation in the Health and Wellbeing Program, initiatives and activities
- using induction and education programs to increase employee awareness of the required standards for respectful workplace behaviours, managing client related challenging behaviours, access to flexible working arrangements and wellbeing initiatives.

The Health and Wellbeing Program is regularly reviewed in order to identify, develop, implement and assess suitable programs and maintain key initiatives within the Health and Wellbeing Framework. The six elements of the Framework are:

- **Financial** – financial education programs and information to assist employees in making choices to reduce personal financial stressors. This includes superannuation seminars and access to budgeting and money management information via the department's intranet site
  - **Community** – promotion and participation in community awareness issues such as volunteering, charity and fund raising activities. A charity calendar of events is promoted on the department's intranet site.
  - **Creative** – giving employees the opportunity to develop and share their imaginative and creative abilities with other staff members. This includes photographic websites and recipes of the week on the Health and Wellbeing Program intranet site.
  - **Caring** – information and programs to support psychological wellbeing and promote the ethics of compassion and empathy for others. The Employee Assistance Program delivers counselling and support services to any employee or their immediate family member seeking assistance with a challenging issue or seeking to improve their health and wellbeing.
  - **Physical** – activity based programs and promotions to encourage participants to build physical activity and healthy habits into their normal daily activities. This includes access to corporate gym rates, promoting employee participation in the Corporate Cup and supporting DFC Team Connect's participation in the 2009 Tour Down Under.
  - **Social** – promotion and information in relation to social activities both within the department's own social clubs, DFC Health and Wellbeing Champion information and external social activities such as Festival Theatre events and Wellbeing Champion Activities.
- 



# Our people

## Volunteers

The contribution made by volunteers is highly valued and is critical to the successful delivery of services. The department is supported daily by approximately 1600 volunteers across Families SA, Disability SA, Housing SA and Domiciliary Care SA, reflecting the department's commitment to contributing to the achievement of target T5.6 of South Australia's Strategic Plan, to maintain the high level of volunteering in South Australia at 50 per cent participation rate or higher. Volunteers contribute many hours performing tasks which range from coordinating family access visits, transporting children and people with disabilities and supporting older people with social activities, appointments and shopping.

To recognise the contribution made by volunteers, an Awards ceremony was held in December 2008 at Government House. His Excellency the Governor and the then Minister for Volunteers, the Hon Paul Caica MP, presented awards to approximately 40 volunteers who made significant contributions to the activities of the department. The Awards ceremony is seen as a prestigious and positive event, recognising the work of volunteers. Other events were also conducted to celebrate the work of volunteers in divisions.

The Awards ceremony will become an annual event to recognise the work of volunteers who have made significant contributions to the department. A volunteer recognition event is planned for December 2009.

During 2009-10, the Volunteers Unit will commence a project that will assess the needs of divisions regarding volunteer management. This will guide future systems for volunteer management and reporting. The department will continue to work in partnership with the Office for Volunteers and other agencies on initiatives including:

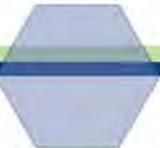
- providing community organisations, particularly volunteer groups, with access to underutilised government infrastructure
- enhancing whole of government responses regarding volunteers and volunteering.

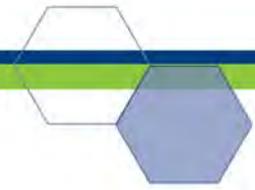
### ***DFC good news story.....***

*The department and other government volunteers answered Red Cross's call for help during the February heatwave, with teams called in to support the organisation's welfare call-in service, Telecross. Teams were set up to manage the almost 5500 calls the Red Cross made to vulnerable members of the community, including the elderly, those with disabilities and pre-existing medical conditions.*

*The department's volunteers worked throughout the heat wave, with a second call going out to all government staff for more help, resulting in 29 further registrations from volunteers in the first hour of the callout. A total of 80 staff registered to volunteer.*

*The program aimed to tackle health and safety risks faced by vulnerable members of the community. Volunteers made contact regularly to check on their welfare with activity stepped-up to three calls a day. While working as part of the program, the department's volunteers contributed to the safety, welfare and peace-of-mind of many people.*





# Governance arrangements

## Governance principles

The department is guided by the following seven governance principles.

### 1. Ministerial Accountability

The Minister is accountable to the community for the delivery of efficient and effective services that respond to the community's needs. The department is responsible to:

**Hon Jennifer Rankine MP**

Minister for Families and Communities  
Minister for Housing  
Minister for Ageing  
Minister for Disability

### 2. Chief Executive Accountability

Effective governance arrangements are those that ensure an unimpeded accountability chain between the Minister and the Chief Executive, and between the Chief Executive and the Executive Leadership Team.

### 3. Citizen/Customer Centred Services

The most complex and intractable problems for individuals, families and communities require integrated responses and collaboration across functional boundaries. Effective governance arrangements are those that support seamless partnerships over time between the provider and the customer: a continuum of care and support when needed by individuals and families, with no-one falling between the cracks.

Information on customer needs, including unmet needs, determines the government's investment priorities and strategies for the allocation of funds. Good governance keeps service delivery policy, strategy and standards within the accountability chain from the Minister to Chief Executive, that is, under the direct control of the Chief Executive.

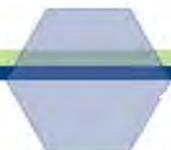
### 4. Voice of the Citizen

Effective governance arrangements are those that give a voice to customers, carers, advocates and other stakeholders. Governments are elected by the citizens, the electoral mandate being the most powerful determinant of government policies, but not the only one.

### 5. Community Sector Partnerships

In the provision of community services, the non-government sector is often well placed to deliver services that are in touch with special needs, are locally and community based, that build individual and community capacity, encourage altruistic and philanthropic endeavour and tap community resources.

Effective governance arrangements are those that clearly define roles and responsibilities in funding arrangements between government agencies and their community sector partners, including accountability for funding outcomes. They enable transfer of responsibility and greater risk sharing between government and non-government partners as the capacity to manage is developed.





## Governance arrangements

### 6. Operating Commercially to Deliver Public Value

Commercial public enterprises that deliver social goods need to have the necessary level of independence to foster commercial enterprise and deliver a return on investment. In these cases, the application of sound commercial practices will maximise value to government and to the community without diminishing accountability.

Effective governance arrangements are those that enable public enterprises to deliver on their mandate as determined by the government without undue interference, at arms length, but with transparency and disclosure protocols embedded that mitigate risk and protect the public interest.

### 7. Procurement Flexibility

Agencies that are responsible for maintaining, acquiring and developing assets, such as housing stock, require funding flexibility to accommodate capital projects, often large and with long lead times. Flexibility supports the capacity to pursue investment opportunities, often in partnership with the private sector.

Effective governance arrangements are those that ensure that control of the asset is vested in the hands of the asset owner, along with responsibility for asset management strategy and policy. Funding arrangements must be reportable and transparent, but not necessarily tied to annual capital budget cycles.

## Internal governance bodies

In 2008-09, there were nine major corporate governance structures. These have scope that are departmental wide or cover substantial parts of our operations.

### Executive Leadership Team

The Executive Leadership Team (ELT) is made up of the Chief Executive, the Executive Directors of each division and the Director of Strategic Policy and Intervention. Refer to the organisational structure on page 9 for further details of membership.

ELT meets fortnightly and is responsible for leading the implementation of our *Five Year Strategic Plan 2009-2013*, streamlining the key decision making processes and ensuring that the department has an integrated planning and reporting regime.

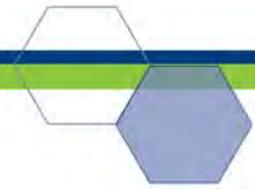
### Risk Management and Audit Committee

The Risk Management and Audit Committee receives quarterly reports, including matters arising from:

- internal audit
- current investigations being performed by internal audit
- status regarding the implementation and recommendations arising for internal audit projects completed
- new and emerging risks to the department.

The Committee also reviews reports from the Auditor General.





## Governance arrangements

### **Accredited Procurement Unit**

The Accredited Procurement Unit meets weekly to oversee procurement operations to:

- ensure a strategic approach to procurement
- ensure probity, accountability and transparency
- provide for ethical and fair treatment.

### **ICT Council and ICT Technical Committee**

The Information and Communication Technology (ICT) Council and ICT Technical Committee meets monthly to discuss ICT strategy and program advice and ICT policies, standards and practices.

### **DFC Peak Occupational Health, Safety and Welfare Steering Committee**

The DFC Peak Occupational Health, Safety and Welfare Steering Committee meets quarterly, or if an emergency meeting is required, in relation to the strategic oversight of the department's workplace safety management plan.

### **Industrial Liaison Committee**

The Industrial Liaison Committee meets bi-monthly to address industrial issues with departmental wide impact and addresses issues that have not been resolved at the Divisional Industrial Liaison Forums.

## Legislation

The services we deliver are bound by the following Acts and Regulations administered by the department at 30 June 2009:

### **Families and Communities portfolio**

*Adoption Act 1988*

*Adoption Regulations 2004*

*Carers Recognition Act 2005*

*Child Protection Review (Powers and Immunities) Act 2002*

*Children's Protection Act 1993*

*Children's Protection Regulations 2006*

*Commission of Inquiry (Children in State Care and Children on APY Lands) Act 2004*

*Family and Community Services Act 1972*

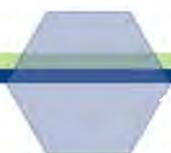
*Family and Community Services Regulations 1996*

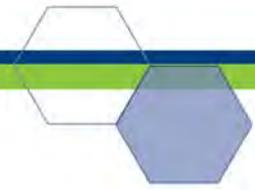
*Rates and Land Tax Remission Act 1986*

*Rates and Land Tax Remission Regulations 2009*

*Supported Residential Facilities Act 1992*

*Supported Residential Facilities Regulations 1994*





# Governance arrangements

## **Housing portfolio**

*Housing Agreement Act 1991*

*Housing and Urban Development (Administrative Arrangements) (HomeStart Finance) Regulations 2007*

*Housing and Urban Development (Administrative Arrangements) (South Australian Aboriginal Housing Authority Dissolution) Regulations 2007*

*Housing and Urban Development (Administrative Arrangements) Act 1995*

*Housing Improvement (Section 60 statements) Regulations 2001*

*Housing Improvement (Standards) Regulations 2007*

*Housing Improvement Act 1940*

*South Australian Co-operative and Community Housing (Associated Land Owners) Regulations 2002*

*South Australian Co-operative and Community Housing (Electoral Procedures) Revocation Regulations 2007*

*South Australian Co-operative and Community Housing (General) Regulations 2007*

*South Australian Co-operative and Community Housing (Housing Associations) Regulations 1996*

*South Australian Co-Operative and Community Housing (Housing Co-operatives – Investment Shares) Regulations 2007*

*South Australian Co-operative and Community Housing Act 1991*

*South Australian Housing Trust (General) Regulations 1995*

*South Australian Housing Trust (Goods Left on Premises) Regulations 2008*

*South Australian Housing Trust (Water Rates) Regulations 1995*

*South Australian Housing Trust Act 1995*

## **Ageing portfolio**

*Aged Citizens Clubs (Subsidies) Act 1963*

*Office for the Ageing Act 1995*

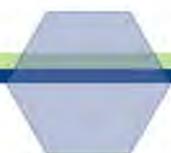
*Retirement Villages Act 1987*

*Retirement Villages Regulations 2006*

## **Disability portfolio**

*Disability Services Act 1993*

*Julia Farr Services (Trusts) Act 2007*





## Governance arrangements

### Boards, Committees and Trusts

South Australia's Strategic Plan target T5.1 sought to increase the number of women on all State Government Boards and Committees to 50 per cent on average by 2008, and maintain thereafter. In addition, target T5.2 seeks to increase the number of women chairing State Government Boards and Committees to 50 per cent by 2010. As at 30 June 2009, 59.9 per cent of members of State Government Boards and Committees recorded on the Boards and Committees Information System (BCIS) for which the department provides administrative support were women. Of those Boards and Committees with a Chair, 68.4 per cent were chaired by women.

Boards, Committees and Trusts meeting one or more of the following criteria are required to be recorded on the BCIS, administered by the Boards and Committees Unit, DPC:

- the Board is established by or under an Act of the Parliament of South Australia
- one or more members of the Board receives remuneration, whether statutory or non-statutory
- the responsible Minister has expressed a specific desire for the Board to be listed on the database.

The department provided administrative support to the following Boards, Committees and Trusts listed on BCIS, as at 30 June 2009.

### Families and Communities portfolio

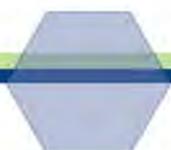
Board / Committee / Trust	Function	Achievement/s
<b>Charitable and Social Welfare Fund Board (Community Benefit SA)</b>	<p>The Charitable and Social Welfare Fund, publically known as Community Benefit SA, was established under Section 73B of the <i>Gaming Machines Act 1992</i> (the Act). The Charitable and Social Welfare Fund Board, under the direction of the Minister for Families and Communities, oversees and provides direction for the Fund and approves \$4 million annually received under the Act from gaming machine taxes.</p> <p>For further information on Community Benefit SA refer to page 66.</p>	<p>The Board conducted two funding rounds and approved 298 one-off projects for \$3 168 400 to non-government community service organisations to assist disadvantaged people, as well as continuing to fund five projects under the Special Family Support Grants program.</p>





## Governance arrangements

Board / Committee / Trust	Function	Achievement/s
<b>Child Death and Serious Injury Review Committee</b>	The Child Death and Serious Injury Review Committee makes recommendations to the Minister for Families and Communities which identify legislative or administrative means of contributing to the prevention of death or serious injury to children.	For information on the achievements of the Child Death and Serious Injury Review Committee, refer to the Committee's Annual Report at <a href="http://www.cdsirc.sa.gov.au">www.cdsirc.sa.gov.au</a> .
<b>Dame Roma Mitchell Trust Fund for Children and Young People Board</b>	The Dame Roma Mitchell Trust Fund for Children and Young People Board was established to oversee the Dame Roma Mitchell Trust Fund for Children and Young People. The Board has responsibility for ensuring appropriate procedures are in place for the allocation of grants, including reviewing applications, recommending the level of funding for successful applicants to the Public Trustee and reporting. For further information on the Dame Roma Mitchell Trust Fund for Children and Young People refer to page 67.	A total of \$210 817 was distributed to 150 applicants, including \$60 796 to children and young people with a disability.
<b>State Emergency Relief Fund Committee</b>	The State Emergency Relief Fund Committee administers the statutory fund (s 37 <i>Emergency Management Act 2004</i> ) which disburses donated money to victims of emergencies and disasters.	Reports on the Renmark storm, Gladstone bombing and Virginia floods were completed in 2008-09. No disaster funds were disbursed as the final funds for the Renmark storm disaster were disbursed in 2007-08.
<b>Supported Residential Facilities Act Assessor Panel</b>	The Supported Residential Facilities Act Assessor Panel is appointed by members of the Supported Residential Facilities Advisory Committee under Division 3 (19) of the <i>Supported Residential Facilities Act 1992</i> (the Act). The role of an Assessor is to assist a Judge in the District Court when a matter pertaining to the Act is heard.	No matters were heard in 2008-09.



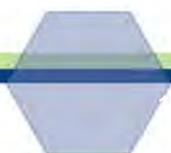


## Governance arrangements

Board / Committee / Trust	Function	Achievement/s
<b>Supported Residential Facilities Advisory Committee</b>	The Supported Residential Facilities Advisory Committee is appointed by the Governor of South Australia under Division 2(11) of the <i>Supported Residential Facilities Act 1992</i> (the Act). The role of the Committee is to provide advice to the Minister and Local Councils on the administration of the Act and policies that should govern that administration.	The Committee provided a recommendation to the Minister that a women's only facility be built under the Nation Building and Economic Stimulus Plan. An Overview Business Case for the Melrose Park Women's Supported Residential Facility has been prepared for Executive consideration.
<b>The Council for the Care of Children</b>	The Council for the Care of Children: <ul style="list-style-type: none"><li>• advises the government on the rights and interests of children</li><li>• reviews child protection legislation and advises the Minister for Families and Communities on the care and protection of children</li><li>• reports on government progress to keep children safe and healthy and ensure learning and recreational opportunities</li><li>• promotes the safe care of children including children in the care of the Minister, Aboriginal children, and children with disabilities.</li></ul>	For information on the achievements of the Council for the Care of Children refer to the Council's Annual Report at <a href="http://www.childrensa.sa.gov.au">www.childrensa.sa.gov.au</a> .

### Housing portfolio

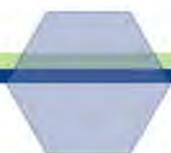
Board / Committee / Trust	Function	Achievement/s
<b>Homes for 100 Project Committee</b>	The Homes for 100 Project Committee is a partnership between the State Government and Bedford Industries in a \$10 million joint project to create homes for people with disabilities.	<ul style="list-style-type: none"><li>• Bedford Industries submitted a proposal under the National Rental Affordability Scheme for 22 dwellings/incentives resulting in 51 housing placements.</li><li>• \$3.82 million of the State Government \$5 million contribution to the \$10 million Homes for 100 Project fund has been committed.</li></ul>





## Governance arrangements

Board / Committee / Trust	Function	Achievement/s
<b>HomeStart Finance Asset and Liability Committee</b>	<p>The HomeStart Finance Asset and Liability Committee is responsible for:</p> <ul style="list-style-type: none"><li>managing HomeStart's net interest margin</li><li>monitoring HomeStart's Treasury policies to ensure their adherence to global practice and their relevance, within government, to HomeStart</li><li>reviewing and approving changes in asset pricing policy and policy setting</li><li>managing HomeStart's capital base</li><li>managing the Risk Transfer Vehicle, a division of HomeStart established to protect the organisation from residual mortgage default risk arising from loans written since 1 July 2000.</li></ul>	<p>For information on the achievements of the HomeStart Finance Asset and Liability Committee, refer to the HomeStart Annual Report 2008-09, accessible at <a href="http://www.homestart.com.au">www.homestart.com.au</a>.</p>
<b>HomeStart Finance Audit Committee</b>	<p>The primary responsibilities of the Audit Committee include:</p> <ul style="list-style-type: none"><li>reviewing the financial reporting processes and outputs</li><li>monitoring the risk management plan and framework and the status of risks</li><li>reviewing compliance with relevant laws and regulations</li><li>monitoring the internal and external audit function.</li></ul>	<p>For information on the achievements of the HomeStart Finance Audit Committee, refer to the HomeStart Annual Report 2008-09, accessible at <a href="http://www.homestart.com.au">www.homestart.com.au</a>.</p>
<b>HomeStart Finance Board of Management</b>	<p>Members of the HomeStart Board of Management are appointed by the Governor for a term not exceeding three years. Board members are independent of the organisation with the primary responsibility of the board focused on:</p> <ul style="list-style-type: none"><li>corporate accountability</li><li>strategic planning</li><li>monitoring and policy development.</li></ul>	<p>For information on the achievements of the HomeStart Finance Board of Management, refer to the HomeStart Annual Report 2008-09, accessible at <a href="http://www.homestart.com.au">www.homestart.com.au</a>.</p>





## Governance arrangements

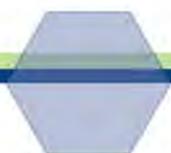
Board / Committee / Trust	Function	Achievement/s
<b>Housing and Urban Development Advisory Committee</b>	<p>The Housing and Urban Development Advisory Committee is a joint committee with the Minister for Housing and the Minister for Urban Development and Planning. The Committee:</p> <ul style="list-style-type: none"> <li>• promotes in camera discussions between government and the private sector in the housing and development industries</li> <li>• jointly advises the Minister for Housing and the Minister for Urban Development and Planning on housing and strategic urban development matters.</li> </ul>	<p>The Housing and Urban Development Advisory Committee provided advice in relation to housing and strategic urban development matters that will:</p> <ul style="list-style-type: none"> <li>• improve the coordination of public and private sector activities</li> <li>• identify emerging trends in the State's housing market, including in the area of affordable housing.</li> </ul>
<b>Housing Appeal Panel</b>	<p>The Housing Appeal Panel:</p> <ul style="list-style-type: none"> <li>• hears appeals from public housing customers about decisions made by Housing SA under its operational policy and procedures</li> <li>• hears appeals from members and members/tenants of Community Housing Organisations against decisions of the Community Housing Organisation</li> <li>• hears appeals from individuals whose application for membership of a Community Housing Organisation has been rejected</li> <li>• hears appeals from Community Housing Organisations against decisions of Housing SA</li> <li>• makes Orders which are binding upon the applicant, Housing SA, and co-operatives and associations.</li> </ul>	<p>The Housing Appeal Panel heard:</p> <ul style="list-style-type: none"> <li>• 82 public housing appeals</li> <li>• four community housing appeals – members/tenants against Community Housing Organisation</li> <li>• one community housing appeal – Community Housing Organisation against Housing SA.</li> </ul>





## Governance arrangements

Board / Committee / Trust	Function	Achievement/s
<b>Minister's Strategic Housing Advisory Committee</b>	The Minister's Strategic Housing Advisory Committee provides strategic advice to the Minister for Housing from the non-government sector on directions and issues across the whole of housing.	<ul style="list-style-type: none"> <li>Statewide consultations were held to identify major issues of concern in addressing housing need in the community.</li> <li>A summary report was provided to the Minister for Housing outlining findings of consultations and highlighting key issues.</li> </ul>
<b>South Australian Affordable Housing Trust Board of Management</b>	The South Australian Affordable Housing Trust Board of Management was created to help deliver more affordable homes for South Australians who are locked out of the housing market, by meeting the housing needs of low-income workers and families.	The Board oversaw the: <ul style="list-style-type: none"> <li>Affordable Housing Innovations Fund</li> <li>progression of large scale affordable housing developments</li> <li>continuing development of affordable housing practices within local government.</li> </ul> <p>Member contracts concluded on 21 October 2008. The new Board was appointed 23 June 2009, but did not meet in 2008-09.</p>
<b>South Australian Housing Trust Board of Management</b>	The South Australian Housing Trust Board of Management undertakes the functions of, and the Corporate Governance role for, the <i>South Australian Housing Trust Act 1995</i> , <i>South Australian Co-operative and Community Housing Act 1991</i> and the <i>Housing Improvement Act 1940</i> for the South Australian Housing Trust on behalf of the Minister for Housing.	The Board met 15 times during 2008-09 and: <ul style="list-style-type: none"> <li>monitored the performance of Housing SA under the Performance Agreements and the financial position of the South Australian Housing Trust</li> <li>approved the budget, Business and Annual Report.</li> </ul>
<b>South Australian Housing Trust Board of Management Audit Sub-Committee</b>	The Audit Sub-Committee oversees internal audit, the risk management framework and business review processes on behalf of the South Australian Housing Trust Board.	The Audit Sub-Committee met six times in 2008-09 and: <ul style="list-style-type: none"> <li>approved the Internal Audit Plan</li> <li>reviewed and approved the annual accounts of the South Australian Housing Trust</li> <li>addressed Internal and External Audit management reports</li> <li>monitored Housing SA's strategic risk management process.</li> </ul>



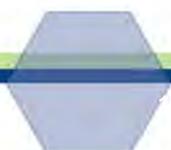


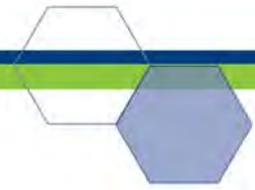
## Governance arrangements

Board / Committee / Trust	Function	Achievement/s
<b>Westwood Urban Renewal Project Committee</b>	<p>The Westwood Urban Renewal Project Committee was established in 1999 in accordance with the Project Agreement for Westwood, and will continue to meet for the duration of the project.</p> <p>The role of the Project Committee is to monitor performance against objectives and the various legal documents which guide the project, namely:</p> <ul style="list-style-type: none"> <li>• Project Agreement (and subsequent amending agreements)</li> <li>• Government Commitment Deed</li> <li>• Council Commitment Deed</li> <li>• Macquarie Bank Limited Deed.</li> </ul> <p>The Project Committee has a clear and specific role in bringing together the separate obligations and responsibilities, and related interests of the South Australian Housing Trust and Urban Pacific Limited.</p>	<ul style="list-style-type: none"> <li>• Westwood Sales Program achievements include \$27.8 million in revenue for 2008-09 through the sale of 98 per cent of the Precinct 6 Athol Park land releases, and through the sale of 22 refurbished dwellings in Precinct 5 and Precinct 7.</li> <li>• Westwood has facilitated a number of programs which have delivered approximately 400 employment outcomes over the project's lifetime.</li> <li>• Activities focused on developing sustainability in the community, including a garden project, working with local schools and providing the local small business development training program.</li> </ul>

### Ageing portfolio

Board / Committee / Trust	Function	Achievement/s
<b>Ministerial Advisory Board on Ageing</b>	<p>The Ministerial Advisory Board on Ageing was established under the <i>Office for the Ageing Act 1995</i>, to provide the Minister for Ageing with advice on policy, planning and services. This includes monitoring and advising on the impact of government policies on older people and conducting consultations on issues of importance.</p>	<ul style="list-style-type: none"> <li>• The Ministerial Advisory Board on Ageing Terms of Reference were refined to correspond with the requirements stipulated in the DPC Circular PC022, <i>Improving the Effectiveness of Government Boards and Committees</i></li> <li>• Strategies and services which would assist older people to better manage heat waves, as experienced during early 2009, were forwarded to the Minister for Ageing.</li> </ul>

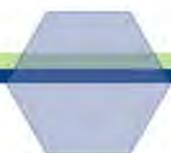




## Governance arrangements

### Disability portfolio

<b>Board / Committee / Trust</b>	<b>Function</b>	<b>Achievement/s</b>
<b>Minister's Disability Advisory Council</b>	The Minister's Disability Advisory Council was officially appointed on 3 December 2007, to provide high level advice to the Minister for Disability on issues affecting people with a disability and to provide input into the development of government policy.	The Minister's Disability Advisory Council provided specific advice on the implementation of self-managed funding in South Australia and the need for a Cultural Competency and Inclusion Standard for all South Australian disability agencies (Standard 13).





## Governance arrangements

### Risk management and internal audit

The department is committed to the use of effective risk management practices to protect organisational resources, all employees, the general public and the government against potential loss, and to maximise the effectiveness, efficiency and reliability of the services we provide. In recognising this, the *Department for Families and Communities Risk Management Policy and Framework* was developed, based on the generic Australian/New Zealand Standard on Risk Management (AS/NZS 4360:2004). All Executives are accountable for the effective implementation of the *Risk Management Policy and Framework*.

A revised *Risk Management Policy and Framework* was developed and circulated for consultation, which takes into account the draft, but as yet unendorsed, Standard for Risk Management ISO 31000. In addition, the State Government's *A Strategy for Safety in the Public Sector 2007-2010* outlines the requirement that all Executives and managers are trained in the use of the AS/NZS 4360 Risk Management, for the purpose of establishing integrated reporting systems.

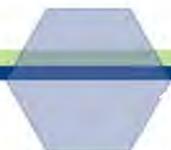
Internal Audit helps the department accomplish its objectives by carrying out the analysis and independent appraisal on the adequacy and effectiveness of the department's risk management and internal control systems. Internal Audit develops relationships with management to provide independent, objective assurance and consulting services designed to add value and improve operations. The internal audit function is independent to the external audit function. In 2008-09, Internal Audit participated in an external Quality Assessment by the Institute of Internal Auditors which validated the unit's conformance with internal audit standards.

Risk management and internal audit services provided to the department and the Department of Health were reported through the respective Risk Management and Audit Committees. Internal audits undertaken in the department included activities in the areas of State Recovery Office, Families SA, Community Connect, Disability SA, the Office for the Ageing and Financial Services. The audit projects also extended to information technology reviews across the department. Services provided to Housing SA included strategic asset management, information technology project governance and practices, non-government organisation grants management, and implementation of the new Treasurer's Instructions for financial management compliance programs.

In January 2009, the Chief Executives of the department and the Department of Health agreed that the service provided to the Department of Health under the existing service level agreement would cease on 30 June 2009.

#### **DFC good news story.....**

*In 2008-09, the department's risk management capacity received a boost when approximately half of the 44 Risk Assessment Facilitators underwent a competency-based course delivered by consultants in partnership with the College for Learning and Development. The course provided the Risk Assessment Facilitators with further knowledge and skills to undertake risk management activities within their division. In the process, the consultant assessed the department's risk management system, describing it as mature and 'of the highest standard (the consultant had) observed in any organisation'. A Strategic Risk Management Plan is now being developed to ensure that this standard is maintained.*





## Governance arrangements

### Privacy

Privacy refers to the responsible management of client information and protecting people's right to exercise some control over their personal information. The Research Unit, Business Affairs, is responsible for coordinating privacy matters within the department. This includes providing expert advice on privacy matters; developing a repository of privacy related advice and resources and disseminating key information.

Most divisions and staff are bound by the *Code of Fair Information Practice*. The Code contains the privacy principles which guide the collection, use, disclosure and handling of personal information and is based on the National Privacy Principles (NPPs) contained in the *Commonwealth Privacy (Private Sector) Amendment Act 2000*. This ensures that the Principles are consistent with the current national and international standards.

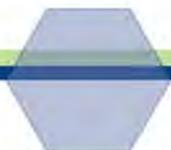
The South Australian Housing Trust, as a statutory authority, is not bound by the Code but rather by a similar set of privacy principles which were originally issued by the State Government as Cabinet Administrative Instruction 1/89 and then re-issued on 30 July 1992 as DPC Circular PC012, *Information Privacy Principles Instruction*. In addition, there are specific legislative provisions on handling information in relation to specific areas of work or in specific circumstances, for example in the *Children's Protection Act 1993*, the *Young Offenders Act 1993*, *Adoption Act 1988* or *Disability Services Act 1993*. These legislative requirements take precedence over the Code or the Cabinet Instruction.

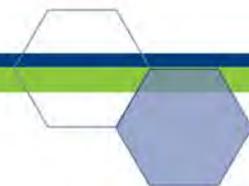
### Procurement

In the process of acquiring goods and services, including the engagement of consultants and contractors, the department is committed to maintaining the integrity of procurement processes by ensuring appropriate approvals and procedures are followed. This is achieved with the direct involvement of the Procurement and Contract Management Unit which is responsible for managing the procurement of goods and services, including consultancy and contractors services, to ensure that value for money outcomes are achieved in accordance with government and State Procurement Board policies and departmental guidelines. The Procurement and Contract Management Unit provides advice and management services including:

- undertaking market analysis to identify suitable suppliers to approach
- managing the quotation, tender and negotiation process and the final selection of suppliers
- managing contract and supplier performance
- reviewing key documents and monitoring procurement outcomes.

In 2008-09, the Procurement and Contract Management Unit improved procurement planning, ensuring that a large percentage of goods and services are procured faster than the established across government benchmarks. A streamlined procurement strategy has also been developed and managed for the National Partnership Agreement with the Commonwealth Government on the Nation Building and Job Plan. The strategy includes an expansion of pre-qualified contractors and has led to the allocation of more than \$40 million of construction works. The tendering practices developed will facilitate the achievement of the stated objectives of the Nation Building and Job Plan, as well as support the delivery of value for money housing within the milestones detailed in the Plan.





# Corporate social responsibility

## Workplace

Valued and well supported employees are critical to the department's ability to deliver high standard services. The following summarises our commitment to the work life balance and professional development of our employees.

### Balancing work, life and care

The department supports flexible working arrangements to assist employees in finding a balance between their work and life responsibilities. Flexible arrangements also assist in the attraction and retention of employees and the participation of diverse groups in the workforce, such as older employees, employees with disabilities and those with family and caring responsibilities.

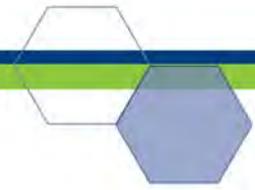
Current flexible working arrangements include:

- flexible working hours where the start and finish times of employees are flexible to suit their needs and the requirements of their business unit
- flexi-time where employees accrue days off by working hours over their normal working week, and taking the additional hours at a later time
- compressed working weeks which allow employees to compress their working week into fewer days to spend the equivalent of one day per fortnight to attend to family and/or other matters
- working reduced hours either on a part-time or job share basis
- working from a home-based work location instead of the office
- flexible annual and long service leave which includes taking accrued annual or long service leave in shorter periods, such as single days or weeks, to allow greater flexibility
- special leave with pay for employee needs and responsibilities such as bereavement leave, to care for a dependent family member, cultural leave, moving house and for urgent pressing necessities
- leave without pay for varying reasons including to care for a young child, for travelling purposes and for compassionate reasons
- paid and unpaid parental leave is available to eligible employees in relation to the birth or adoption of a child
- purchasing additional paid leave by reducing your salary during the participatory period in order to have extra leave to meet commitments outside of work, such as family, study or travel, while still receiving a steady income.

### Number of employees using voluntary flexible working arrangements by gender in 2008-09

Leave Type	Male	Female	Total
Purchased Leave	17	47	64
Flexitime	1111	2487	3598
Compressed Weeks	15	62	77
Part-time Job Share	8	74	82
Working from Home	11	33	44





## Corporate social responsibility

Balancing work and life responsibilities will increase employees health and wellbeing through:

- reduced stress levels and the prevention of burnout
- an increased sense of happiness and wellbeing
- increased physical health, energy and motivation
- improved workplace morale.

The department is committed to creating a supportive workplace for all employees across the organisation through flexible working arrangements. Given the diverse nature of the department's business functions, the operational requirements of some work areas may necessitate different employment arrangements.

### **College for Learning and Development**

The College for Learning and Development is a Registered Training Organisation which was established to support the development of a highly skilled and productive workforce, increase job satisfaction and retention, and assist succession planning. All employees of the department, whether they are a casual employee, on contract, working part-time or full-time, and no matter where their worksite is located, are eligible to apply for enrolment in the College. The College also delivers an induction program to new and temporary staff.

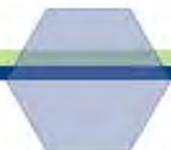
Refer to page 99 for additional information on the College for Learning and Development.

### **Business Improvement Challenge**

The Business Improvement Challenge is open to all employees of any age, level and profession to work on an improvement project and present their recommendations to the Chief Executive and other key stakeholders. Employees participating in a Business Improvement Challenge undertake learning sessions, work with a team on an improvement project and are assessed over a four month period for accreditation in Certificate III in Government (specialising in Business Excellence – Continuous Improvement).

### **Youth Challenge**

The department provides opportunities for young employees to come up with ideas to solve important issues affecting the department. The Youth Challenge Program involves employees under 30 years of age working offline for one week to work together in small teams on projects. At the end of the week, the team presents their ideas and solutions to the Chief Executive, Executive Director Organisational Development and other senior staff.





# Corporate social responsibility

## Environment

The department is committed to looking after the environment by reducing the impact of its operations and activities. This commitment is reflected in the department's *Statement of Commitment to the Environment* which was signed in April 2006 and states that we will work within the Greening of Government (GoGO) Framework to:

- minimise energy use by implementing energy efficiency measures as required under the government's Energy Action Plan
- minimise greenhouse gas emissions, waste and pollution in the department's vehicle fleet, in building accommodation, management, design and maintenance, in procurement and through water conservation
- reduce waste to landfill by reviewing waste collection procedures and increasing re-use and recycling
- gather information, monitor and report in significant environmental impact areas
- increase environmental awareness and learning among staff
- promote and comply with relevant environmental legislation and government policy standards
- communicate policies and environmental initiatives to staff, customers and the broader community.

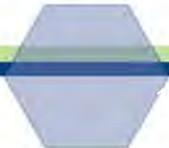
The GoGO Action Plan contains eight priority areas to ensure that the State Government continuously improves its environmental performance. Refer to page 134 for information on the department's performance against the GoGO Action Plan.

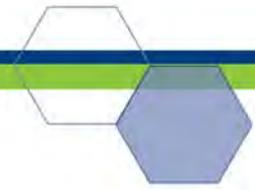
### ***DFC good news story.....***

*Domiciliary Care SA is collecting phones for MobileMuster, the mobile phone industry's official recycling program. During 2008, Domiciliary Care SA collected 65 kgs of mobile phones, batteries and accessories for recycling. MobileMuster is aiming to prevent more than 90 000kg of mobiles, including 18 500kg of batteries, from going into landfill, where the devices could leach harmful elements into the earth.*

Housing SA has continued to participate and support environmental initiatives in 2008-09. As part of Housing SA's water conservation strategy, a project commenced on a medium density public housing site with over 100 units. The project involves the installation of two underground concrete tanks with a total capacity of approximately 660 000 litres to capture stormwater from the site to irrigate the landscaped grounds. The project is due for completion during 2009-10. Work has also commenced to identify other medium density sites around metropolitan Adelaide for similar water conservation projects.

In December 2008, Housing SA was informed by the Department for Transport, Energy and Infrastructure (DTEI), that a subsidy would be available under the Commonwealth's Renewable Remote Power Generation Program to install solar hot water units in remote area townships. The subsidy includes 50 per cent of the cost of the systems and installation. In June 2009, 11 solar hot water units were installed in Maree with work to progress in Coober Pedy and Oodnadatta during 2009-10. It is proposed that approximately 110 units in total will be installed.





## Corporate social responsibility

Housing SA's commitment to the creation of environmentally sustainable developments is reflected in the *Sustainable Housing and Liveable Neighbourhoods* which provide clear and consistent briefs outlining the Housing SA requirements for housing. The guidelines include information regarding environmental sustainability, energy efficiency, water use and waste management.

### Socially responsible procurement

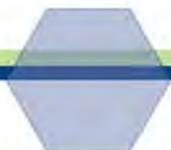
The department is guided by the *Social Responsibility in Procurement Policy* towards socially and environmentally preferred products and services that enhance positive social or environmental outcomes. The policy sets down a series of overarching principles to be adopted when specifying procurement requirements and inviting and evaluating offers, and gives preference to environmentally friendly goods where price, performance, quality, suitability and other evaluation criteria are comparable, and encourages the use of life cycle costing.

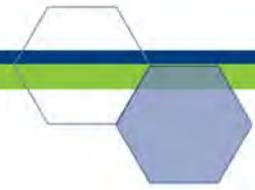
In the selection of products and services the department will:

- unless there are valid technical reasons for not doing so, give consideration to energy efficient goods where these provide equal value for money as similar quality goods
- not purchase products known to involve the use of ozone depleting substances, either as a refrigerant or in the production of insulating foams, unless no practical alternative is available
- unless there are valid technical reasons for not doing so, give consideration to recycled/recyclable goods if they are available at the same value for money as similar quality goods made of virgin materials
- only procure products and services from organisations that comply with Equal Opportunity legislation and Disability Services Act and Standards
- during procurement processes give consideration to suppliers who demonstrate socially responsible work practices in relation to stakeholder engagement, ethical business behaviour, social accountability and equitable employment processes
- give recognition to suppliers who employ people with disabilities, people who are Aboriginal and Torres Strait Islander and people who are otherwise considered disadvantaged in the community.

The *Social Responsibility in Procurement Policy* applies to the procurement of all goods and services, including the engagement of consultants and contractors, and is applicable to all metropolitan and regional departmental business units.

Through continued focus on innovative partnerships in 2008-09, a series of socially responsible procurement projects have been delivered. These include the implementation of a carbon offsets program for stationery and office supplies consumption, the trialling of remanufactured toners and managing a procurement process on behalf of a non-profit organisation funded by the department. Children under the Guardianship of the Minister and the Dame Roma Mitchell Trust Fund have continued to receive support from Lyreco, our contracted stationery supplier.





# Corporate social responsibility

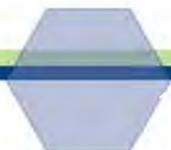
## Social and community activities

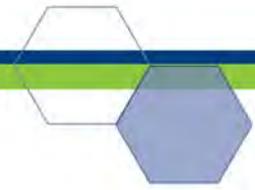
The department recognises the vital contribution of charities to the community, both in South Australia and nationally. Employees have participated in a variety of events to raise vital funds for charitable organisations including:

- Beyond Blue – casual for a cause morning tea
- Cancer Council – Biggest Morning Tea
- Leukaemia Foundation – casual for a cause morning tea
- Red Cross Victorian Bushfire Appeal – casual for a cause morning tea
- Royal Flying Doctor Service – casual for a cause morning tea
- RSPCA – Cupcake Day.

Volunteers also make a significant contribution to the community, including in the successful delivery of services by the department. As such employees are encouraged to participate in volunteering activities and are supported to do so by the department's flexible working arrangements.

An example of employees volunteering is the department's membership of Club Red, the Australian Red Cross Blood Service corporate blood donation program. Employees are encouraged to donate blood with the department organising enrolment forms, organising for first time blood donors to donate at the same time and by organising transport to and from the donation centre.





## Research

We are committed to the development of knowledge, evidence and ideas which can inform policy, social innovation and service delivery. The Research Unit leads and coordinates research across the department. The aims of the Research Unit are to:

- build and extend the evidence base which informs our work
- effectively disseminate knowledge generated through research
- support the increased uptake of research knowledge in policy and practice.

The resulting activities include:

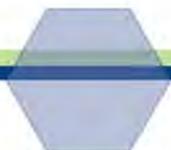
- a Strategic Research Agenda to guide our research investment and stimulate relevant research
- an active and growing program of research involving both internal and external researchers
- financial support to priority projects through the DFC Research Fund
- partnering with others in competitive research grant applications
- expert advice, resources and support to our staff and other researchers, including students
- a single entry point for external researchers into the department
- the ethical oversight of research in accordance with national standards and principles
- fostering links and alliances across the research sector
- publishing research results and disseminating findings
- supporting the transfer of research findings into action
- documenting and disseminating results from innovative initiatives
- maintaining a register of current research projects.

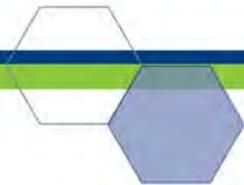
Through the DFC Research Fund, approximately \$310 000 was committed in 2008-09, to fund a range of high priority projects which directly support the State Government's strategic objectives. These include projects on grandparents and young people as carers; the reunification of children from out of home care; refugee families in the child protection system; and the development of a new and comprehensive assessment tool for people with a disability. In addition, \$80 000 was allocated to housing research projects focused on homelessness and the development of affordable housing options.

The research activities of the department include leading, contributing to and facilitating an increasing number of collaborative grant applications, particularly ARC Linkage grants. These grants enable national research funds to be leveraged for South Australia. Currently, with an investment of approximately \$450 000 on ARC Linkage projects, we have a major role in over \$8 million of significant new research. This is consistent with target T4.10 of South Australia's Strategic Plan which aims to secure Commonwealth Government research and development resources to 10 per cent above South Australia's per capita share by 2010 and increase this share to 25 per cent by 2014, for both public and private spheres.

The development of a new Strategic Research Agenda has commenced which will support and underpin our *Five Year Strategic Plan*. This Agenda will guide the allocation of approximately \$370 000 on strategic research during 2009-10. In addition, a Research Impact Strategy will support better application of research findings in planning and decision making across the department.

Information on the research projects conducted in or funded by the department in 2008-09, is available from the Research section of our website at [www.dfc.sa.gov.au/research](http://www.dfc.sa.gov.au/research).





## Key events

The following are examples of events organised or hosted by the department, or attended by representatives of the department:

Event	Date
NAIDOC Week Celebrations	6 to 13 July 2008
Foster Carers Week Morning Tea	5 August 2008
College for Learning and Development Graduation ceremony	18 September 2008
International Day of the Older Person – Portraits of Ageing Symposium	1 October 2008
Opening of the Ridley Grove Community Garden in Westwood	17 October 2008
Launch of the Ladder Port Adelaide project	29 October 2008
Grandparents Raising Grandchildren Forum and Expo	3 November 2008
Disability Sector Conference	18 to 19 November 2008
<i>Shared Learning and Partnership Forum</i>	20 November 2008
Official opening of The Terrace	28 November 2008
<i>Our Actions to prevent the abuse of older South Australians 2007</i> Raising Awareness Campaign	23 February 2009
Gilles Plains Urban Renewal Project Closing Ceremony	24 February 2009
Launch of South Australia's Dementia Action Plan	25 February 2009
Yarredi Redevelopment Project, Port Lincoln – opening of new facility for women and children escaping domestic violence	26 February 2009
Launch of the Brahma Green (City of Salisbury, HomeStart Finance and McCracken Homes) pilot affordable housing initiative	18 March 2009
College for Learning and Development Graduation ceremony	25 March 2009
Exercise Maritime Fox 2: Recovery and South Australia launch of the National Principles for Disaster Recovery	11 April 2009
Launch of <i>Seeing Red: A Facilitation Manual for Responding to Anger and Violence among Culturally Diverse Young Men</i>	24 April 2009
Logan Street Affordable Housing Project launch	7 May 2009
Responsible Gambling Awareness Week 2009	18 to 22 May 2009
Launch of Aboriginal Life Story Book	17 June 2009
World Elder Abuse Awareness Day Conference	19 June 2009





## Publications

We are committed to communication that is accessible, timely and effective. As such the department publishes a wide range of materials that are available to the public, including reports, brochures, reviews, and factsheets which are accessible from our website at [www.dfc.sa.gov.au](http://www.dfc.sa.gov.au).

The following are examples of publications publicly released in 2008-09:

- ***Community Benefit SA Annual Report 2007-2008***
- ***Contact with the South Australian child protection system: A statistical analysis of longitudinal child protection data***
- ***Dame Roma Mitchell Trust Fund for Children & Young People Annual Report 2007-2008***
- ***Department for Families and Communities Annual Report 2007-08***
- ***Department for Families and Communities Research Report 2008***
- ***Grandparents Raising Grandchildren: Estate Planning Fact Sheet*** (developed by the department in partnership with the Legal Services Commission and the Public Trustee)
- ***Home and Community Care South Australia Triennial Plan 2008-09 to 2010-11***
- ***Parental substance misuse and children's entry into Alternative Care in South Australia***
- ***South Australian Housing Trust Annual Report 2007-08***
- ***South Australian Seniors and the Law: An Information Guide*** (Department for Families and Communities and Law Society of South Australia – updated document)
- ***South Australia's Dementia Action Plan 2009-2012: Facing the Challenges Together***

### ***DFC good news story.....***

*Young men from war-torn and violent backgrounds now living in South Australia have been able to manage their anger issues thanks to a locally produced anger management manual. The Seeing Red Manual for Responding to Anger and Violence among Culturally Diverse Young Men was launched in April 2009. Produced by Shopfront Youth Health and Information Service, in collaboration with Multicultural Youth SA (MYSA) and funded by the department, the manual explains to young people that there are a range of different ways to deal with issues.*

*The manual helps the young men to effectively understand and manage their anger and aggression, and involves family, friends and schools in supporting the young person, so that there is increased likelihood of a permanent change in behaviour. The manual and youth workers help the young men learn to identify emotional triggers of anger, and practice self control and how to respond to feeling angry.*

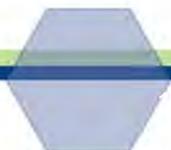


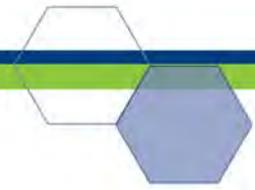


## Rewards and recognition

In 2008-09, the work of the department and individual staff members was acknowledged through the presentation of external awards. The following are examples of awards received:

- **College for Learning and Development** – 2008 South Australian Training Awards, Large Training Provider of the Year
- **Department for Families and Communities** – Bronze Australian Business Excellence Award
- **Department for Families and Communities (Human Resources)** – 2008 South Australian Training Awards, Workforce Development Award Recipients
- **Doorways 2 Construction and Building Links Teams** – 2008 Australasian Housing Institute Professional Excellence in Social Housing Awards, Outstanding Achievement Category
- **Gary Maguire, Manager, Online and Geographic Services** – 2008 South Australian Spatial Excellence Awards, Spatial Professional of the Year
- **Geographic Information Systems Team** – 2008 South Australian Spatial Excellence Awards, Spatially Enabling Government Category for the MapIQ System
- **Geographic Information Systems Team** – 2008 South Australian Spatial Excellence Awards, People and Community Category for the Nunga Wali Spatial Applications
- **HomeStart Finance** – 2009 Australian Business Awards, Community Contribution Category
- **HomeStart Finance** – 2009 Australian Business Awards, Recommended Employer Category
- **Housing SA** – 2008 Australian Civic Trust Awards and Brickbats Program, Special Award Category
- **Housing SA, Mapleton Grove** – 2008 Australian Civic Trust Awards and Brickbats Program, Human Category
- **Housing SA, Mapleton Grove** – 2008 Urban Development Institute of Australia (UDIA) South Australia Awards for Excellence, Commendation in Urban Renewal
- **Housing SA, Strathmont Community Living Project** – 2008 Australian Civic Trust Awards and Brickbats Program, Human Category
- **Housing SA, Strathmont Community Living Project** – 2008 Australian Civic Trust Awards and Brickbats Program, People's Choice
- **Housing SA, Strathmont Community Living Project** – 2008 UDIA South Australia Awards for Excellence, President's Award
- **Housing SA, The Terrace** – 2008 UDIA South Australia Awards for Excellence, High Density Housing
- **Housing SA, The Terrace (Afton House) Redevelopment** – 2008 Australasian Housing Institute Professional Excellence in Social Housing Awards, Community Renewal Category
- **Housing SA, The Terrace (Afton House) Redevelopment** – 2008 Australian Civic Trust Awards and Brickbats Program, Human Category
- **Housing SA, Wandana** – 2008 UDIA South Australia Awards for Excellence, Commendation in Affordable Housing
- **Julie Cleaver, Facilitator of Learning, College for Learning and Development** – 2008 South Australian Training Awards, Vocational Student of the Year





# Corporate reporting

## Reconciliation statement

We are strongly committed to addressing the considerable disadvantage experienced by Aboriginal people and communities in South Australia by ensuring that Aboriginal people have a voice in the development of our policies, programs and services. This commitment is reflected in our Statement of Reconciliation which has been endorsed by senior South Australian Aboriginal community leaders.

In our Statement of Reconciliation we have committed to:

- developing policies and delivering services that are appropriate, relevant and that meet the needs of Aboriginal people, families and communities
- working in positive and practical ways with Aboriginal communities to achieve integrated services that provide long term sustainable outcomes
- identifying champions to promote and raise awareness of Aboriginal issues within the department, across government and in the broader community
- increasing the number of Aboriginal people employed in the department, including in decision making positions
- demonstrating leadership in reconciliation.

Our Statement of Reconciliation reflects our commitment to the principles of the South Australian Government's Cultural Inclusion Framework, including building a culturally competent workforce, culturally inclusive program and service design and by undertaking culturally inclusive inter-agency collaboration. The Statement also recognises Aboriginal and Torres Strait Islander people as the first Australians with unique cultures, languages and spiritual relationships to the land and sea.

In 2008-09, significant activities to promote Reconciliation and to support both Reconciliation Week and NAIDOC (National Aboriginal and Islander Day Observance Committee) Week were undertaken. Reconciliation events and activities were promoted and undertaken across the whole department, and local level Reconciliation committees are in place across business areas to ensure that there is a specific focus on developing appropriate service responses.

A range of initiatives and actions were undertaken to improve the employment outcomes for Aboriginal and Torres Strait Islander workers in the department. This supports our Aboriginal Employment Strategy which has four goals including:

- attracting our future Aboriginal workforce
- retaining our Aboriginal staff
- investing in Aboriginal staff
- monitoring and evaluating the Strategy.

A number of specific National Partnership Agreements were agreed to by the Council of Australian Governments in 2008-09 to address Aboriginal disadvantage. The department has an important role in leading and supporting a range of initiatives and reforms required as a result of these agreements. The department is also the lead agency for the National Partnership Agreement on Remote Indigenous Housing.





# Corporate reporting

## Disability action plan

*Promoting Independence – Disability Action Plans for South Australia* provides a framework of action for departments to meet the requirements of the *Disability Discrimination Act 1992* and the *Equal Opportunity Act 1984*. Departments are required to report on progress against the six outcome areas outlined in *Promoting Independence*.

### 1. Portfolios and their agencies ensure accessibility of their services to people with disabilities, both as customers and employees.

The key strategy to achieve compliance for this outcome is contained in our Disability Action Plan. The Plan sets directions for divisions to audit and redesign policies, programs and facilities to ensure that they are inclusive of people with disabilities and eliminate practices that are discriminatory to people with disabilities.

The department has completed the access assessment review for all owned and leased buildings. The review included an assessment of costs associated with upgrades to buildings to ensure accessibility. A 'Master Plan' is being drafted to identify high, medium and low priority upgrades for facilities.

### 2. Portfolios and their agencies ensure information about their services and programs is inclusive of people with disabilities.

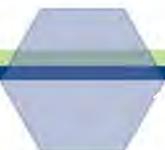
Improved information provision and communication strategies have been identified as key priority areas for action in our Disability Action Plan. The Plan states that the department will establish policies and protocols to ensure equitable access for people with disabilities to information and communication strategies on its programs and services. Corporate Services are responsible for auditing information service provisions across the department to ensure they incorporate appropriate considerations of disability access requirements.

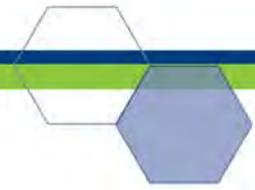
The Communications Policy was reviewed and updated in March 2009, and now ensures that all communication is inclusive of people with disabilities. Information is also accessible to people with disabilities by committing to the use of accessible fonts, plain language and the provision of publications in a variety of formats including Braille, audiotape and telephone typewriter (TTY) on request.

### 3. Portfolios and their agencies deliver advice or services to people with disabilities with awareness and understanding of issues affecting people with disabilities. In doing so, agencies should report on the extent of the delivery of disability awareness training with staff using the *SA Disability Awareness and Discrimination Training Framework*.

The whole of government Disability Awareness and Discrimination Training Framework sets a target to ensure a portfolio meets the mandatory reporting requirements of the Promoting Independence Strategy. The target requires that:

- 20 per cent of staff will have completed training to the level required for their position and role as is required under the Disability Awareness and Discrimination Training Framework
- continuation of the implementation of this training will be at the rate of 20 per cent of staff per year until all staff has completed their training requirements.





## Corporate reporting

The Disability Awareness and Discrimination Training Framework trains staff to identify and adopt competent practices when relating to people who have a disability. Staff are also taught about the *Disability Discrimination Act 1992* and how to avoid practices that discriminate against people who have a disability.

To ensure that these requirements are met a review of existing processes for disability awareness and discrimination training has been undertaken. A training model to ensure sustainable and effective disability awareness and discrimination training will be developed.

**4. Portfolios and their agencies provide opportunities for consultation with people with disabilities in decision making processes regarding service delivery and in the implementation of complaints and grievance mechanisms.**

The department's Disability Action Plan requires consultation is undertaken with people with disabilities on service delivery and mechanisms. These contacts have, and will continue to be, actively involved in all ongoing communication and consultation in decision-making processes. The Minister's Disability Advisory Council will continue to be actively involved in all ongoing communication and consultation in decision-making processes, to ensure levels of services are appropriate to the needs of people with disabilities.

**5. Portfolio Chief Executives ensure that their portfolio has met the requirements of the *Disability Discrimination Act 1992* and the *Equal Opportunity Act 1984*.**

The Disability Action Plan is the key strategy to ensure the department's compliance with the *Disability Discrimination Act 1992* and the *Equal Opportunity Act 1984*. The department is committed to the overall compliance to the development, implementation and monitoring of the Disability Action Plan, including its incorporation into Business Plans.

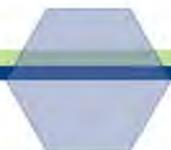
**6. Portfolios report on how they are increasing the rate of employment of people with a disability in order to meet the South Australia's Strategic Plan Target T6.22 – 'to double the number of people with disabilities employed in the public sector by 2014'.**

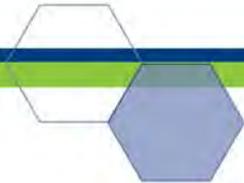
The department, through the Office for Disability and Client Services, is the lead agency for the achievement of target T6.22 of South Australia's Strategic Plan which aims to double the number of people with disabilities employed in the public sector by 2014. In 2008-09 work has continued in collaboration with the Public Sector Workforce Division and the Promoting Independence Committee to ensure the achievement of this target.

**In addition, Chief Executives should comment on how the policy has been integrated into their planning processes and the strategies in place to ensure employment practices and recruiting strategies do not discriminate against people with disabilities.**

This work has been developed to supplement the disability awareness and discrimination training with a module developed for managers, Human Resource managers and Human Resource operatives. The training will be referred to in the Employment Policy (this recommendation links with the Disability Action Plan 3.2-3.6).

The DFC Employee Arrangements Policy addresses the recruitment and selection policy and procedures to provide appropriate practices which prevent direct or indirect discrimination against people with a disability. In collaboration with Human Resources and Disability Employment Networks, negotiations have commenced to develop performance management strategies for managers to facilitate for employees with disabilities.





# Corporate reporting

## Reporting against the Carers Recognition Act

The *Carers Recognition Act 2005* (the Act) requires carers to be recognised and supported and for State Government departments to report annually on compliance with the Act and the *SA Carers Charter*. The DFC Office for Carers leads the implementation and administration of the Act across government and provides policy advice.

Improvements have occurred in 2008-09, in the annual reporting system used across government to report on compliance with the Act. The reporting template encourages the carer topic to become a component embedded in planning and reporting documents and systems, and assumes a continuous improvement model.

The following report identifies our key undertakings on carers and summarises our progress against the seven Principles of the Charter and Sections 6(1) and 6(2) of the Act in 2008-09. Other mandated reporting portfolios required to report annually include the Department of Health, DECS, DFEEST, DTEI and the Justice Portfolio, including South Australia Police.

***Section 6 (1) of the Act requires that applicable State Government organisations and their employees have an awareness and understanding of the Carers Charter and take action in the provision of relevant services to carers to reflect those Principles.***

Ensuring awareness and understanding of the issues for carers and of the *SA Carers Charter* are prerequisites to effecting improved response to carers in support and service provision. Significant effort has occurred in the department to raise awareness with employees, clients and funded bodies, with the implementation of the Act communicated and developed via divisional representatives of the DFC Carers Group.

In 2008-09, the Office for Carers provided a range of resources and promotional materials to carers and agencies within and external to government. Information was also distributed via speaking engagements, at meetings with service providers, forums and expos, and staff meetings.

The Office for Carers also distributes its quarterly newsletter to over 600 individuals and agencies, providing information on issues, events and State and national directions for carers. Newsletters were also used as a mechanism by divisions of the department, including Domiciliary Care SA and Disability SA, to raise awareness of carers. A regular newsletter is distributed on behalf of the Disability Advisory Network of South Australia (DANSA) to clients of Disability SA with information targeted at clients and carers.

The Office for Carers, in consultation with DFC Human Resources, launched the Connecting Carers team site in March 2009, which provides relevant information and a blog to enable peer support for carers. Communication strategies have been developed to further promote the site.

Awareness of carers was raised during Carers Week in October 2008. The Office for Carers promoted and supported the department and other departments across government to hold morning teas to recognise employees who have caring responsibilities. Events, workshops and conferences were attended, providing opportunities to raise awareness of carers and the Act.





## Corporate reporting

Service Agreements for our managed programs include a clause requiring compliance with the Act which specifies:

- *The Service Provider is required to consult carers, or those people or organisations that represent carers, in policy and program development and/or in strategic or operational planning that is relevant to carers and those they care for; and*
- *Upon request by the Minister's Representative, the Service Provider must provide written evidence demonstrating that the Service Provider is meeting the requirements of the Carers Recognition Act 2005 in the course of providing the Services.*

Information fact sheets on carers and obligations are located on the Grants Management Unit page of our intranet site while annual contract negotiation with funded non-government organisations allows monitoring of compliance with the Act.

Other actions undertaken in 2008-09 include:

- Community Connect reviewing and considering opportunities for the collection of data from funded non-government organisations
- formal documentation of carer activity in the Disability SA Business Plan, which reflects the principles of the Carers Charter, has resulted in regular, comprehensive and integrated consultation with consumer and carer groups
- Domiciliary Care SA commencing the development of a *Carers Recognition Act Implementation Strategy and Action Plan* to operationalise Principles of the Act
- the Disability SA Provider Panel requiring service providers to comply with the Act, with increased evidence to be sought to substantiate compliance
- staff induction informing new staff of the Act and our responsibility to carers
- the Office for Carers led the 2009-10 *Plan for South Australian Carers (Plan)* with divisional representatives of the DFC Carers Group engaged in the implementation of the Act and in developing the Plan
- a progress report of compliance with the Act across government for 2007-08, was provided to the Minister for Families and Communities
- our *Five Year Strategic Plan 2009-13* incorporates specific outcomes for carers.

### **Principle 1 – Carers have choices within their caring role**

Carers need information about options, services and supports to make choices for their caring role. Accessing information can be hindered as carers attempt to navigate a complex system.

In 2008-09, our website and intranet site were upgraded or developed to provide a range of information, including research and publications regarding carers and carer related issues. Continued consultation with users will ensure this resource meets the ongoing needs of carers. Meetings also occurred with Grandparents Raising Grandchildren in Informal Care to focus on improving access to and quality of information on available services.

### **Principle 2 – Carers health and wellbeing are critical to the community**

Disability SA contributed to the development of the National Disability Agreement Priority (c), *Responding to the needs of older carers* through national level participation and sharing of information about carer initiatives in South Australia. Domiciliary Care SA services identify carers in the initial acceptance of a referral, in the primary client assessment, in development of care plans, and when services and client needs are reviewed.





## Corporate reporting

### **Principle 3 – Carers play a critical role in maintaining the fabric of society**

Human resource policies and procedures regarding flexible working arrangements are available on our intranet, the *Connecting Carers* team website and included as part of the induction of employees. Further information regarding carers leave options available for employees was distributed and research is currently being undertaken to explore possible additional leave/provisions for carers.

Data and information relating to employee carers is included by Disability SA (Disability Services) Managers include in their monthly activity reporting and information is collected on the Central Client Management System regarding carers of Disability SA clients.

### **Principle 4 – Service providers work in partnership with carers**

The Act requires consultation with carers where decisions about care or treatment options have impact on the carer.

### **Section 6 (2) of the Act requires that applicable State Government organisations consult carers, or persons or bodies that represent carers, in policy or program development; or strategic or operational planning**

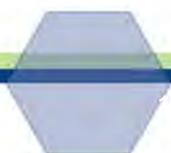
Caring is a social and community responsibility. Carers needs require to be recognised within and beyond the caring situation. To achieve this whilst recognising legislated requirements, it is incumbent upon those planning or providing services to include and consult carers where there is impact on them and their role.

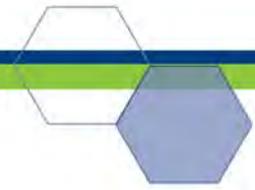
In 2008-09, questions were included in our staff survey to source information relating to staff experiences with balancing caring responsibilities with employment. These responses will inform additional research and activities. Employees who are also carers will continue to be consulted in the review or development of flexible working policies and procedures.

Consultation with families and carers of people with a disability is specified in the Disability SA Business Plan 2008-09. Systems and services are monitored through the complaints process and through consultation and forum feedback for Disability. An Aged Care Service Model Development group has been established in Disability SA to develop a framework of service delivery for ageing carers. The group includes members from non-government organisations who provide services to ageing carers.

Carers are now represented on all Domiciliary Care SA Consumer Reference Groups. The Consumer Reference Groups will be asked to give consideration to the establishment of a separate Carers Reference Group. Domiciliary Care SA monitors engagement of and information to carers through the Consumer Reference Groups and Consumer Satisfaction Survey feedback. Evaluation of the feedback is planned.

The Housing SA Policy Development Framework uses established processes for engaging and consulting with special interest groups and other stakeholders in policy development to consult with carers.





## Corporate reporting

A range of consultation processes has been undertaken to ensure directions of the Office for Carers reflect the needs of carers. Consultation occurs through the Carers Reference Group which meets quarterly. Carers in the department were consulted in the development of the Connecting Carers team site and forums with Carer Service providers were conducted to inform the Office for Carers on issues for carers.

The Minister's Disability Advisory Council (MDAC), DANSA, Aboriginal Disability Advisory Network of South Australia (ADANSA), the Highgate Park Family Network group and the Strathmont Centre Parents and Friends group provided mechanisms for consultation and collaboration. Consumer and carer groups were consulted regarding the Child and Youth Services review and the Service Coordination review. ADANSA met with the Disability Leadership Group (DLG) quarterly and held two regional consumer/carers consultations/forums.

The Office for Carers consulted with stakeholders on the development of the Carers Plan for South Australia and sought advice on gaps in current services and systems. Carers were also consulted in the development of South Australia's Dementia Action Plan and 'Our Actions to prevent the abuse of older South Australians'. Carers are represented on the Reference Committee for the implementation of South Australia's Dementia Action Plan and have been included in consultative forums regarding the development of assistive technology.

Many grandparents provide care for grandchildren with a disability or chronic condition, including a mental health condition. Focus groups were held with grandparents raising their grandchildren for the ARC funded three year research by the Social Policy Research Unit from the University of New South Wales.

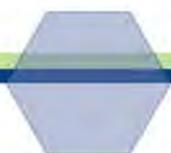
### **Principle 5 – Carers in Aboriginal and Torres Strait Islander communities need specific consideration**

Disability SA recognises the difference in health and life expectancy for people of Aboriginal or Torres Strait Islander backgrounds by reducing the eligibility age for carers from 65 years old to 50 years old. Kinship carers are recognised for Aboriginal or Torres Strait Islander clients.

ADANSA was regularly consulted on Aboriginal or Torres Strait Islander issues for clients and carers and published a newsletter to provide feedback after regional consultation/forums for disability and carer issues. The newsletter is forwarded to Aboriginal or Torres Strait Islander communities. Standard 13 of the Disability Standards has also been developed to improve services to clients and carers from Aboriginal or Torres Strait Islander backgrounds.

Disability SA held the third triennial State Aboriginal Disability Conference. The Living Strong 2009, Gathering People, Linking Voices – Our Strength for Our Future conference provided an opportunity for exchange of disability and carer information and issues relating to people of Aboriginal and Torres Strait Islander descent.

Disability SA Service Coordinators with Aboriginal or Torres Strait Islander backgrounds and expertise are now located regionally to provide advice and support to clients, staff and carers. This has improved accessibility to regional supports for clients and carers. Aboriginal carers are also included in the Domiciliary Care SA Aboriginal Strategy.





## Corporate reporting

The Office for the Ageing has funded a project which will occur during 2009-10 to consult with Aboriginal carers, including grandparents caring for grandchildren, to identify the unique issues for Aboriginal or Torres Strait Islander carers and appropriate responses. A project has also been funded by the Office for the Ageing to assist communities on the APY Lands to co-ordinate services for Aboriginal people, including carers.

### **Principle 6 – All children and young people have the right to enjoy life and reach their potential**

The department has a lead role in an ARC funded study which is being undertaken by the Social Policy Research Unit, the University of New South Wales. The study is exploring the impact of the caring role on young people and will provide a knowledge base from which to develop service response and policy. The department facilitated the Service Provider Focus Groups in South Australia in the second year of the three year research.

Young carers are highlighted in the Disability SA information sheet on carers which provides a list of resources for young carers and the *Bring It* Young Carer Conference (Canberra) was attended by the Office for Carers in November 2008.

### **Principle 7 – Resources are available to provide timely, appropriate and adequate assistance to carers**

The Companion Card program was introduced in 2007, enabling people who provide essential attendant care support to people with a permanent disability, to access free entry to community events or activities and public transport. Over 1000 cards were allocated in 2008-09. The scheme reduces barriers experienced by people with a disability in accessing community facilities and cultural events.

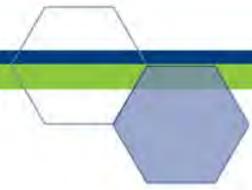
The National Disability Agreement, replacing the Commonwealth State/Territory Disability Agreement, commenced on 1 January 2009. The Agreement reflects the principles of the Carers Charter and includes Priority 3 - *Responding to the needs of older carers*, within its 10 core reform priorities. Disability SA contributed to the development of Priority 3 by participating at a national level and providing feedback and information about South Australian carer initiatives.

The Disability Assistance Package Bilateral was signed in July 2008, transferring service responsibility for a select group of older carers from the Commonwealth Government to the State Government. A range of programs are being progressed. Disability SA funds a number of respite services, providing support for carers.

In 2008-09, Disability SA engaged Aged Care and Housing (ACH Group) to develop and administer futures planning with identified carers in the Transitional Support Measure target group who were identified by the Commonwealth Disability Assistance Packages. The Adult Specialist Service Intervention and Support Team (ASSIST) also provided counselling to families and carers of eligible clients with a disability.

Domiciliary Care SA has continued involvement in development of the ACCN-R trials (Carer Assessment Tool) while Disability SA is a major sponsor and is represented on the organising committee for the annual DisABILITY and AGEING Expo, which was held in October 2008. Disability SA will provide support for the upcoming DisABILITY and AGEING Expo planned for 14 August 2009.





## Corporate reporting

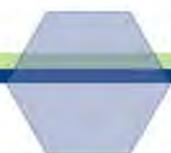
Funding programs administered by Community Connect target the disadvantaged in the community including families, young people, Aboriginal youth, and Aboriginal or Torres Strait Islander people. They aim to reduce the effects of poverty and improve community development. Carers are represented in these populations. Community Benefit SA has funded 23 projects totalling \$253 600 to service providers to develop programs and services which support carers and their needs.

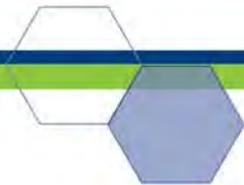
A Project Officer in the HACC Development Team in the Office for the Ageing was identified to ensure the Principles of the *SA Carers Charter* were included in the planning and development of HACC Services, and also to liaise regularly with the sector regarding carer issues. HACC funded services underwent external appraisal of compliance with the National HACC Service Standards with the Act and *SA Carers Charter*, as a mandated item of funding agreements, a component of the appraisal.

In 2007, the Office for the Ageing funded the development of a culturally and linguistically responsive framework for services for carers from culturally and linguistically diverse backgrounds. The report, called 'Responding to Culturally and Linguistically Diverse Carers' was launched in July 2008. On the basis of recommendations in the report, \$400 000 per annum in HACC funding was approved in 2008-09, for thirteen ethnic community organisations to establish carer support and respite services.

A review of HACC funding for Carer Retreats was undertaken to maximise the potential of funding to respond to carers in the HACC target group. This resulted in funding being re-distributed to the regional HACC funded Carer Support Services, with specific arrangements for Aboriginal and culturally and linguistically diverse communities. There is intent to evaluate the changes with a view to possible expansion of this program. The Office for the Ageing also funded targeted respite services to grandparents who are formally providing care to children under the Guardianship and custody of the Minister for Families and Communities.

A Grandparent Raising Grandchildren Forum and Expo was held in November 2008 in partnership with the Council of the Ageing. The Grandparents Raising Grandchildren Estate Planning Fact Sheet was launched at this event which was developed in partnership with the Legal Services Commission and the Public Trustee. The fact sheet addresses issues grandparents face with estate planning regarding the distribution of their assets and responsibility for their grandchildren when the grandparents die.





# Corporate reporting

## Greening of Government Operations Framework

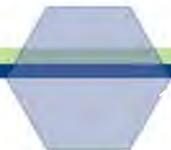
The Greening of Government Operations (GoGO) Framework is an initiative of the State Government to reduce the environmental impact of government operations. The following table identifies the timeframes and milestones of the GoGO Plan.

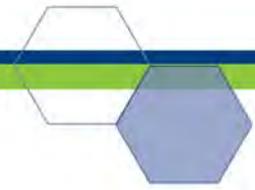
Strategic milestones	Timeframe	Date Achieved by DFC
<b>Milestone 1:</b> Established Chief Executive 'Statement of Commitment to greening of government operations	18 May 2009	30 April 2006
<b>Milestone 2:</b> Allocated resources to set up governance and initiate internal review	20 July 2009	31 May 2005
<b>Milestone 3:</b> Completed initial review of environmental impacts and determined priorities and allocated resources	20 July 2009	30 June 2005
<b>Milestone 4:</b> Set performance goals/internal targets (informed by SA's Strategic Plan targets and/or other targets agreed by government)	20 July 2009	30 June 2005
<b>Milestone 5:</b> Approved agency Implementation Plan	17 August 2009	1 January 2006
<b>Milestone 6:</b> Reported on status/progress in reaching performance goals/targets	30 June 2009	30 June 2006
<b>Milestone 7:</b> Initiated agency Implementation Plan	30 June 2007 onwards	30 June 2006 onwards
<b>Milestone 8:</b> Undertaking ongoing measuring, monitoring, reporting and, continuous improvement of performance	Ongoing	Ongoing

The GoGO Action Plan contains eight priority areas to ensure that the State Government continuously improves its environmental performance. The priority areas and the department's performance against these in 2008-09 are as follows:

### Priority Area 1: Energy Management

Target T3.13 of South Australia's Strategic Plan has set the target of improving energy efficiency of government buildings by 25 per cent by 2014. During 2007-08, an overall building energy efficiency improvement of 19.01 per cent below the baseline established in 2000-01 was achieved. In 2008-09, the department achieved a 22.2 per cent increase in energy efficiency throughout the portfolio from the baseline, and remains on track to achieve the final target of 25 per cent energy efficiency from the baseline by 2014.





## Corporate reporting

In 2008-09, a number of programs to improve energy efficiency have been implemented:

- the number of print devices in Riverside Centre has been reduced from 312 to 164 as part of the Print Device Consolidation Program, resulting in savings of approximately \$137 000 per annum with a reduction in CO<sub>2</sub> emissions of approximately 33.91 tonnes per annum
- the Print Consolidation Program commenced at Highgate Park with 46 print devices removed, representing a 49 per cent reduction and equating to an annual saving of \$42 688 and CO<sub>2</sub> emission savings of approximately 10.5 tonnes per annum
- extending the Greening DFC Program to the Housing SA offices at Modbury, Port Adelaide and the Parks, to deliver achievements in energy efficiencies, waste management and print device consolidation
- focusing on further reducing energy consumption in sites that have been identified as consuming more than 160 Mega Watts per annum
- using the Online System for Comprehensive Activity Reporting (OSCAR) to track energy usage.

During 2009-10, the energy efficiency outcome is expected to be reduced by 21 per cent from the baseline.

### **Priority Area 2: Water Conservation and Wastewater Management**

A baseline of water usage has been difficult to achieve, however, the department is working in partnership with SA Water, facility managers, building management and staff to reduce water consumption.

The department will continue to raise staff awareness regarding water restrictions employed at present and in the future. Water efficiency awareness will be part of the DFC Greening Program.

### **Priority Area 3: Waste Management**

In 2008-09, a total of 54 921 reams of A4 paper were purchased at a cost of approximately \$245 000. In 2007-08, 57 605 reams of A4 paper purchased at an overall cost of \$269 000. This equates to an overall saving of \$24 000 and 2684 reams of A4 paper. The reduction in overall paper usage can be attributed to the Print Consolidation Program which encourages staff to use double sided printing

The distribution of paper usage within the department was:

- Families SA – 30 per cent
- DFC Central – 21 per cent
- Disability SA – 20 per cent
- Housing SA – 20 per cent
- Domiciliary Care SA – nine per cent.

The Photocopying/Printer Cartridge Toner Recycling Program led to 1.4 tonnes of toner cartridges being returned for recycling.

The waste management system which has been implemented in the Riverside Centre and various offices and sites throughout department relies on separating wet waste to landfill, recycling milk cartons, bottles, plastics and cans and recycling all photocopying paper, newspapers and cardboard. Figures supplied for 2008-09 by SITA Environmental Solutions, the waste provider for the department, indicate that 123 420 tonnes of waste were removed from the buildings.





## Corporate reporting

This was broken down to 112 020 tonnes (91 per cent) of waste being recycled and 11 400 tonnes (nine per cent) of general waste. The department is therefore on target to achieving its target of zero waste in offices and sites that are serviced by a waste management provider.

### **Priority Area 4: Built Facilities Management**

The DFC Connected Service Centre in Mount Gambier, which will be operational in November 2009, will be a 5 Star Green Star facility. The building will have many green innovations attached to the project and is expected to be a prototype for others to follow when building green star buildings. The DFC Greening Program has been extended to include the regional office and will lower the carbon footprint of offices through the installation of energy efficiencies, waste management systems, water efficiency awareness and print consolidation and print paper usage.

The *Facility Services Strategic Plan 2009-12* identifies the strategic objectives, direction and performance indicators the department's Facility Services Unit will implement to achieve its outcomes. Section 4.5 Asset Compliance outlines the strategic directions and performance indicators to achieve a more sustainable and green department. They are as follows:

#### *Strategic Directions*

- All future works comply with relevant standards, legislation and government policies, procedures and instructions.
- Lower the carbon footprint of DFC facilities.
- Develop green building strategies, and a program of works and commence implementation.
- Develop and follow sustainability principles and standards as outlined in South Australia's Strategic Plan; 'Objective 3 – Attaining Sustainability'.

#### *Performance Indicators*

- 100 per cent compliance with legislation.
- Compliance with State Government Energy Efficiency Action Plan.
- Increase in 'greening' products implemented.

### **Priority Area 5: Travel and Fleet Management**

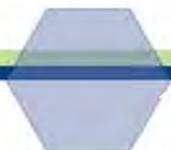
The DFC Greening of the Fleet initiative continued in 2008-09. The breakdown of the 1237 fleet of vehicles is as follows:

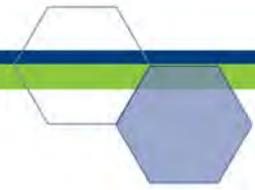
- Families SA – 366 (30 per cent)
- Housing SA – 306 (25 per cent)
- Disability SA – 302 (24 per cent)
- Domiciliary Care SA – 263 (21 per cent).

The number of vehicles available for greening is 914 with:

- the total number of Hybrid vehicles in the fleet is 161, or 18 per cent of vehicles available for greening
- the total number of LPG vehicles in the fleet is 500, or 55 per cent of vehicles available for greening
- the total number of low emission fuelled vehicles in the fleet is 686, or 75 per cent of vehicles available for greening (55 per cent of the total fleet).

Staff are also encouraged to use alternative forms of travel including walking, public transport, cycling, and car pooling.





# Corporate reporting

## Priority Area 6: Green Procurement

To support the department's *Social Responsibility in Procurement Policy*, the Procurement and Contract Management Unit has worked to incorporate sustainability and greening procedures into departmental procurement processes.

## Priority Area 7: Human Resources Management

Human Resources continue to support sustainability and greening processes and principles by incorporating a greening statement in employee Job and Person Specifications.

## Priority Area 8: Government Administrative Policies and Guidelines

Sustainability and greening continues to be reflected in administrative policies, procedures and guidelines.

## Asbestos management in government buildings

As part of our asset management we undertake an annual asbestos inspection of our sites, through DTEI. Any works required as a result of the inspections are carried out by licensed and pre-qualified asbestos removal contractors through DTEI.

In 2008-09, asbestos infill panels were removed by a specialist contractor in the Murray Bridge Youth Activity Centre.

### Asbestos management report (excluding Housing SA)

Category	Number of Sites		Category Description	Interpretation One or more items at these sites ...
	At start of year	At end of year		
1	0	0	Remove	should be removed promptly
2	0	1	Remove as soon as practicable	should be scheduled for removal at a practicable time
3	8	7	Use care during maintenance	may need removal during maintenance works
4	12	11	Monitor condition	has asbestos present. Inspect according to legislation and policy
5	19	28	No asbestos identified / identified asbestos has been removed	(All asbestos identified as per OHS&W 4.2.10(1) has been removed)
6	3	4	Further information required	(These sites not yet categorised)



# Corporate reporting

## Housing SA asbestos management report

Funds are allocated through the Responsive Maintenance Program for the inspection, testing and, where it is deemed necessary, removal of asbestos products. The work is undertaken by DTEI in properties that are used for residential purposes.

The following table shows the total number of South Australian Housing Trust (SAHT) owned residential sites, with the number of locations within those sites shown in brackets, which had asbestos removed in 2008-09.

Category	Number of Sites			Category Description	Interpretation One or more items at these sites ...
	Number of SAHT Sites	At start of year	At end of year		
1	292 (500)	N/A	N/A	Remove	should be removed promptly
2	0	89	61	Remove as soon as practicable	should be scheduled for removal at a practicable time
3	668 (867)	N/A	N/A	Use care during maintenance	may need removal during maintenance works
4	477 (697)	N/A	N/A	Monitor condition	has asbestos present. Inspect according to legislation and policy
5	N/A	110	115	No asbestos identified/identified asbestos has been removed	(All asbestos identified as per OHS&W 4.2.10(1) has been removed)
6	N/A	1634	1781	Further information required	(These sites not yet categorised)

### Definitions:

**Category:** The site performance score, determined by the lowest item performance score at each site.

**Number of Sites:** A count of how many sites have the corresponding site performance score, with separate counts done at the start and the end of each year.

**Category Description:** Indicates the recommended action corresponding to the lowest item performance score (recorded in the asbestos register by a competent person, as per OHS & W Regulations (SA) 1995, 4.2.10).

**Interpretation:** A brief real-world example of what each category implies for a site.

# Corporate reporting

## Energy efficiency action plan report

### Performance against Annual Energy Use Targets

In 2008-09, the department achieved a 22.2 per cent increase in energy efficiency throughout the portfolio from the baseline created in 2000-01, and remains on track to achieve the final target of 25 per cent energy efficiency from the baseline by 2014.

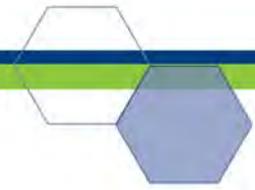
	Energy Use (MJ) (Consumption)	Business Measures (FTEs)	MJ per FTE
Base Year 2000-2001 <sup>1</sup> :			
Organisational	24 604 369	1 509	
Development/Families SA	30 648 672	1 781	
Disability SA	7 063 027	766	
Housing SA	7 121 784	656	
Domiciliary Care SA	<b>69 437 852</b>	<b>4 712</b>	<b>14 736</b>
<b>Portfolio Total</b>			
Year Being Reported:	15 392 889	623	
Organisational Development	15 247 995	1 660	
Families SA	23 620 403	1 906	
Disability SA	7 749 126	883	
Housing SA	2 549 167	557	
Domiciliary Care SA	<b>64 559 580</b>	<b>5 629</b>	<b>11 469</b>
<b>Portfolio Total</b>			
<b>Portfolio Target<sup>2</sup></b> (for Year Being Reported)	11 469 MJ per FTE (-22.2 per cent from the base year 2000-01)		
<b>Final Portfolio Target<sup>3</sup></b> (for 2014)	11 052 MJ per FTE (-25 per cent from base year 2000-01)		

*Notes:*

<sup>1</sup> It is acknowledged that portfolio structures change over time. Therefore the Portfolio baseline will represent the structure of the portfolio in the given reporting period.

<sup>2</sup> The Portfolio target for the current year is based on an agreed methodology and can be obtained through the Portfolio Reference Group member.

<sup>3</sup> The Portfolio target in 2014 should equal a 25 per cent energy efficiency improvement from the base year 2000-01.



# Corporate reporting

## Urban Design Charter

Housing SA leads the promotion of good urban design outcomes for the department through the *Sustainable Housing and Liveable Neighbourhoods* design guidelines. The design guidelines provide clear and consistent information in relation to site layouts and house designs, land titling and service infrastructure, amenity targets, adaptable housing, housing modifications and upgrades and environmental sustainability. The guidelines assist staff in gaining a full appreciation and understanding of Housing SA requirements for housing, ensuring that these requirements meet the needs of Housing SA customers.

The design guidelines for *Sustainable Housing and Liveable Neighbourhoods* capture existing corporate knowledge and design philosophy for the development and acquisition of rental housing, and to provide guidance on the shape and form of future housing. The guidelines are accessible through the department's website at [www.dfc.sa.gov.au](http://www.dfc.sa.gov.au).

## Regional Impact Assessment Statements

The *Regional Impact Assessment Statements Policy* requires a Regional Impact Assessment Statement to be completed prior to implementing significant changes to existing State Government services to rural and regional areas.

During 2008-09, the department did not undertake any Regional Impact Assessment Statements as per the requirements of the *Regional Impact Assessment Statements Policy*.

## Freedom of Information

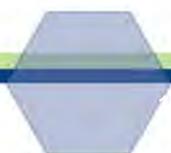
The *Freedom of Information Act 1991* gives members of the public a legally enforceable right of access to information held by agencies, subject to certain restrictions.

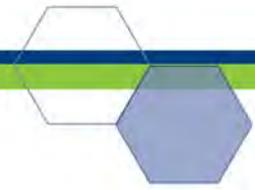
## Structure and functions of the Department for Families and Communities

Our strategic agenda is based on innovation as a responsive leader to improve the quality of the lives of individuals, families and their communities within South Australia. We bring together a range of services for those who are vulnerable and socially disadvantaged. Our work is undertaken in partnership with a range of community organisations to make a real difference for a better life for South Australians, as set out in our *Five Year Strategic Plan 2009-2013*.

The department's structure and reporting lines are outlined on page 8 of this Annual Report. Many services are provided at both a regional and local basis at District Centres and offices around the State.

The direction of the department is also influenced by the input of advisory boards and committees listed on page 106.





# Corporate reporting

## **Functions of the Department for Families and Communities affecting the public**

The functions of the department directly impact on the public by assisting and enhancing families and communities' wellbeing. The department works with other agencies and provides direct services in housing, ageing, child protection, youth justice, disability, anti-poverty, adoptions, community services and domiciliary care.

The integrated services are provided statewide to make improvements in peoples' quality of life, creating opportunities for South Australians who may be facing difficulties.

## **Public participation in agency policy development**

There are a number of ways the public can contribute to policy development as the department often seeks external expertise comprising both government and non-government representatives. Policy advice is sought through statutory and non-statutory advisory committees, comprising peak organisations and board representatives.

In connecting with the community, consultative advice may be undertaken in the planning, development and implementation of policy. The department consults with its major interest groups, circulates discussion papers, calls for submissions on particular topics and convenes public meetings on legislative reform and policy initiatives. Community input can be sought prior to implementation of decisions about the planning, development and final evaluation of services. These processes ultimately allow the community to have a significant input on services they require, resulting in the directing of resources to the areas identified as most in need.

## **Types of documents held**

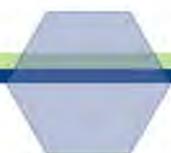
The department holds various types of documents principally divided into the categories of administrative, policy and client files comprising:

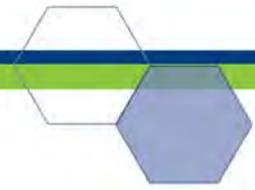
- internal administrative instructions for functions associated with the areas of financial management, human resources, property management and practice procedures
- general publications including books, discussion and background papers, reports, reviews, serial publications, pamphlets, posters, surveys, guidelines, policies, programs, strategies, directories, evaluations, assessments and proposals
- other documents such as administrative circulars on general management and industrial circulars.

Housing SA operational policies, guidelines, procedures and information such as customer payment and debt records, property maintenance work orders and invoices are held on computerised information systems.

The DFC library keeps information on where publications are stored and whether they are free, for sale, or accessible for inspection. The department's library is located at:

Riverside Centre  
North Terrace  
Adelaide SA 5000  
Telephone: 8413 9028





# Corporate reporting

## **Access to documents**

Applications for access to documents and policies including purchase costs, or amendment of personal records held by the department should be addressed to:

Departmental Liaison Officer (Freedom of Information)  
Department for Families and Communities  
GPO Box 292  
Adelaide SA 5001  
Telephone: 8413 9050

Applications for access should be made between 9.00 am and 5.00 pm.

## **Departmental policy documents**

### Department for Families and Communities

*Building the Capacity of People*

*Carers: Informal Relative Caregivers Statutory Declaration FAQ*

*Code of Fair Information Practice*

*Customer Service Standards*

*DFC and Volunteers: Our Charter of Mutual Obligation*

*DFC Volunteering Policy*

*Five Year Strategic Plan, 2009-2013*

*Procurement – Forward Procurement Plan – Construction Projects 2008-09*

*Procurement – Forward Procurement Plan – Goods and Services 2008-11*

*Reconciliation – Statement of Reconciliation*

*Refugees – Services for People of Refugee Backgrounds*

*SA Carers Policy*

*Strategic Research Agenda 2006-2009*

### Office for the Ageing

*Home and Community Care*

*Home and Community Care – Consumer Survey Instrument and Guidelines*

*Home and Community Care South Australia Triennial Plan 2008-09 to 2010-11*

*Improving with Age: Our Ageing Plan for South Australia*

*Reconciliation – Office for the Ageing Statement of Reconciliation*

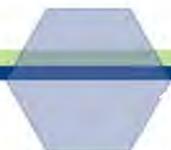
*Retirement Villages*

### Disability SA

*Disability Action Plan*

*Disability Awareness Training Framework*

*Supported Accommodation Strategy*





## Corporate reporting

### Families SA

*Child Safe Environments: Principles of Good Practice*

*Families SA Customer Service Standards*

*Foster Carers Charter*

*Keeping Them Safe: The SA Government's Child Protection Reform Program*

*My Stuff: Leaving Care Kit*

*Privacy and Your Personal Information*

*Rapid Response: Whole of Government Services for Children and Young People under the Guardianship of the Minister*

*Resolving your complaint with Families SA*

*There is No Excuse for Child Abuse*

### Housing SA

*Housing Plan for South Australia*

## **Julia Farr Services (Trusts) Act 2007**

As the administrative unit of the South Australian public service that is primarily responsible for assisting the Minister for Disability in relation to the provision of disability services, the department is required under Section 9 of the *Julia Farr Services (Trusts) Act 2007* to include for each financial year a statement that sets out the following information, as at 30 March of the financial year, with respect to the persons who are residents of the Fullarton campus on 30 June 2007:

- (a) the number of persons resident at the Fullarton campus;
- (b) with respect to the persons resident at a place other than the Fullarton campus, a broad description of the nature of their accommodation;
- (c) during the preceding period of 12 months:
  - (i) the processes used to plan and implement the relocation of any person to accommodation other than the Fullarton campus;
  - (ii) the number of persons who returned to accommodation at the Fullarton campus, and the circumstances of their return.

Fullarton campus refers to the property at the corner of Highgate Street and Fisher Street, Fullarton.

### **As at 30 March 2008**

Information as at 30 March 2008 was not included in last year's Annual Report due to an administrative oversight. The information required as at 30 March 2008, is therefore included in this year's Annual Report.



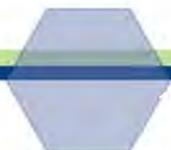


## Corporate reporting

- (a) 128 people with disabilities were resident at the Fullarton Campus.
- (b) With respect to the people resident at a place other than the Fullarton campus, people have returned to a range of supported community accommodation. This includes four to five person group homes, clusters of units and houses of up to six people. These purpose built and modified dwellings provide 24 hour seven day a week accommodation support in community settings. Group homes and six person cluster sites are located in Mitchell Park, Felixstow, Fullarton, Clarence Gardens and Morphett Vale.
- (c) during the preceding period of 12 months:
  - (i) Disability SA, through its Community Transition Team, assisted residents at the Fullarton Campus who chose to return to their community through a Person Centred Planning process. This involves getting to know the person using the 'My Story' process and assisting people to identify locations and suitable accommodation types. The Community Transition Team then access housing and work with other stakeholders to establish supported community accommodation and relocate residents who have chosen to move. This involves access to local GP's and other community, recreational and health services and activities. Interested members of the person's family are also involved in this planning.
  - (ii) All the people relocated from the Fullarton Campus are living successfully in supported community accommodation and no one has returned.

### As at 30 March 2009

- (a) 111 people with disabilities were resident at the Fullarton Campus.
- (b) With respect to the people resident at a place other than the Fullarton campus, people have returned to a range of supported community accommodation. This includes four to five person group homes, clusters of units and houses of up to six people. These purpose built and modified dwellings provide 24 hour seven day a week accommodation support in community settings. Group homes and six person cluster sites are located in Mitchell Park, Felixstow, Fullarton, Clarence Gardens, Morphett Vale and Elizabeth East.
- (c) during the preceding period of 12 months:
  - (i) Disability SA, through its Community Transition Team, assisted residents at the Fullarton Campus who chose to return to their community through a Person Centred Planning process. This involves getting to know the person using the 'My Story' process and assisting people to identify locations and suitable accommodation types. The Community Transition Team then access housing and work with other stakeholders to establish supported community accommodation and relocate residents who have chosen to move. This involves access to local GP's and other community, recreational and health services and activities. Interested members of the person's family are also involved in this planning.
  - (ii) All the people relocated from the Fullarton Campus are living successfully in supported community accommodation and no one has returned.



# Corporate reporting

## Overseas travel

The following table summarises overseas travel undertaken by employees of the department in 2008-09. Overseas travel is defined in the Commissioner's Public Sector Management Standard 3.2, 'Travel', which states that: 'Travel within Australasia (including visits to New Zealand, Papua New Guinea and Australian Territories) is not subject to the overseas travel requirements of this standard, unless it forms part of a more extensive itinerary encompassing other overseas destinations.'

Number of employees	Destination	Reason for travel	Total cost to the department *
1	United States of America	To attend the Institute of Applied Behaviour Analysis Summer Institute, an intensive hands on competency based person centred behavioural support program.	\$7 731
1	United States of America	To attend the 2008 ESRI International User Conference – Geography in Action.	\$6 694
1	United States of America and Canada	The Hugh Stretton Award is offered to Housing SA staff to pursue study, research or other relevant housing related initiatives. Funding is allocated to cover costs of travel, study and conference registrations for the nominated recipient.	\$10 841
2	United Kingdom, Holland, Canada and Melbourne	International study tour of disability services to inform best practice in the development of accommodation and support strategies for people living with Huntington's Disease and those people requiring ventilated and tracheotomy support.	\$4 000
1	United Kingdom, Ireland and the United States of America	Accompanying Minister for Families and Communities to attend appointments in the United Kingdom, Ireland and the United States.	\$19 200
1	United States of America and France	Joint public and private sector study tour to study the best means of integrating affordable housing within new transit oriented developments.	\$11 692

\* Costs to the department exclude employee related expenses



# Corporate reporting

## Fraud

Risk Management and Internal Audit investigated an instance of fraud within a non-government organisation that receives grant funding through both the department and the Department of Health. This instance of fraud was referred to the South Australia Police with the investigation into this case still being finalised. The non-government organisation concerned has since provided restated Financial Statements and is making improvements internally.

Two other matters were brought to the attention of Risk Management and Internal Audit. These are being investigated.





## Financial reporting

The Families and Communities Portfolio is comprised of two separate entities being:

- Department for Families and Communities
- South Australian Housing Trust (SAHT)

The information in the Financial reporting section relates only to the Department for Families and Communities. For information on the accounts payment performance of the SAHT, consultants and contractual arrangements, refer to the *South Australian Housing Trust Annual Report 2008-09* which can be accessed at [www.dfc.sa.gov.au](http://www.dfc.sa.gov.au).

### Accounts payment performance

Treasurer's Instruction 11 *Payment of Creditors' Accounts* requires all undisputed accounts to be paid within 30 days of the date of the invoice or claim, unless there is a discount or a written agreement between the public authority and the creditor. During 2008-09, the department paid 94.70 per cent of all invoices by the due date.

	Number of accounts paid	Percentage of accounts paid (by number)	Value of \$A of accounts paid	Percentage of accounts paid (by value)
Paid by due date	286 932	94.70%	\$1 058 096 570	98.55%
Paid late, but within 30 days of due date	12 888	4.25%	\$11 562 703	1.08%
Paid more than 30 days from due date	3 174	1.05%	\$4 037 471	0.38%

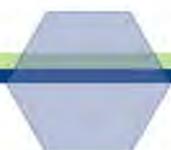
### Consultants

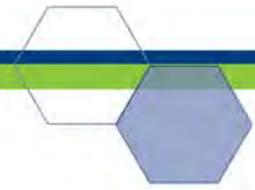
#### Consultancies below \$10 000

There were two consultancies in 2008-09 that cost below \$10 000, with a total expenditure of \$11 515.

#### Consultancies between \$10 000 and \$50 000

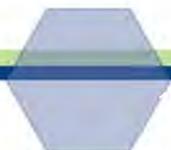
There were nine consultancies in 2008-09 that cost between \$10 000 and \$50 000, with a total expenditure of \$237 588. The consultancies and the project on which each worked are outlined below.





## Financial reporting

<b>Consultant</b>	<b>Purpose of Consultancy</b>	<b>Method of Appointment</b>
Adelaide Research and Innovation	Provide a co-ordinated mechanism for monitoring the current state of the ageing in South Australia including future issues, opportunities and implications.	Direct Appointment
Changing Tack Australia	Identify the potential use of the proposed supported residential facilities (SRF) electronic network, recommend a strategy to systematically improve the take up of SRF entitlements under Medicare and ongoing liaison with SRF Allied Program to inform of re-specification of the program directions.	Request for Quotation
Deloitte Touche Tohmatsu	Conduct an audit review to identify key strengths and weaknesses around the costing and reporting of program funded services, and provide recommendations for improvements in the controls and processes where gaps or weaknesses are identified.	Request for Quotation
Deloitte Touche Tohmatsu	Conduct an audit and risk assessment associated with the move of the Financial Accounting team out of the department.	Waiver of Competitive Process
HOKJOK	Research the current and future aged and community care needs of culturally and linguistically diverse population groups that are relatively newly arrived in South Australia.	Tender
New Choices	Complete a review of business processes to improve systems used to support the management of and reporting on departmental volunteers, streamline and enhance consistency in systems and achieve improvement in efficiency and effectiveness of associated data.	Waiver of Competitive Process
Square Holes Pty Ltd	Undertake a quantitative telephone survey of randomly selected respondents in relation to foster care perceptions, analyse data obtained and provide information in report format at completion of project.	Request for Quotation
University of South Australia	Develop and deliver cultural and linguistic diversity competence training for approximately 1800 HACC funded agency staff from around South Australia. One session type catering for people that have received some cultural competence training previously, one session type for those who have not received any such training.	Tender
Workforce Planning	Review, adapt and incorporate a variety of workforce themes and topics to develop relevant, accessible and innovative training that fosters active participation and facilitates improved workforce practices.	Request for Quotation





## Financial reporting

### Consultancies above \$50 000

There were three consultancies in 2008-09 that cost over \$50 000, with a total expenditure of \$302 215. The consultancies and the project on which each worked are outlined below.

Consultant	Purpose of Consultancy	Method of Appointment
Flinders University	Develop and implement a product development framework and infrastructure for collaborative development of medical devices in South Australia.	Direct Appointment
Margaret Wagstaff	Provide high level strategic advice in relation to the structures and performance of agencies within the department.	Waiver of Competitive Process
University of Adelaide	Provide the background data and variables to develop a number of scenario planning tools to assist and influence policy and service directions in the future and provide a framework for monitoring the wellbeing of the older population of South Australia.	Direct Appointment

### Contractual arrangements

In 2008-09, there were 23 contracts with a value greater than \$4 millions (GST inclusive) which extended beyond a single year.

Organisation	Description	Duration of arrangements	Value (GST inclusive)
Aged Care and Housing Group	Home and Community Care Services, including meal services to enable people to take charge of their lives and ensure community connection opportunities are available to all.	1 July 2007 – 30 June 2010	\$4 385 700
Alabricare (SA) Pty Ltd	Emergency Care Workers	1 July 2008 – 30 June 2009 (option to extend contract for one further year from 1 July 2009 to 30 June 2010 has been exercised)	\$6.7 million
Anglicare SA Incorporated	Family Based Foster Care Services	1 July 2008 – 30 June 2011	\$9 057 408



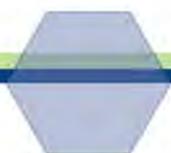
## Financial reporting

Organisation	Description	Duration of arrangements	Value (GST inclusive)
Catholic Church Endowment Society Incorporated through Centacare Catholic Family Services	Targeted Early Intervention Services	1 April 2009 – 30 June 2012	\$6 504 668
City of Onkaparinga	Home and Community Care Services including meal services to enable people to take charge of their lives and ensure community connection opportunities are available to all.	1 July 2007 – 30 June 2010	\$4 256 400 *
City of Port Adelaide Enfield	Parks Community Centre	1 October 2007 – 30 September 2010	\$4 608 130
Community Accommodation and Respite Agency Incorporated	Community Accommodation and Respite Agency provides accommodation support and respite to children and adults with a disability.	1 July 2008 – 30 June 2009	\$12 313 798
Country Home Advocacy Project Incorporated	Home and Community Care Services including meal services to enable people to take charge of their lives and ensure community connection opportunities are available to all.	1 July 2007 – 30 June 2010	\$4 075 280
Health Management and Nursing Services Pty Ltd	Provision of Personal Support Workers to assist Disability clients with their daily personal care needs.	1 April 2009 – 30 March 2011 (two years with option to extend for one further year)	\$9.9 million **
Hendercare Pty Ltd	Provision of Personal Support Workers to assist Disability SA clients with their daily personal care needs.	1 April 2009 – 30 March 2011 (two years with option to extend for one further year)	\$9.9 million **



## Financial reporting

Organisation	Description	Duration of arrangements	Value (GST inclusive)
Hendercare Pty Ltd	Emergency Care Workers	1 July 2008 – 30 June 2009 (option to extend contract for one further year from 1 July 2009 to 30 June 2010 has been exercised)	\$4.0 million
Hessel Pty Ltd (NannySA)	Emergency Care Workers	1 July 2008 – 30 June 2009 (option to extend contract for one further year from 1 July 2009 to 30 June 2010 has been exercised)	\$6.45 million
Leveda Incorporated	Leveda provides accommodation support to adults and children with a disability.	1 July 2008 – 30 June 2009	\$5 766 572
Meals on Wheels (SA) Incorporated	Home and Community Care Services, including meal services to enable people to take charge of their lives and ensure community connection opportunities are available to all.	1 July 2007 – 30 June 2010	\$6 551 765
Minda Incorporated	Minda provides accommodation support, community support, community access and respite services, enabling children and adults with an intellectual disability to take charge of their lives and ensure community connection opportunities.	1 July 2008 – 30 June 2009	\$35 982 839



## Financial reporting

Organisation	Description	Duration of arrangements	Value (GST inclusive)
Novita Children's Services Incorporated	Novita Children's Services provide community support, including case management, therapy support, early childhood intervention and behaviour specialist intervention to children up to the age of 18 years with a physical and/or neurological disability or acquired brain injury.	1 July 2008 – 30 June 2009	\$9 742 194
Nursing Agency Australia Pty Ltd	Provision of Personal Support Workers to assist Disability SA clients with their daily personal care needs.	1 April 2009 – 30 March 2011 (two years with option to extend for one further year)	\$9.9 million **
Nursing Agency Australia Pty Ltd	Provision of temporary Agency Nursing services.	15 July 2008 – 15 July 2009 (subsequently extended to 31 October 2009)	\$4.14 million ***
Origin Healthcare Holdings Pty Ltd	Agency Nursing	15 July 2008 – 15 July 2009 (subsequently extended to 31 October 2009)	\$4.14 million ***
Resthaven Incorporated	Home and Community Care Services including meal services to enable people to take charge of their lives and ensure community connection opportunities are available to all.	1 October 2007 – 30 June 2010	\$4 859 097
Royal District Nursing Service of SA Incorporated	Home and Community Care Services including meal services to enable people to take charge of their lives and ensure community connection opportunities are available to all.	1 July 2008 – 30 June 2011	\$51 537 090



## Financial reporting

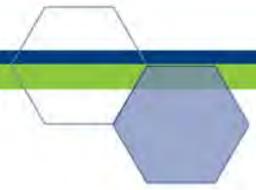
Organisation	Description	Duration of arrangements	Value (GST inclusive)
Spastic Centres of South Australia Incorporated	Spastic Centres of South Australia Incorporated – Commonwealth Sate Territory Disability Agreement.	1 July 2008 – 30 June 2009	\$5 820 015
UnitingCare Wesley Adelaide Incorporated	Home and Community Care Services including meal services to enable people to take charge of their lives and ensure community connection opportunities are available to all.	1 July 2007 – 30 June 2010	\$4 017 090

\* Local government is GST exempt for HACC funding.

\*\* \$9.9 million is across the three contracted private sector organisations Health Management and Nursing Services Pty Ltd, Hendercare Pty Ltd and Nursing Agency Australia Pty Ltd.

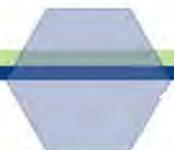
\*\*\* \$4.14 million is across the two contracted organisations, Nursing Agency Australia Pty Ltd and Origin Healthcare Holdings Pty Ltd





# Financial statements

**Financial statements for the year ended 30 June 2009 for the  
Department for Families and Communities**





# Financial statements

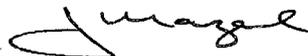
## Certified statements by the Chief Executive and principal finance officer

### Certification of the Financial Report

We certify that the attached general purpose financial report for the Department for Families and Communities (DFC);

- complies with any relevant Treasurer's Instructions issued under section 41 of the *Public Finance and Audit Act 1987* and any relevant Australian accounting standards;
- are in accordance with the accounts and records of DFC; and
- presents a true and fair view of the financial position of DFC as at 30 June 2009 and the results of the operations and cash flows of DFC for the financial year.

We certify that the internal controls employed by DFC for the financial year over financial reporting and the preparation of the general purpose financial report have been effective throughout the reporting period.



Joslene Mazel  
**CHIEF EXECUTIVE**

28/9/2009



Joe Ullianich  
**EXECUTIVE DIRECTOR  
FINANCIAL SERVICES**

28/9/2009



# Financial statements

## Audit certificate

### INDEPENDENT AUDITOR'S REPORT



Government of South Australia  
Auditor-General's Department

9th Floor  
State Administration Centre  
200 Victoria Square  
Adelaide SA 5000  
DX 56208  
Victoria Square  
Tel +618 8226 9640  
Fax +618 8226 9688  
ABN 53 327 061 410  
audgensa@audit.sa.gov.au  
www.audit.sa.gov.au

#### To the Chief Executive Department for Families and Communities

As required by section 31 of the *Public Finance and Audit Act 1987*, I have audited the accompanying financial statements of the Department for Families and Communities for the financial year ended 30 June 2009. The financial statements comprise:

- A Statement of Comprehensive Income
- A Statement of Financial Position
- A Statement of Changes in Equity
- A Statement of Cash Flows
- Disaggregated Disclosure - Expenses and Revenue
- Disaggregated Disclosure - Assets and Liabilities
- Notes to and forming part of the financial statements
- A Statement of Administered Comprehensive Income
- A Statement of Administered Financial Position
- A Statement of Administered Changes in Equity
- A Statement of Administered Cash Flows
- A Schedule of Administered Expenses and Income
- Notes to Administered Items Financial Statements, and
- A Certificate from the Chief Executive and the Executive Director Financial Services.

#### The Responsibility of the Chief Executive for the Financial Statements

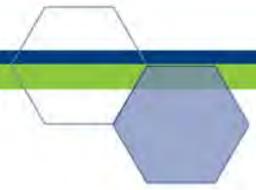
The Chief Executive is responsible for the preparation and the fair presentation of the financial statements in accordance with the Treasurer's Instructions promulgated under the provisions of the *Public Finance and Audit Act 1987* and Australian Accounting Standards. This responsibility includes establishing and maintaining internal controls relevant to the preparation and fair presentation of the financial statements that are free from material misstatement, whether due to fraud or error; selecting and applying appropriate accounting policies; and making accounting estimates that are reasonable in the circumstances.

#### Auditor's Responsibility

My responsibility is to express an opinion on the financial statements based on the audit. The audit was conducted in accordance with the requirements of the *Public Finance and Audit Act 1987* and Australian Auditing Standards. The Auditing Standards require that the auditor complies with relevant ethical requirements relating to audit engagements and plans and performs the audit to obtain reasonable assurance whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances. An audit also includes evaluating the appropriateness of the accounting policies used and the reasonableness of accounting estimates made by the Chief Executive, as well as the overall presentation of the financial statements.

I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my auditor's opinion.

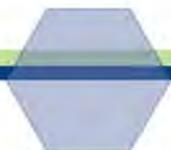


# Financial statements

## **Auditor's Opinion**

In my opinion, the financial statements present fairly, in all material respects, the financial position of the Department for Families and Communities as at 30 June 2009, and its financial performance and its cash flows for the year then ended in accordance with the Treasurer's Instructions promulgated under the provisions of the *Public Finance and Audit Act 1987* and Australian Accounting Standards.

**S O'Neill**  
**AUDITOR-GENERAL**  
29 September 2009



# Financial statements

## DEPARTMENT FOR FAMILIES AND COMMUNITIES

### STATEMENT OF COMPREHENSIVE INCOME

for the year ended 30 June 2009

	Note	2009 \$'000	2008 \$'000
<b>Expenses</b>			
Employee benefit expenses	5	418 003	394 688
Supplies and services	6	188 503	169 071
Depreciation and amortisation	7	3 835	3 403
Grants, subsidies and client payments	8	684 909	600 678
Net loss from disposal of non-current assets	13	-	757
Other expenses	9	8 993	201
<b>Total expenses</b>		<b>1 304 243</b>	<b>1 168 798</b>
<b>Income</b>			
Rent, fees and charges	10	110 334	109 066
Commonwealth revenues	11	154 853	280 157
Interest revenues	12	52	442
Net gain from disposal of non-current assets	13	232	-
Other revenues	14	5 441	8 043
<b>Total income</b>		<b>270 912</b>	<b>397 708</b>
<b>Net cost of providing services</b>		<b>(1 033 331)</b>	<b>(771 090)</b>
<b>Revenues from SA Government</b>			
SA Government appropriation	15.1	965 407	744 035
Grants from SA Government agencies	15.2	18 544	16 080
<b>Total revenue from SA Government</b>		<b>983 951</b>	<b>760 115</b>
<b>Net result</b>		<b>(49 380)</b>	<b>(10 975)</b>
<b>Other comprehensive income</b>			
Changes in property, plant and equipment asset revaluation reserve		53 164	36 019
<b>Total other comprehensive income</b>		<b>53 164</b>	<b>36 019</b>
<b>Total comprehensive result</b>		<b>3 784</b>	<b>25 044</b>

The net result and comprehensive result are attributable to the SA Government as owner

*The above Statement should be read in conjunction with the accompanying notes.*

# Financial statements

## DEPARTMENT FOR FAMILIES AND COMMUNITIES

### STATEMENT OF FINANCIAL POSITION

As at 30 June 2009

	Note	2009 \$'000	2008 \$'000
<b>Current assets</b>			
Cash and cash equivalents	17	40 393	44 929
Receivables	18	24 096	21 967
Inventories	19	370	347
<b>Total current assets</b>		<u>64 859</u>	<u>67 243</u>
<b>Non-current assets</b>			
Receivables	18	13 828	14 131
Property, plant and equipment	20	253 224	210 240
Capital works in progress	21	8 888	8 822
Intangible assets	22	304	167
<b>Total non-current assets</b>		<u>276 244</u>	<u>233 360</u>
<b>Total assets</b>		<u>341 103</u>	<u>300 603</u>
<b>Current liabilities</b>			
Payables	23	33 503	32 314
Employee benefits	24	53 211	45 226
Provisions	26	9 745	7 451
Other liabilities	27	220	115
<b>Total current liabilities</b>		<u>96 679</u>	<u>85 106</u>
<b>Non-current liabilities</b>			
Payables	23	4 827	4 519
Employee benefits	24	47 690	46 954
Borrowings	25	285	285
Provisions	26	28 195	19 023
<b>Total non-current liabilities</b>		<u>80 997</u>	<u>70 781</u>
<b>Total liabilities</b>		<u>177 676</u>	<u>155 887</u>
<b>Net assets</b>		<u><b>163 427</b></u>	<u><b>144 716</b></u>
<b>Equity</b>			
Contributed capital	28	41 888	26 991
Asset revaluation reserve	28	101 918	49 452
Retained earnings	28	19 621	68 273
<b>Total equity</b>		<u><b>163 427</b></u>	<u><b>144 716</b></u>
Total equity is attributable to the SA Government as owner			
Unexpended funding commitments	16		
Unrecognised contractual commitments	30		
Contingent assets and liabilities	32		

The above Statement should be read in conjunction with the accompanying notes.

# Financial statements

## DEPARTMENT FOR FAMILIES AND COMMUNITIES

### STATEMENT OF CHANGES IN EQUITY

for the year ended 30 June 2009

	Note	Contributed Capital \$'000	Asset Revaluation Reserve \$'000	Retained Earnings \$'000	Total \$'000
<b>Balance at 30 June 2007</b>		19 474	13 433	83 461	116 368
<b>Restated balance at 30 June 2007</b>		<b>19 474</b>	<b>13 433</b>	<b>83 461</b>	<b>116 368</b>
<b>Net result for 2007-08</b>		-	-	(10 975)	(10 975)
Gains on revaluation of property, plant and equipment during 2007-08		-	36 019	-	36 019
<b>Total comprehensive result for 2007-08</b>		<b>19 474</b>	<b>49 452</b>	<b>72 486</b>	<b>141 412</b>
<b>Transactions with SA Government as owner</b>					
Equity contribution received		7 517	-	-	7 517
Net assets transferred as a result of an administrative restructure	31	-	-	(4 213)	(4 213)
<b>Balance at 30 June 2008</b>	28	<b>26 991</b>	<b>49 452</b>	<b>68 273</b>	<b>144 716</b>
<b>Restated Balance at 30 June 2008</b>		<b>26 991</b>	<b>49 452</b>	<b>68 273</b>	<b>144 716</b>
<b>Net result for 2008-09</b>		-	-	(49 380)	(49 380)
Gains on revaluation of property, plant and equipment during 2008-09		-	53 164	-	53 164
Transfer to retained earnings of increment realised on sale of land and buildings		-	(698)	698	-
<b>Total comprehensive result for 2008-09</b>		<b>-</b>	<b>52 466</b>	<b>(48 682)</b>	<b>3 784</b>
<b>Transactions with SA Government as owner</b>					
Equity contribution received		14 897	-	-	14 897
Net assets transferred as a result of an administrative restructure	31	-	-	30	30
<b>Balance at 30 June 2009</b>	28	<b>41 888</b>	<b>101 918</b>	<b>19 621</b>	<b>163 427</b>

All changes in equity are attributable to the SA Government as owner

*The above Statement should be read in conjunction with the accompanying notes.*

# Financial statements

## DEPARTMENT FOR FAMILIES AND COMMUNITIES

### STATEMENT OF CASH FLOWS

for the year ended 30 June 2009

	Note	2009 \$'000	2008 \$'000
<b>Cash Flows From Operating Activities</b>			
<b>Cash Outflows</b>			
Employee benefit payments		(395 577)	(382 502)
Supplies and services		(186 586)	(161 349)
Grants and subsidies		(685 152)	(600 037)
GST payments on purchases		(42 431)	(40 655)
GST paid to the ATO		(1 599)	(2 190)
<b>Cash used in operations</b>		<u>(1 311 345)</u>	<u>(1 186 733)</u>
<b>Cash Inflows</b>			
Fees and charges		107 807	107 048
Receipts from Commonwealth		154 853	287 477
Interest received		52	446
GST receipts on receivables		1 512	2 171
GST recovered from the ATO		43 313	40 189
Other receipts		5 471	8 089
<b>Cash generated from operations</b>		<u>313 008</u>	<u>445 420</u>
<b>Cash Flows from SA Government</b>			
Receipts from SA Government		965 407	744 035
Grants from SA Government Agencies		18 544	16 080
<b>Cash generated from SA Government</b>		<u>983 951</u>	<u>760 115</u>
<b>Net cash (used in)/ provided by operating activities</b>	33	<u><b>(14 386)</b></u>	<u><b>18 802</b></u>
<b>Cash Flows From Investing Activities</b>			
<b>Cash Outflows</b>			
Purchase of property, plant and equipment (including WIP)		(7 517)	(4 301)
<b>Cash used in investing activities</b>		<u>(7 517)</u>	<u>(4 301)</u>
<b>Cash Inflows</b>			
Proceeds from sale of property, plant and equipment		4 017	44
<b>Cash generated from investing activities</b>		<u>4 017</u>	<u>44</u>
<b>Net cash (used in) investing activities</b>		<u><b>(3 500)</b></u>	<u><b>(4 257)</b></u>
<b>Cash Flows from Financing Activities</b>			
<b>Cash Outflows</b>			
Payments for restructuring activities.		(1 547)	-
<b>Cash (used in) financing activities</b>		<u>(1 547)</u>	<u>-</u>
<b>Cash Inflows</b>			
Capital Contributions from Government		14 897	7 517
Proceeds from restructuring activities		-	4 371
<b>Cash generated from financing activities</b>		<u>14 897</u>	<u>11 888</u>
<b>Net cash provided by financing activities</b>		<u><b>13 350</b></u>	<u><b>11 888</b></u>
<b>Net (Decrease)/ Increase in cash and cash equivalents</b>		<u><b>(4 536)</b></u>	<u><b>26 433</b></u>
Cash and cash equivalents at the beginning of the period		44 929	18 496
<b>Cash and cash equivalents at the end of the period</b>	17	<u><b>40 393</b></u>	<u><b>44 929</b></u>
Non-cash transactions	17		

The above Statement should be read in conjunction with the accompanying notes.

# Financial statements

## DEPARTMENT FOR FAMILIES AND COMMUNITIES DISAGGREGATED DISCLOSURE - EXPENSES AND REVENUE for the year ended 30 June 2009

	1		2		3		4		5		General/ Not Attributable		Total	
	2009	2008	2009	2008	2009	2008	2009	2008	2009	2008	2009	2008	2009	2008
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
<b>Expenses</b>														
Employee benefit expenses	26,340	25,608	39,510	38,413	172,292	167,621	119,532	114,438	56,220	45,432	4,109	3,176	418,003	394,688
Supplies and services	-	-	-	22	115,048	100,233	30,741	28,061	42,714	40,755	-	-	188,503	169,071
Depreciation and amortisation	-	-	-	-	1,659	1,510	1,241	1,043	935	850	-	-	3,835	3,403
Grants, subsidies and client payments	111,372	85,728	229,537	186,208	252,405	255,310	91,585	73,432	-	-	-	-	684,909	600,678
Net loss from disposal of non-current assets	-	-	-	-	-	3	-	749	-	5	-	-	-	757
Other expenses	-	-	-	-	37	124	-	-	8,956	77	-	-	8,993	201
<b>Total expenses</b>	<b>137,712</b>	<b>111,336</b>	<b>289,047</b>	<b>224,643</b>	<b>541,441</b>	<b>524,801</b>	<b>243,109</b>	<b>217,723</b>	<b>108,825</b>	<b>87,119</b>	<b>4,109</b>	<b>3,176</b>	<b>1,304,243</b>	<b>1,168,798</b>
<b>Income</b>														
Rent, fees and charges	26,244	23,775	39,366	35,774	16,714	18,335	2,019	2,295	25,991	28,887	-	-	110,334	109,066
Commonwealth revenues	10,873	21,503	35,189	69,489	107,775	188,057	1,016	1,098	-	-	-	-	154,853	280,157
Interest revenue	-	-	-	-	(5)	364	-	-	57	78	-	-	52	442
Net gain/ (loss) from disposal of non-current assets	-	-	-	-	(39)	-	(8)	-	279	-	-	-	232	-
Other revenues	-	-	-	-	5,022	3,967	273	336	146	3,740	-	-	5,441	8,043
<b>Total income</b>	<b>37,117</b>	<b>45,278</b>	<b>74,555</b>	<b>105,273</b>	<b>129,467</b>	<b>210,723</b>	<b>3,300</b>	<b>3,729</b>	<b>26,473</b>	<b>32,705</b>	<b>-</b>	<b>-</b>	<b>270,912</b>	<b>397,708</b>
<b>Net cost of providing services</b>	<b>(100,595)</b>	<b>(66,058)</b>	<b>(194,492)</b>	<b>(119,370)</b>	<b>(411,974)</b>	<b>(314,078)</b>	<b>(238,809)</b>	<b>(213,994)</b>	<b>(82,352)</b>	<b>(54,414)</b>	<b>(4,109)</b>	<b>(3,176)</b>	<b>(1,033,331)</b>	<b>(771,090)</b>
<b>Revenues from SA Government</b>														
SA Government appropriation	32,568	-	59,521	-	83,114	51,267	-	-	-	-	790,204	692,768	965,407	744,035
Grants from SA Government agencies	396	386	2,889	2,819	11,074	9,918	3,496	2,899	689	58	-	-	18,544	16,080
<b>Net result</b>	<b>(67,631)</b>	<b>(65,672)</b>	<b>(132,082)</b>	<b>(116,551)</b>	<b>(317,786)</b>	<b>(252,899)</b>	<b>(236,313)</b>	<b>(211,095)</b>	<b>(81,663)</b>	<b>(54,356)</b>	<b>786,095</b>	<b>689,592</b>	<b>(49,380)</b>	<b>(10,975)</b>

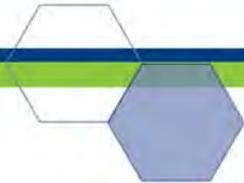
(Activities - refer Note 4)

# Financial statements

## DEPARTMENT FOR FAMILIES AND COMMUNITIES DISAGGREGATED DISCLOSURE - ASSETS AND LIABILITIES for the year ended 30 June 2009

	1		2		3		4		5		General/ Not Attributable		Total		
	2009	2008	2009	2008	2009	2008	2009	2008	2009	2008	2009	2008	2009	2008	
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	
<b>Assets</b>															
Cash and cash equivalents *	-	-	-	-	-	-	-	-	-	-	40,393	44,929	40,393	44,929	
Receivables *	-	-	-	-	-	-	-	-	-	-	37,924	36,098	37,924	36,098	
Inventories	-	-	286	280	84	67	-	-	-	-	-	-	-	370	347
Property, plant and equipment	-	-	107,591	79,126	107,262	96,822	38,371	34,292	-	-	-	-	253,224	210,240	
Capital works in progress	-	-	613	434	7,886	6,154	389	2,234	-	-	-	-	8,888	8,822	
Intangible assets	-	-	187	117	-	-	-	-	-	-	-	-	304	167	
<b>Total assets</b>	-	-	108,677	80,007	115,349	103,043	38,760	36,526	78,317	81,027	341,103	300,603			
<b>Liabilities</b>															
Payables *	-	-	-	-	-	-	-	-	-	-	38,330	36,833	38,330	36,833	
Employee benefits *	-	-	-	-	-	-	-	-	-	-	100,901	92,180	100,901	92,180	
Borrowings	-	-	-	-	285	285	-	-	-	-	-	-	-	285	
Provisions *	-	-	-	-	-	-	-	-	-	-	37,940	26,474	37,940	26,474	
Other liabilities *	-	-	-	-	-	-	-	-	-	-	220	115	220	115	
<b>Total liabilities</b>	-	-	-	-	285	285	-	-	177,391	155,602	177,676	155,887			

\* The Department considers that the significant expenditure associated with accounting system modifications and other associated expenditure required to reliably capture these disaggregated asset and disaggregated liability information is not justifiable. The Department has therefore, chosen not to disclose these assets and liabilities by disaggregated activities.



# Financial statements

## NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

For the year ended 30 June 2009

### 1. Objectives and functions of the department

The Department for Families and Communities (the department) was established on 5 March 2004 and commenced operating on 1 July 2004, to provide a clear focus for the South Australian Government's goals for the protection of our children and young people and to help build the resilience and wellbeing of families and communities. The vision of the department is to be an innovative, effective and responsive leader in improving the quality of family and community life in South Australia. The department has a broad mandate to work with those in need who, through circumstance, may be poor, vulnerable, at risk of harm or isolated and disconnected.

To achieve this vision, the department will actively work towards a community where:

- enhanced wellbeing is a fundamental right
- everybody shares the responsibility for building and supporting stronger families and communities
- everybody benefits from improved wellbeing.

The department serves the Minister for Families and Communities, Housing, Ageing and Disability. The department has the responsibility for delivery of specific programs to the public with respect to activities assigned to the department under various Acts as delegated, by the respective Ministers, to the Chief Executive of the department.

The department also functions as a service provider to the South Australian Housing Trust. The financial affairs of the South Australian Housing Trust does not form part of the department's financial report.

#### 1.1 Administered items

The department administered certain revenues, expenses, assets and liabilities on behalf of other government agencies and non-government entities. They are not controlled by the department and are consequently not recognised in the department's financial statements. They are regarded as significant and disclosed in a separate set of financial statements.

#### 1.2 Administrative restructures

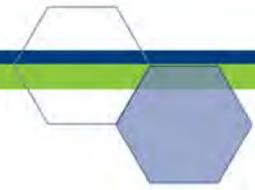
##### 2008-09

In September 2006 the South Australian Government announced a shared services initiative to streamline and simplify internal corporate and business support services to deliver savings that can be redirected to community facing services. SA Government Agencies' business services are transferring to Shared Services SA in a series of transition programs known as Tranches. During the 2008-09 financial year the following services were transitioned from the department to the Department of Treasury and Finance for Shared Services SA:

- Tranche 1 Group 1 - Accounts Payable, Accounts Receivable and Systems Administration - proclaimed 24 July 2008, transfer effective 28 July 2008
- Tranche 1 Group 2 - Payroll Services - proclaimed 16 October 2008, transfer effective 20 October 2008
- Tranche 2 Group 1 - Financial Accounting, Taxation Services and Masterpiece Technical Support - proclaimed 4 June 2009, transfer effective 9 June 2009.

The Service Level Agreement for the provision of a shared financial service between the department and the Department of Health, which was hosted by the department, ceased on Friday 5 June 2009. The financial accounting function and staff members performing the function returned to the Department of Health effective from 8 June 2009. The other financial services covered by the Service Level Agreement were transitioned to Shared Services over the course of the financial year.





# Financial statements

## 2007-08

Julia Farr Services (JFS) was incorporated under the *South Australian Health Commission Act 1976*. Effective 1 July 2004, the Minister of Health delegated responsibility for JFS to the Minister for Disability. On 28 June 2007, the Governor proclaimed to dissolve JFS in accordance with reforms to the governance arrangements for the management of the provision of disability services. Effective 1 July 2007, the Board of JFS dissolved and the assets and liabilities of JFS were transferred, assigned or vested in the Minister for Disability.

Metropolitan Domiciliary Care (MDC) was incorporated under the *South Australian Health Commission Act 1976*. On 28 June 2007, the Governor proclaimed to dissolve MDC in accordance with reforms to the governance arrangements for the management of the provision of health services. Effective 1 July 2007, the Board of MDC dissolved and the assets and liabilities of MDC were transferred, assigned or vested in the Minister for Ageing (refer Note 31).

Prior to 1 July 2007, the Department of Health (DH) provided general accounting, financial accounting, financial systems and accounting policy advice to the department. The provision of these services was covered by a Service Level Agreement. Effective 1 July 2007, the department became the provider of these services to DH. A revised Service Level Agreement reflects that the department is now the provider. The liabilities transferred from DH are employee liabilities.

### **1.3 Funding for the department**

Funding for the department comes mainly from appropriation funding from State and Commonwealth Government sources. These funds are applied to both controlled and administered activities.

The department also receives amounts from other sources including rent, fees, and charges, and dividends from portfolio housing agencies.

## **2. Summary of significant accounting policies**

### **2.1 Basis of accounting**

The financial statements are general purpose financial statements. The accounts have been prepared in accordance with:

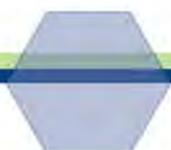
- applicable Australian Accounting Standards
- Treasurer's Instructions (TIs) and Accounting Policy Statements (APS) promulgated under the provision of the *Public Finance and Audit Act, 1987*
- other mandatory professional reporting requirements in Australia.

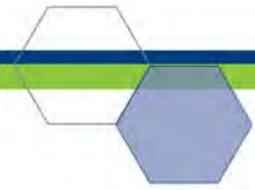
### Statement of compliance

The preparation of the financial statements requires the use of certain accounting estimates, where management is required to exercise its judgement in the process of applying the department's accounting policies. The areas involving a higher degree of judgments or where assumptions and estimates are significant to the financial statements are outlined in the applicable notes.

The preparation of the financial statements also requires compliance with accounting policy statements issued pursuant to section 41 of the *Public Finance and Audit Act 1987*. In the interest of public accountability and transparency the accounting policy statements require the following note disclosures, that have been included in these financial statements:

- revenues, expenses, financial assets and financial liabilities where the counterparty / transaction is with an entity within the SA Government as at reporting date, classified according to their nature
- expenses incurred as a result of engaging consultants (as reported in the Statement of Comprehensive Income)





# Financial statements

- employees whose normal remuneration is \$100 000 or more (within \$10 000 bandwidths) and aggregate remuneration paid or payable or otherwise made available, directly or indirectly by the department to those employees
- board/committee member and remuneration information, where a board or committee member is entitled to receive income from membership other than direct out of pocket reimbursement.

The Statement of Comprehensive Income, Statement of Financial Position and Statement of Changes in Equity have been prepared on an accrual basis and are in accordance with the historic cost convention, except for certain assets that were valued in accordance with the valuation policy applicable.

The Statement of Cash Flows has been prepared on a cash basis.

The financial statements have been prepared based on a twelve month period and presented in Australian currency.

The existence of the department and the ongoing delivery of current programs and services is dependent on Government policy and on continuing appropriations by Parliament.

## Early adoption of accounting standards

Except for the amendments to AASB 101 *Presentation of Financial Statements* (September 2007 version) including AASB 2007-8 and AASB 2007-10, which the department has early adopted, Australian Accounting Standards and Interpretations that have been recently issued or amended but are not yet effective, have not been adopted by the department for the reporting period ending 30 June 2009. These are outlined in Note 3. The department has assessed the impact of new and amended standards and interpretations and considers that there will be no impact on the accounting policies or financial statements of the department.

## **2.2 Reporting entity**

The department's financial statements include both departmental and administered items. The department's financial statements include assets, liabilities, income and expenses controlled or incurred by the department in its own right. The Administered financial statements include assets, liabilities, income and expenses which the department administers on behalf of the SA Government, but does not control. A separate set of financial statements is produced as these administered items are regarded as significant in respect to the department's operations.

## **2.3 Comparative information**

The presentation and classification of items in the financial statements are consistent with prior periods except where adjusted to reflect the early adoption of AASB 101 *Presentation of Financial Statements* and specific accounting standards and accounting policy statements.

Comparative figures have been adjusted to conform to changes in presentation in these financial statements where required, e.g. preparation of a single Statement of Comprehensive Income.

The restated comparative amounts do not replace the original financial statements for the preceding period.

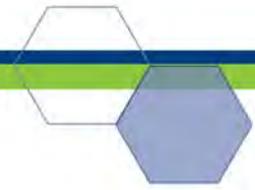
## **2.4 Rounding**

All amounts in the financial statements and accompanying notes have been rounded to the nearest thousand dollars (\$'000).

## **2.5 Taxation**

The department is not subject to income tax. The department is liable for payroll tax, fringe benefits tax, goods and services tax (GST) and the emergency services levy. Income, expenses and assets are recognised net of the amount of GST except:





# Financial statements

- where the amount of GST incurred by the department as a purchaser is not recoverable from the Australian Taxation Office, GST is recognised as part of the cost of acquisition of an asset or is part of an item of expenses
- where appropriate, receivables and payables are stated with the amount of GST included.

The net amount of GST recoverable from, or payable to, Australian Taxation Office is included as part of receivables or payables in the Statement of Financial Position.

Cash flows are included in the Statement of Cash Flows on a gross basis. The GST component of cash flows arising from investing and financing activities, which is recoverable from or payable to the Australian Taxation Office, is classified as part of operating cash flows.

Unrecognised contractual commitments and contingencies are disclosed net of the amount of GST recoverable from, or payable to the Australian Taxation Office. If GST is not payable to, or recoverable from the Australian Taxation Office, the commitments and contingencies are disclosed on a gross basis.

## 2.6 Income

Income is recognised in the department's Statement of Comprehensive Income when and only when the flow of economic benefits has occurred and can be reliably measured.

Income has been aggregated according to its nature and has not been offset unless required or permitted by a specific accounting standard or where offsetting reflects the substance of the transaction or other event.

The notes to the financial statements disclose income where the counterparty/transaction is with an entity within the SA Government as at the reporting date, classified according to their nature.

The following are specific recognition criteria:

### Fees and charges

Revenues from fees and charges are derived from the provision of goods and services to other SA government agencies and to the public. This revenue is recognised upon delivery of the service to the clients or by reference to the stage of completion.

### Net gain on disposal of non-current assets

Income from the disposal of non-current assets is recognised when control of the asset has passed to the buyer and determined by comparing proceeds with carrying amount. When revalued assets are sold, the revaluation increments are transferred to retained earnings.

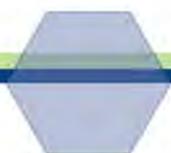
### Grant contributions received

Grants that are received from other entities by the department for general assistance or a particular purpose may be for capital or recurrent purposes and the name of the category reflects the use of the grant. These entities may be other SA Government agencies or the Commonwealth Government. The grants given are usually subject to terms and conditions set out in the contract, correspondence, or by legislation. The contribution is recognised as an asset and income when the department obtains control of the contributions or the right to receive the contribution.

### Revenues from SA Government

Appropriations are recognised as revenues when the department obtains control over the funding. Control over appropriations is normally obtained upon their receipt.

Where money has been appropriated in the form of an equity contribution, the Treasurer has acquired a financial interest in the net assets of the department and the contribution is recorded as contributed equity.





# Financial statements

## 2.7 Expenses

Expenses are recognised in the department's Statement of Comprehensive Income when and only when the flow or consumption or loss of future economic benefits has occurred and can be reliably measured.

Expenses have been aggregated according to their nature and have not been offset unless required or permitted by a specific accounting standard or where offsetting reflects the substance of the transaction or other event.

The notes to the financial statements disclose expenses where the counterparty/transaction is with an entity within the SA Government as at the reporting date, classified according to their nature.

The following are specific recognition criteria:

### Employee benefit expenses

Employee benefit expenses includes all cost related to employment including wages and salaries, non-monetary benefits and leave entitlements. These are recognised when incurred.

### Depreciation and amortisation of non-current assets

All non-current assets, having a limited useful life, are systematically depreciated/amortised over their useful lives in a manner that reflects the consumption of their service potential. Amortisation is used in relation to intangible assets, while depreciation is applied to physical assets such as property, plant and equipment.

The useful lives of all major assets held by the department are reassessed on an annual basis.

The value of leasehold improvements is amortised over the estimated useful life of each improvement, or the unexpired period of the relevant lease, whichever is shorter.

Land and non-current assets held for sale are not depreciated.

Depreciation/amortisation for non-current assets is determined as follows:

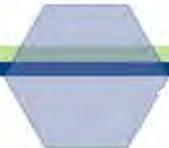
<b>Class of asset</b>	<b>Depreciation method</b>	<b>Useful life (years)</b>
• Buildings and Improvements	Straight Line	5-50 years
• Leasehold Improvements	Straight Line	life of lease
• Computing Equipment	Straight Line	3 years
• Motor Vehicles	Straight Line	4-5 years
• Other Plant and Equipment	Straight Line	2-18 years
• Intangible Assets - computer software	Straight Line	3 years

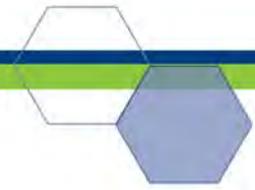
### Grants paid

Grants that are paid to other entities by the department for general assistance or a particular purpose, may be for capital or recurrent purposes and the name of the category reflects the use of the grant. These entities may be other SA Government agencies, Non Government Organisations or the public. The grants given are usually subject to terms and conditions set out in the contract, correspondence, or by legislation. For contributions payable, the contribution will be recognised as a liability and expense when the department has a present obligation to pay the contribution.

### Payments to SA Government

Payments to SA Government include the return of surplus cash pursuant to the cash alignment policy.





# Financial statements

## 2.8 Current and non current classification

Assets and liabilities are characterised as either current or non-current in nature. The department has a clearly identifiable operating cycle of twelve months. Therefore assets and liabilities that will be realised as part of the normal operating cycle will be classified as current assets or current liabilities. All other assets and liabilities are classified as non-current.

## 2.9 Assets

Assets have been classified according to their nature and have not been offset unless required or permitted by a specific accounting standard or where offsetting reflects the substance of the transaction or other event.

Where an asset line item combines amounts expected to be settled within twelve months and more than twelve months, the department has separately disclosed the amounts expected to be recovered after more than twelve months.

The notes to the financial statements disclose financial assets where the counterparty/transaction is with an entity within the SA Government as at the reporting date, classified according to their nature.

### Cash and cash equivalents

Cash and cash equivalents as reported in the Statement of Financial Position includes cash on hand, deposits held at call and other short-term, highly liquid investments with maturities of three months or less that are readily converted to cash and which are subject to insignificant risk of changes in value. Cash and cash equivalents in the Statement of Cash Flows comprise cash and cash equivalents as defined above. Cash is measured at nominal value.

In October 2003 the Government introduced a policy with respect to aligning agency cash balances with the appropriation and expenditure authority. During the 2008-09 and 2007-08 financial years the department was not required to transfer any of its cash balance to the Consolidated Account.

### Receivables

Receivables include amounts receivable from goods and services, prepayments and other accruals.

Receivables arise in the normal course of selling goods and services to other agencies and to the public. Receivables are due within 30 days after the issue of an invoice or otherwise in accordance with relevant contractual arrangements.

Collectability of receivables is reviewed on an ongoing basis. Debts that are known to be uncollectible, after all reasonable attempts have been made to collect the debt, are written off when identified. An allowance for doubtful debts is raised when there is objective evidence that the department will not be able to collect the debts.

### Inventories

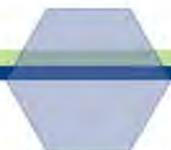
Inventories are stated at the lower of cost and their net realisable value. Inventories held for use by the department are measured at cost, with cost being allocated in accordance with the first-in, first-out method.

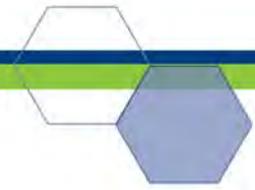
### Non-current asset acquisition and recognition

Non-current assets are initially recorded at cost plus any incidental cost involved with the acquisition. Non-current assets are subsequently measured at fair value less accumulated depreciation.

Where assets are acquired at no value, or minimal value, they are recorded at fair value in the Statement of Financial Position. Where the assets are acquired at no or nominal value as part of a restructuring of administrative arrangements then the assets are recorded at the value recorded by the transferor prior to transfer.

The department capitalises all non-current physical assets with a value of \$10 000 or greater.





## Financial statements

Assets held for sale are separately disclosed and measured at the lower of carrying amount and fair value less cost to sell.

Works in progress are projects physically incomplete as at reporting date.

### Revaluation of non-current assets

In accordance with APF III, Asset Accounting Framework, all non-current physical assets are valued at written down current cost (a proxy for fair value); and revaluation of non-current assets or groups of assets is performed when its fair value at the time of acquisition is greater than \$1 million and estimated useful life is equal to or greater than 3 years.

The department revalues its land and buildings every three years. However, if at any time management considers that the carrying amount of the asset materially differs from the fair value, then the asset will be revalued regardless of when the last valuation took place. Non-current physical assets that are acquired between revaluations are held at cost until the next valuation, when they are revalued to fair value.

Any revaluation increment is credited to the asset revaluation reserve, except to the extent that it reverses a revaluation decrease of the same asset class previously recognised as an expense, in which case the increase is recognised as income. Any revaluation decrease is recognised as an expense, except to the extent that it offsets a previous revaluation increase for the same asset class, in which case the decrease is debited directly to the asset revaluation reserve to the extent of the credit balance existing in the revaluation reserve for that asset class.

Any accumulated depreciation as at the revaluation date is eliminated against the gross carrying amounts of the assets and the net amounts are restated to the revalued amounts of the assets.

Upon disposal or derecognition, any revaluation reserve relating to that asset is transferred to retained earnings.

The department has undertaken a revaluation of its land and buildings as at 30 June 2009.

The department's land and buildings were revalued using the fair value methodology, as at 30 June 2009, based on an independent valuation performed by:

- Martin Burns - M.B.A., B.App.Sc. Property Resource Management, Associate Australian Property Institute (AAPI), Certified Practising Valuer (CPV), Liquid Pacific Limited.

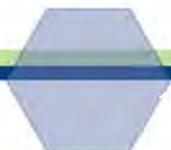
During the 2007-08 financial year, management considered that prices had materially appreciated and a desktop valuation was carried out on land and buildings by a Professional Valuer. The fair value valuation methodology was used by the Valuer in conducting the desktop valuation. As a result of the desktop valuation, asset values were adjusted to be in accordance with the fair value as determined by the Valuer. The Professional Valuer engaged to perform the independent desktop valuation as at 30 June 2008 was Martin Burns - M.B.A., B.App.Sc. Property Resource Management, AAPI, CPV, Liquid Pacific Limited.

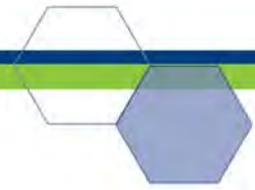
### Assets deemed to be at fair value

For those classes of non-current assets where an independent revaluation has not been undertaken, the criteria which require revaluation within APF III *Asset Accounting Framework* have not been met. For these classes of non-current assets, written down cost is deemed to be at fair value as determined by APF III *Asset Accounting Framework*.

Asset classes where written down cost is deemed to be fair value, include:

- Leasehold Improvements
- Buildings and Improvements in Progress (WIP)
- Computing Equipment
- Motor Vehicles
- Other Plant and Equipment.





# Financial statements

## Impairment

All non-current assets are tested for an indication of impairment at each reporting date. Where there is an indication of impairment, the recoverable amount is estimated. An amount by which the asset's carrying amount exceeds the recoverable amount is recorded as an impairment loss. An impairment loss is recognised immediately in the Statement of Comprehensive Income, unless the asset has been revalued. For revalued assets an impairment loss is offset against the revaluation reserve for that same class of assets, to the extent that the impairment loss does not exceed the amount in the asset revaluation reserve for that class of asset.

## Intangibles

An intangible asset is an identifiable non-monetary asset without physical substance. Intangible assets are measured at cost. Following initial recognition, intangible assets are carried at cost less any accumulated amortisation and any accumulated impairment losses.

The acquisition or internal development of software is capitalised when the expenditure meets the asset definition criteria (identifiability, control, and the existence of future economic benefits) and the asset recognition criteria (probability of future economic benefit and cost can be reliably measured) and when the amount of expenditure is greater than or equal to \$10 000.

All research and development costs that do not meet the capitalisation criteria outlined in AASB 138 Intangible Assets are expensed.

## Investment property

Investment properties represent properties held to earn rentals and/or for capital appreciation. Investment properties are initially recognised at cost. Costs incurred subsequent to initial acquisition are capitalised when it is probable that future economic benefits in excess of the originally assessed performance of the assets will flow to the department.

Subsequent to initial recognition at cost, investment properties are revalued to fair value with changes in the fair value recognised as income or expense in the period that they arise. The properties are not depreciated and are not tested for impairment.

Rental income from the leasing of investment properties is recognised in the Statement of Comprehensive Income as part of other income, on a straight line basis over the lease term.

At 30 June 2009 there were only Investment Properties reported in the Administered financial statements.

## **2.10 Liabilities**

Liabilities have been classified according to their nature and have not been offset unless required or permitted by a specific accounting standard or where offsetting reflects the substance of the transaction or other event.

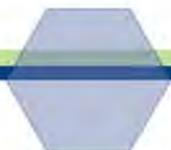
Where a liability line item combines amounts expected to be settled within twelve months and more than twelve months, the department has separately disclosed the amounts expected to be settled after more than twelve months.

The notes to the financial statements disclose financial liabilities where the counterparty/transaction is with an entity within the SA Government as at the reporting date, classified according to their nature.

## Payables

Payables include creditors, accrued expenses and employment on-costs.

Creditors represent the amounts owing for goods and services received prior to the end of the reporting period that are unpaid at the end of the reporting period. Creditors include all unpaid invoices received relating to normal operations of the department.





# Financial statements

Accrued expenses represents goods and services provided by other parties during the period that are unpaid at the end of the reporting period and where an invoice has not been processed or received.

All payables are measured at their nominal amount and are unsecured. Invoices are normally settled promptly in accordance with TI 11 *Payment of Creditors' Accounts* after the department receives an invoice.

Employment on-costs include superannuation contributions and payroll tax with respect to the outstanding liabilities for salaries and wages, long service leave and annual leave.

The department makes contributions to several superannuation schemes operated by the State Government. These contributions are treated as an expense when they occur. There is no liability for payments to beneficiaries as the Department of Treasury and Finance centrally recognises the superannuation liability in the whole of government financial statements. The only liability outstanding at balance date relates to any contributions due but not yet paid to the superannuation schemes.

## Employee benefits

These benefits accrue for employees as a result of services provided up to the reporting date and remain unpaid. Long term employee benefits are measured at present value and short term employee benefits are measured at nominal amounts.

- *Sick leave*

No provision has been made for sick leave as all sick leave is non-vesting and the average sick leave taken in future years is estimated to be less than the annual entitlement of sick leave.

- *Annual leave*

The liability for annual leave is measured as the amount unpaid at the reporting date at remuneration rates expected to be paid at reporting date. The annual leave liability is expected to be paid within twelve months and is measured at the undiscounted nominal amount.

- *Long service leave*

The liability for long service leave was determined through an actuarial assessment undertaken by Mercer (Australia) Pty Ltd, in accordance with AASB 119 *Employee Benefits*. The following assumptions were made by the actuary when performing the assessment:

- salary increases of 2.5% (2008: 3.5%) per annum based on the current enterprise bargaining agreement and short-term forecasts
- discounting of 5.5% (2008: 6.4%) per annum based on the gross 10 year Commonwealth Government bonds rate at 30 June 2009.

## Accrued salaries and wages

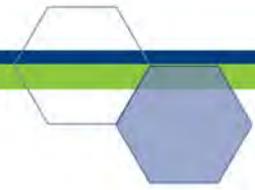
The liability for accrued salaries and wages is measured as the amount unpaid at the reporting date at remuneration rates current at reporting date.

## Provisions

- *Insurance*

The department is a participant in the State Government's Insurance Program. The department pays a premium to the South Australian Government Financing Authority, SAICORP Division (SAICORP) for professional indemnity insurance and general public liability insurance and is responsible for the payment of claim amounts up to an agreed amount (the deductible). SAICORP provides the balance of funding for claims in excess of the deductible.





## Financial statements

The provision for Public Liability and Professional Indemnity Insurance represents liabilities for outstanding claims in respect of incidents that have occurred. The liabilities include claims incurred and reported but not paid, claims incurred but not reported (IBNR), claims incurred but not enough reserve (IBNER) and the anticipated costs of settling those claims. The claims liabilities are measured as the present values of the expected future payments. Claims incurred but not paid and claim settlement costs that can be directly attributed to particular claims are assessed by reviewing individual claim files.

In respect of IBNR and IBNER claims, an amount of \$50 000 has been set aside for both the Public Liability Claims and Professional Indemnity Claims. These amounts are based upon historical claims activity, with allowance for prudential margins and are reviewed annually. Public Liability and Professional Indemnity Claims relating to periods prior to the restructuring of the former Department of Human Services, effective 1 July 2004, are the responsibility of the Department of Health.

The provision for property claims represents outstanding payments for incurred damage to property. An allowance is also included for IBNER claims. This provision is based upon historical claims activity and with allowance for prudential margins and is reviewed annually.

- *Workers compensation*

The department is an exempt employer under the *Workers Rehabilitation and Compensation Act, 1986*. Under a scheme arrangement the department is responsible for the management of workers rehabilitation and compensation.

The workers compensation liability recognised for the employees of the department is based on an apportionment of an actuarial assessment of the whole-of-government workers compensation liability conducted by Taylor Fry Consulting Actuaries based on 30 April 2009 data. Taylor Fry Consulting Actuaries extrapolate this data to 30 June 2009. For the 2008-09 financial year the department has reflected a workers compensation provision of \$35.69 million (2008: \$25.49 million), (refer Note 26.2).

The actuarial assessment conducted by Taylor Fry Consulting Actuaries is based on the Payment Per Claim Incurred (PPCI) valuation method. The assessment has been conducted in accordance with AASB 137 *Provisions, Contingent Liabilities and Contingent Assets* and the Work Cover Guidelines for Actuarial Assessments. The liability covers claims incurred but not yet paid, incurred but not reported and the anticipated direct and indirect costs of settling those claims. The liability for outstanding claims is measured as the present value of the expected future payments reflecting the fact that all the claims do not have to be paid out in the immediate future.

### Leases

The department has not entered into any finance leases. The department has entered into some operating leases.

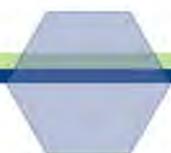
- *Operating leases*

In respect of operating leases, the lessor retains substantially the entire risks and benefits incidental to the ownership of the leased items. Operating lease payments are recognised as an expense in the Statement of Comprehensive Income on a basis which is representative of the pattern of benefits derived from the leased assets.

### **2.11 Unrecognised contractual commitments and contingent assets and liabilities**

Commitments include operating, capital and outsourcing arrangements arising from contractual or statutory sources and are disclosed at their nominal value.

Contingent assets and contingent liabilities are not recognised in the Statement of Financial Position, but are disclosed by way of a note and, if quantifiable, are measured at nominal value.





# Financial statements

Unrecognised contractual commitments and contingencies are disclosed net of the amount of GST recoverable from or payable to the Australian Taxation Office. If GST is not recoverable from or payable to the Australian Taxation Office, the commitments or contingencies are disclosed on a gross basis.

## 3. New and revised accounting standards and policies

### 2008-09

New and amended Australian accounting standards that are applicable for the first time in 2008-09:

#### Restructure of Administrative Arrangements

In accordance with the revised AASB 1004 *Contributions*, the department records restructures of administrative arrangements as transactions with owners in their capacity as owners rather than recording these events as a revenue/expense item.

#### Other

The department has early adopted the September 2007 version of AASB 101 *Presentation of Financial Statements* including AASB 2007-8 and AASB 2007-10 (these standards make consequential amendments to other standards as a result of the revised AASB 101) - this includes the preparation of a single Statement of Comprehensive Income.

In accordance with the new accounting standard AASB 1052 *Disaggregated Disclosures*, the amounts of assets and liabilities reliably attributable to each activity has been disclosed.

#### Issued or amended but not yet effective

Except for the amendments to AASB 101 *Presentation of Financial Statements*, which the department has early-adopted, the Australian accounting standards and interpretations that have recently been issued or amended but are not yet effective, have not been adopted by the department for the period ending 30 June 2009. The department has assessed the impact of the new and amended standards and interpretations and considers there will be no impact on the accounting policies or the financial statements of the department.

### 2007-08

#### Accounting Error- Change in Accounting for Employee Related Services Recoverable

Employees of the department provide services to the South Australian Housing Trust (SAHT). The department recognises as a liability, all employee entitlements for these staff. As these amounts are recoverable from SAHT, a receivable is also recognised. In past years, the department has recognised a receivable for only part of the value of entitlements for employees assigned to the SAHT. The SAHT is however, meeting the full employment costs of these employees. The accounting treatment of the recovery of employee entitlement was reviewed in 2007-08. As a result it was established that prior year financial reports had understated the receivable by \$8.44 million. In accordance with AASB 108 'Accounting Policies, Changes in Accounting Estimates and Errors' this error has been corrected by increasing the value of the receivable in the current and prior year to reflect the full cost of Departmental employees providing services to the SAHT. Opening equity has also been adjusted to reflect the impact of the correction on earlier years.

## 4. Programs of the department

In achieving its objective the department provides a range of services classified into the following programs:

### **Program 1: Affordable Housing Choices and Communities that Prosper**

To work with others to expand and improve affordable housing choices across the state and help build communities that prosper.

This program encompasses the management of grants for housing services to low-income households. This includes grants for the provision of private rental services, public, Aboriginal and community managed housing, the funding and regulation of community housing.





# Financial statements

## **Program 2: High Need Housing**

To develop and implement better high need housing and service responses for people at risk or in high need.

This program encompasses the management of grants for housing services for people in high need and supported accommodation assistance for people in crisis as well as providing other services and programs related to high need housing.

## **Program 3: Independence and Community Connection**

To enable people to take charge of their lives and ensure community connection opportunities are available to all.

This program encompasses the provision of services related to supporting people with disabilities to live in the community, managing grants and providing advice to the Minister for the promotion of health, social wellbeing and quality of life of the community, implementing strategies and programs to promote the participation and support of older people in the community.

## **Program 4: Keeping Them Safe**

Providing services that ensure children, young people and families are safe, supported and able to participate in opportunities coming from the state's growing prosperity. This encompasses family support and child safety, alternative care for those children and young people not able to be cared for by their own families, case management and support for young people under the Guardianship of the Minister, adoption and post adoption services, youth justice services as directed by the Youth Court (eg remand, bail orders, Community Service Orders, Supervision and Home Detention), provision of secure care facilities for young people who are detained, emergency financial assistance, domestic violence assistance, anti-poverty preventative programs and recovery services for victims of disasters. Provision of services to Aboriginal children, young people, families and communities to strengthen capacity. Working in partnership with Aboriginal communities to address family violence. Provision of services to Aboriginal children, young people and families to reduce the over-representation of Aboriginal children and young people in care and protection and youth justice activities.

## **Program 5: Effective Business Practices**

To establish and maintain business practices that support delivery of South Australia's Strategic Plan as it affects the portfolio, including ensuring timely decision making, improving administrative efficiency, increasing customer satisfaction and promoting sustainability.

To continue to build a capable, creative workforce that engages with our customers and partners to ensure effective service provision. Innovation and continuous improvement will be fostered and our infrastructure will support connected services.

## **5. Employee benefit expenses**

	<b>2009</b>	<b>2008</b>
	<b>\$'000</b>	<b>\$'000</b>
Salaries and wages	298 104	282 901
Long service leave	12 668	9 209
Annual leave	30 118	28 941
Superannuation	34 848	31 971
Workers compensation	20 623	15 631
Payroll tax	18 987	19 457
Other employee related expenses	2 655	6 578
<b>Total employee benefit expenses</b>	<b>418 003</b>	<b>394 688</b>



# Financial statements

## Remuneration of Employees

The number of employees whose remuneration received or receivable falls within the following bands:

	<b>2009 Number</b>	<b>2008 Number</b>
\$100 000 – 109 999	89	77
\$110 000 – 119 999	35	33
\$120 000 – 129 999	9	15
\$130 000 – 139 999	16	10
\$140 000 – 149 999	12	5
\$150 000 – 159 999	4	4
\$160 000 – 169 999	6	9
\$170 000 – 179 999	4	2
\$180 000 – 189 999	6	2
\$190 000 – 199 999	3	5
\$200 000 – 209 999	1	2
\$210 000 – 219 999	2	-
\$220 000 – 229 999	-	5
\$230 000 – 239 999	2	-
\$250 000 – 259 999	1	-
\$270 000 – 279 999	-	1
\$330 000 – 339 999	-	1
<b>Total number of employees</b>	<b>190</b>	<b>171</b>

The table includes all employees who received remuneration of \$100 000 or more during the year.

Remuneration of employees reflects all costs of employment including salaries and wages, superannuation contributions, fringe benefits tax and any other salary sacrifice benefits. The total remuneration received by these employees for the year was \$23.6 million (2008 \$21.7 million).

## 6. Supplies and services

	<b>2009 \$'000</b>	<b>2008 \$'000</b>
Accommodation and property related	28 380	27 213
Advertising and promotions	582	380
Brokerage care services	56 787	46 882
Business services	3 569	2 125
Client related expenses	4 137	4 408
Communication and computing	21 386	18 373
Contractors and agency staff	20 445	19 931
Consultants	551	650
Drugs and medical supplies	4 324	4 615
Insurance	2 477	1 196

# Financial statements

	<b>2009</b>	<b>2008</b>
	<b>\$'000</b>	<b>\$'000</b>
Interpreter and translator fees	66	85
Managed payments	3 250	3 097
Minor equipment	8 927	7 950
Motor vehicles	12 225	10 534
Printing, stationery, postage and periodicals	3 634	3 604
Seminars, courses and training	1 929	1 911
Travel and accommodation	2 599	2 367
Other administration	12 933	13 387
<b>Total supplies and services (excluding audit fees)</b>	<b>188 201</b>	<b>168 708</b>
Audit fees paid / payable to the Auditor-General's Department *	302	363
<b>Total audit fees</b>	<b>302</b>	<b>363</b>
<b>Total supplies and services (including audit fees)</b>	<b>188 503</b>	<b>169 071</b>
<b>Supplies and services provided by entities within SA Government</b>	<b>\$'000</b>	<b>\$'000</b>
Accommodation and property related	19 467	18 460
Advertising and promotions	16	7
Brokerage care services	316	107
Business services	3 566	1 972
Client related expenses	255	176
Communication and computing	5 635	6 669
Contractors and agency staff	1 991	679
Drugs and medical supplies	35	-
Insurance	1 169	988
Interpreter and translator fees	44	1
Managed payments	2 872	2 751
Minor equipment	138	229
Motor vehicles	11 607	9 895
Printing, stationery, postage and periodicals	64	106
Seminars, courses and training	127	71
Travel and accommodation	12	11
Other administration	1 349	1 636
<b>Total supplies and services - SA Government (excluding audit fees)</b>	<b>48 663</b>	<b>43 758</b>
Audit fees paid / payable to the Auditor General's Department *	302	363
<b>Total audit fees – SA Government</b>	<b>302</b>	<b>363</b>
<b>Total supplies and services - SA Government (including audit fees)</b>	<b>48 965</b>	<b>44 121</b>

\* Other services: There were no other services provided by the Auditor-General's Department

## Financial statements

The number and dollar amount of consultancies paid/payable (included in supplies and services) that fell within the following band:

	No	2009 \$'000	No	2008 \$'000
Below \$10 000	2	11	7	40
Between \$10 000 and \$50 000	9	238	9	227
Above \$50 000	3	302	5	383
<b>Total paid/payable to the consultants engaged</b>	<b>14</b>	<b>551</b>	<b>21</b>	<b>650</b>

### 7. Depreciation and amortisation

	2009 \$'000	2008 \$'000
<b>Depreciation</b>		
Buildings and improvements	2 193	1 868
Computing equipment	174	148
Motor vehicles	30	5
ILEP equipment	721	597
Other plant and equipment	243	235
<b>Total depreciation</b>	<b>3 361</b>	<b>2 853</b>
<b>Amortisation</b>		
Leasehold improvements	419	493
Computer Software	55	57
<b>Total amortisation</b>	<b>474</b>	<b>550</b>
<b>Total depreciation and amortisation</b>	<b>3 835</b>	<b>3 403</b>

# Financial statements

## 8. Grants, subsidies and client payments by program

	<b>2009</b>	<b>2008</b>
	<b>\$'000</b>	<b>\$'000</b>
Aboriginal Community Benefit Grants	1 125	1 477
Commonwealth State Territory Disability Agreement Grants	115 824	107 984
Community Connect Grants	379	2 227
Supported Accommodation	2 705	2 738
Commonwealth State Housing Agreement-(CSHA)	49 914	112 837
Julia Farr Association Establish Grant	-	1 396
National Affordable Housing Agreement (NAHA)	65 272	-
National Partnership Agreement on Social Housing	14 954	-
National Partnership Agreement on Remote Indigenous Housing	9 245	-
National Partnership Agreement on the Nation Building & Jobs Plan	19 487	-
Supported Residential Facility	7 109	8 176
Common Ground SAHT	5 500	6 800
Tax equivalent regime	155 750	135 766
Supported Accommodation Assistance Program - (SAAP)	15 685	31 314
Social Inclusion Funding	3 285	1 017
National Partnership Agreement on Homelessness	1 817	-
Home and Community Care	106 415	96 418
Children's Payments	50 086	44 015
Family and Community Development	11 152	8 610
Alternative Care	35 422	22 030
Emergency Financial Assistance	3 413	3 559
Concessions - SA Spectacle Scheme	776	880
Aged Care Grants (formerly Funds for Seniors)	4 158	4 487
Parks Community Centre (Local Government Grant)	2 019	1 969
Strathmont Centre Devolution Grant	2 805	5 465
Other	612	1 513
<b>Total Grants, Subsidies and Client Payments</b>	<b>684 909</b>	<b>600 678</b>

Housing related grant expenditure may not be directly comparable due to changes in arrangements from the Commonwealth State Housing Agreement to the National Affordable Housing Agreement and new national partnership agreements.

# Financial statements

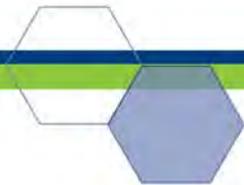
## Grants, Subsidies and Client Payments by Program Paid/Payable within SA Government

	<b>2009</b>	<b>2008</b>
	<b>\$'000</b>	<b>\$'000</b>
Aboriginal Community Benefit Grants	18	40
Commonwealth State Territory Disability Agreement Grants	1 898	1 962
Community Connect Grants	-	1 109
Supported Accommodation	-	-
Commonwealth State Housing Agreement-(CSHA)	49 914	103 688
National Affordable Housing Agreement (NAHA)	65 272	-
National Partnership Agreement on Social Housing	14 954	-
National Partnership Agreement on Remote Indigenous Housing	9 245	-
National Partnership Agreement on the Nation Building & Jobs Plan	19 487	-
Supported Residential Facility	433	892
Common Ground SAHT	5 500	6 800
Tax equivalent regime	155 750	135 766
Supported Accommodation Assistance Program - (SAAP)	15 685	1 214
Social Inclusion Funding	3 285	1 017
National Partnership Agreement on Homelessness	1 817	-
Home and Community Care	30 133	25 829
Children's Payments	556	904
Alternative Care	-	935
Emergency Financial Assistance	1 139	35
Aged Care Grants (formerly Funds for Seniors)	834	2 395
Strathmont Centre Devolution Grant	2 763	5 465
Other	264	671
<b>Total Grants, Subsidies and Client Payments - SA Government</b>	<b>378 947</b>	<b>288 722</b>

## Grants, Subsidies and Client Payments by Recipient Type

		<b>2009</b>	<b>2008</b>
		<b>\$'000</b>	<b>\$'000</b>
SA Government Entities		345 646	256 754
SA Health Units		31 606	31 029
Non Government Organisations (NGOs)	8.1	234 428	247 289
Local Government		18 207	17 044
Universities		583	542
Grant -Commonwealth & Other State/Territory Governments		164	446
Concessions - SA Spectacle Scheme		776	880
Children's Payments and Emergency Financial Assistance* Government		1 695	939
Children's Payments and Emergency Financial Assistance* Non Government		51 804	45 755
<b>Total Grants, Subsidies and Client Payments</b>		<b>684 909</b>	<b>600 678</b>

\*Small Payments are made to numerous providers in accordance with the departmental client payment policies.



# Financial statements

## 8.1 Funding to Non-Government Organisations

	<b>2009</b>	<b>2008</b>
	<b>\$'000</b>	<b>\$'000</b>
Minda Inc	32 762	31 332
Royal District Nursing	17 073	16 696
Anglicare SA	12 610	11 387
Community Accommodation Respite Agency	11 946	11 321
NOVITA Children's Services Inc	9 962	14 318
Life Without Barriers	7 742	3 519
Aged Care & Housing Group Inc	6 437	5 465
Baptist Community Services	5 826	2 969
Leveda Inc	5 629	4 592
Aboriginal Family Support	5 401	3 909
Spastic Centres Of SA Inc	5 292	4 770
Centacare Catholic Family	4 605	6 885
Anglican Community Care Inc	4 040	3 968
Southern Junction Community	3 990	3 673
Resthaven Inc	3 692	2 884
Life's for Living	3 642	2 620
Uniting Care Wesley Adelaide Inc	3 520	5 211
Uniting Care Wesley Port Adelaide Inc	3 507	4 918
Royal Society for the Blind	2 312	2 427
Orana	2 214	2 126
Helping Hand Aged Care	2 195	1 983
Meals on Wheels Inc	2 011	1 852
Community Living Options	2 001	1 646
Autism Association of SA Inc	1 888	1 928
Guide Dogs Association	1 809	1 573
Uniting Care Wesley Port Pirie Inc	1 786	2 723
Community Lifestyles Inc	1 762	1 734
Country Home Advocacy	1 638	1 339
Barkuma Inc	1 576	1 217
Catholic Diocese of Port Pirie	1 514	779
Bedford Industries	1 445	1 097
Masonic Homes Inc	1 405	974
Community Living For Disabled	1 369	1 375
Community Living and Support Services Inc	1 359	1 192
Paraquad SA (formerly The Paraplegic & Quadriplegic Assoc of SA Inc)	1 356	1 329
Aboriginal Prisoners and Offenders Support Services Inc	1 349	1 306
Individual Supported Accommodation Services	1 321	1 283



## Financial statements

	<b>2009</b>	<b>2008</b>
	<b>\$'000</b>	<b>\$'000</b>
Hills Community Options	1 311	1 271
The Salvation Army (SA)	1 282	3 906
Aboriginal Elders and Community Care Services Inc	1 236	1 132
Northern Carer's Network Inc	1 204	1 109
Carers Assoc of SA Inc	1 202	1 360
Community Living Project Inc.	1 152	1 118
Alzheimer's Association (SA)	1 139	952
Carer Support & Respite Centre	1 135	973
Lifestyle Assistance and Accommodation Service Inc	1 103	1 104
Alabricare (SA)	1 069	1 020
Italian Benevolent Foundation	1 037	931
Catherine House Inc	758	1 410
Julia Farr Association Inc	-	3 556
St Johns Youth Services Inc	-	1 560
Central Eastern Domestic	-	1 293
Other	40 814	54 274
<b>Total funding to Non-Government Organisations</b>	<b>234 428</b>	<b>247 289</b>

\* Payments to Non-SA Government Organisations, where total payments to an organisation are greater than \$1.0m are individually disclosed above.

Payments less than \$1.0m are in Other. This excludes payments for Children's Payments and Emergency Financial Assistance.

In 2008-09 a change in administrative arrangements for the Supported Accommodation Assistance Program (SAAP) resulted in the transfer of administrative and financial responsibility for the program to Housing SA. As the operations of Housing SA are separately reported in the financial statements of the South Australian Housing Trust, SAAP grants to Non-Government Organisations are not included in the 2008-09 totals for Note 8.1. This is the primary cause of the observed decrease in Total Funding to Non-Government Organisations.

### 9. Other expenses

	<b>2009</b>	<b>2008</b>
	<b>\$'000</b>	<b>\$'000</b>
Bad and doubtful debts	(80)	171
Transferred assets	14	30
Loss on revaluation of non current assets	9 059	-
<b>Total other expenses</b>	<b>8 993</b>	<b>201</b>
<b>Other expenses paid/payable to entities within the SA Government</b>	<b>\$'000</b>	<b>\$'000</b>
Bad and doubtful debts	(55)	(118)
Transferred assets	14	30
<b>Total other expenses - SA Government</b>	<b>(41)</b>	<b>(88)</b>

# Financial statements

## 10. Rent, fees and charges received/receivable

	<b>2009</b>	<b>2008</b>
	<b>\$'000</b>	<b>\$'000</b>
Employee services *	65 610	59 448
Insurance recoveries	1 005	1 593
Recoveries	17 149	18 101
Business services	15 402	18 439
Fees, fines and penalties	484	887
Rent	743	737
Patient and client fees	9 941	9 861
<b>Total rent, fees and charges</b>	<b>110 334</b>	<b>109 066</b>

<b>Rent, fees and charges received/receivable from entities within SA Government</b>	<b>2009</b>	<b>2008</b>
	<b>\$'000</b>	<b>\$'000</b>
Employee services *	65 610	59 448
Insurance recoveries	234	909
Recoveries	14 169	12 365
Business services	15 400	17 024
Fees, fines and penalties	174	784
Rent	658	600
<b>Total rent, fees and charges - SA Government</b>	<b>96 245</b>	<b>91 130</b>

\* Represents the recovery of costs for the provision of employee related services to Housing SA

## 11. Commonwealth revenues

	<b>2009</b>	<b>2008</b>
	<b>\$'000</b>	<b>\$'000</b>
Housing Assistance	37 243	73 739
Commonwealth State Disability Agreement	45 707	79 563
Home and Community Care	53 160	85 407
Supported Accommodation Assistance Program	8 820	17 263
Aged Care Assessment Program	3 882	6 316
FBT Transitional Compensation from ATO	-	10 434
Other	6 041	7 435
<b>Total Commonwealth revenues</b>	<b>154 853</b>	<b>280 157</b>

A change in the management of funding received from the Commonwealth Government has led to a reduction in revenues reported in this note. A significant proportion of this funding is now received by the Department of Treasury and Finance and provided to the department as appropriation. Please refer also to Note 15.

# Financial statements

## 12. Interest revenue

	2009 \$'000	2008 \$'000
Interest on funds held	52	442
<b>Total interest revenue</b>	<b>52</b>	<b>442</b>

## 13. Net (loss)/gain from disposal of non-current and other assets

	2009 \$'000	2008 \$'000
<i>Land and buildings</i>		
Proceeds from disposal	4 001	-
Less net book value of assets disposed	(3 735)	(749)
<b>Net (loss)/gain from disposal of land and buildings</b>	<b>266</b>	<b>(749)</b>

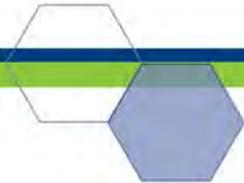
<i>Plant and equipment</i>		
Proceeds from disposal	16	44
Less net book value of assets disposed	(50)	(52)
<b>Net (loss) from disposal of plant and equipment</b>	<b>(34)</b>	<b>(8)</b>

<i>Total assets</i>		
Total proceeds from disposal	4 017	44
Less total value of assets disposed	(3 785)	(801)
<b>Total net (loss)/gain from disposal of assets</b>	<b>232</b>	<b>(757)</b>

## 14. Other revenues

	2009 \$'000	2008 \$'000
Other	5 441	8 043
<b>Total other revenues</b>	<b>5 441</b>	<b>8 043</b>

<b>Other Revenue received/receivable from entities within SA Government</b>	<b>2009 \$'000</b>	<b>2008 \$'000</b>
Other	702	1 884
<b>Total other revenues - SA Government</b>	<b>702</b>	<b>1 884</b>



# Financial statements

## 15. Revenues from SA Government

### 15.1 SA Government appropriation

	2009 \$'000	2008 \$'000
Appropriations from Consolidated Account pursuant to the Appropriation Act		
General appropriation	807 301	607 990
Department of Treasury and Finance - Contingency Funds	6 668	692
Tax Equivalent Regime Reimbursement - HomeStart Finance	1 500	1 250
Tax Equivalent Regime Reimbursement - Housing SA	149 938	134 103
<b>Total SA Government appropriation</b>	<b>965 407</b>	<b>744 035</b>

### 15.2 Grants from SA Government Agencies

Community Development Fund	3 400	3 413
Social Inclusion	4 829	5 561
Other	10 315	7 106
<b>Total Grants from SA Government agencies</b>	<b>18 544</b>	<b>16 080</b>

<b>Total revenues from SA Government</b>	<b>983 951</b>	<b>760 115</b>
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Revenues from SA Government includes \$175.2M (2008: \$ - ) in funds previously received directly from the Commonwealth Government. Please refer Note 11.



# Financial statements

## 16. Unexpended funding commitments

The department is engaged in a variety of funding programs involving State and Commonwealth sources who provide monies to the department on the premise that these funds are expended in a manner consistent with the terms of the program. As at 30 June 2009, the department had outstanding funding commitments to the following programs:

	<b>2009</b>	<b>2008</b>
	<b>\$'000</b>	<b>\$'000</b>
Home and Community Care Program	3 448	4 798
Spectacle Concessions	195	-
Aged Care Assessment Program	185	404
Department for Health & Ageing – CDEP	82	-
Ceduna Family Homes Program	75	-
Community Care Innovation Fund	49	282
Gambler's Rehabilitation Fund - Anti Poverty Program	37	-
Tier 3 Invest Project - Social Inclusion Funding	20	-
Post Care Services (AFIS)	17	17
CSHA Projects	-	3 515
Residential Aged Care	-	2 000
Supported Accommodation Assistance Program	-	892
Water Remissions Funding	-	142
Social Inclusion Program	-	132
<b>Total operating</b>	<b>4 108</b>	<b>12 182</b>
Families SA - Residential Care Units	2 252	2 805
DFC Accommodation	703	-
Connected Service Centre - Mount Gambier	697	-
Strathmont Centre	669	284
Case Management System	228	3 572
Youth Training Centre Sustainment	200	575
ICT Desktop Replacement	200	-
Barkuma	110	-
Trogenza Avenue - Office Redevelopment	42	3 984
Reorganisation of services relating to Independent & Community Connection	-	1 000
SACOSS Children Facility	-	310
Youth Detention Centre Project Team	-	121
Families SA Accommodation	-	111
Child Protection Review - Staff Accommodation	-	48
<b>Total capital</b>	<b>5 101</b>	<b>12 810</b>
<b>Total unexpended funding commitments</b>	<b>9 209</b>	<b>24 992</b>

# Financial statements

## 17. Cash and cash equivalents

	2009 \$'000	2008 \$'000
Special Deposit Account with the Treasurer	39 417	44 291
Advance Account	335	329
Other Deposits	635	295
Cash on Hand	6	14
<b>Total cash and cash equivalents</b>	<b>40 393</b>	<b>44 929</b>

Cash deposits are recognised at their nominal amounts.

Other Deposits include \$0.402m (2008: \$0.211m) held by the Commissioner for Charitable Funds.

### Deposits with the Treasurer

Includes funds of \$4.915m (2008: \$0.077m) held in the Accrual Appropriation Excess Fund Account. The balance of these funds is not available for general use, i.e. funds can only be used in accordance with the Treasurer's/Under Treasurer's approval.

### Non-cash financing and investing activities

#### *Restructuring of administered arrangements*

The Service Level Agreement for the provision of a shared financial service between the department and the Department of Health, which was hosted by the department, ceased and the financial accounting function and staff members performing the function returned to the Department of Health.

The restructure resulted in net assets of (\$0.030m) being transferred to the Department of Health. Details with respect to the restructuring of administrative arrangement are set out in Note 31. This restructure is not reflected in the in the Statement of Cash Flows.

## 18. Receivables

	2009 \$'000	2008 \$'000
<b>Current</b>		
Debtors	9 401	10 184
Less allowance for doubtful debts	(139)	(282)
Employee related services recoverable	11 669	8 165
Overpaid salaries	171	136
Sundry	180	124
Prepayments	129	160
Goods and Services Tax receivable	2 685	3 480
<b>Total current receivables</b>	<b>24 096</b>	<b>21 967</b>

# Financial statements

<b>Non-current</b>		
Sundry	503	569
Employee related services recoverable	13 325	13 562
<b>Total non-current receivables</b>	<b>13 828</b>	<b>14 131</b>
<b>Total receivables</b>	<b>37 924</b>	<b>36 098</b>
	<b>2009</b>	<b>2008</b>
	<b>\$'000</b>	<b>\$'000</b>
<b>Receivables from SA Government entities</b>		
Debtors	5 257	7 983
Less allowance for doubtful debts	(8)	(65)
Employee related services recoverable	24 994	21 727
<b>Total receivables - SA Government</b>	<b>30 243</b>	<b>29 645</b>

## Interest rate and credit risk

Receivables are raised for all goods and services provided for which payment has not been received.

Receivables are normally settled within 30 days. Trade receivables, prepayments and accrued revenues are non-interest bearing. Other than recognised in the allowance for doubtful debts, it is not anticipated that counterparties will fail to discharge their obligations. The carrying amount of receivables approximates net fair value due to being receivable on demand. In addition, there is no concentration of credit risk.

**Maturity and analysis of receivables** - please refer to note 29

**Categorisation of financial instruments and risk exposure information** - please refer to note 29

## Bad and doubtful debts

The department has recognised a bad and doubtful debt expense of (\$0.08m) in the Statement of Comprehensive Income.

## Movement in allowance for doubtful debts

The allowance for doubtful debts (allowance for impairment loss) is recognised when there is objective evidence that a receivable is impaired.

An allowance for impairment loss has been recognised in "Other Expenses" in the Statement of Comprehensive Income for specific debtors and debtors assessed on a collective basis for which such evidence exists.

## Movements in the allowance for doubtful debts (impairment loss)

	<b>2009</b>	<b>2008</b>
	<b>\$'000</b>	<b>\$'000</b>
Carrying amount at the beginning of the period	282	399
Transfer from administrative restructure	-	79
Increase/(decrease) in the allowance	(80)	(19)
Amounts written off	(63)	(394)
Amounts recovered during the year	-	217
<b>Carrying amount at the end of the period</b>	<b>139</b>	<b>282</b>

# Financial statements

## 19. Inventories

	<b>2009</b>	<b>2008</b>
	<b>\$'000</b>	<b>\$'000</b>
Drug Supplies	45	57
Stores	325	290
<b>Total inventories</b>	<b>370</b>	<b>347</b>

## 20. Property, plant and equipment

	<b>2009</b>	<b>2008</b>
	<b>\$'000</b>	<b>\$'000</b>
<b>Land and buildings</b>		
Vacant land (fair value)	6 570	5 312
Site land (fair value)	200 476	139 581
Buildings and improvements (fair value)	49 376	71 697
<i>Less accumulated depreciation - buildings and improvements</i>	<i>(11 040)</i>	<i>(11 050)</i>
<b>Total land and buildings</b>	<b>245 382</b>	<b>205 540</b>
<b>Leasehold improvements</b>		
Leasehold improvements at cost (deemed fair value)	10 929	7 916
<i>Less accumulated amortisation - leasehold improvements</i>	<i>(7 076)</i>	<i>(6 657)</i>
<b>Total leasehold improvements</b>	<b>3 853</b>	<b>1 259</b>
<b>Plant and equipment</b>		
Computing equipment at cost (deemed fair value)	656	778
<i>Less accumulated depreciation - computing equipment at cost</i>	<i>(472)</i>	<i>(486)</i>
Motor vehicles at cost (deemed fair value)	300	320
<i>Less accumulated depreciation - motor vehicles at cost</i>	<i>(190)</i>	<i>(230)</i>
ILEP equipment at cost (deemed fair value)	4 810	3 506
<i>Less accumulated depreciation - ILEP equipment at cost</i>	<i>(2 639)</i>	<i>(1 876)</i>
Other plant and equipment at cost (deemed fair value)	3 476	3 332
<i>Less accumulated depreciation - other plant and equipment at cost</i>	<i>(1 952)</i>	<i>(1 903)</i>
<b>Total plant and equipment</b>	<b>3 989</b>	<b>3 441</b>
Total property, plant and equipment at valuation (fair value)	256 422	216 590
Total property, plant and equipment at cost (deemed fair value)	20 171	15 852
<i>Less total accumulated amortisation</i>	<i>(7 076)</i>	<i>(6 657)</i>
<i>Less total accumulated depreciation</i>	<i>(16 293)</i>	<i>(15 545)</i>
<b>Total property, plant and equipment</b>	<b>253 224</b>	<b>210 240</b>

# Financial statements

## Valuation of land and buildings

Refer note 2.9 above

## Impairment

There were no indications of impairment of property, plant and equipment, infrastructure and intangible assets at 30 June 2009.

### 20.1 Reconciliation of land, buildings and leasehold improvements

The following table shows the movement of land, buildings and improvements, and leasehold improvements during 2008-09.

	Vacant land	Site land	Buildings and Improvements	Leasehold Improvements	Total land, buildings and leasehold imp.
	\$'000	\$'000	\$'000	\$'000	\$'000
Carrying amount at the beginning of the year	5 312	139 581	60 647	1 259	206 799
Purchases	-	1 281	-	355	1 636
Disposals	-	(2 830)	(905)	-	(3 735)
Revaluation increment/(decrement)	1 258	62 254	(19 407)	-	44 105
Depreciation and amortisation for the year	-	-	(2 193)	(419)	(2 612)
Transfers from works in progress	-	190	194	2 658	3 042
<b>Carrying amount at 30 June 2009</b>	<b>6 570</b>	<b>200 476</b>	<b>38 336</b>	<b>3 853</b>	<b>249 235</b>

### 20.2 Reconciliation plant and equipment

The following table shows the movement of plant and equipment during 2008-09

	Computing equipment	Motor vehicles	ILEP equipment	Other plant and equipment	Total plant and equipment
	\$'000	\$'000	\$'000	\$'000	\$'000
Carrying amount at the beginning of the year	292	90	1 630	1 429	3 441
Purchases	66	50	1 262	185	1 563
Disposals	-	-	-	(50)	(50)
Depreciation and amortisation for the year	(174)	(30)	(721)	(243)	(1 168)
Transfers from works in progress	-	-	-	269	269
Other movements	-	-	-	(66)	(66)
<b>Carrying amount at 30 June 2009</b>	<b>184</b>	<b>110</b>	<b>2 171</b>	<b>1 524</b>	<b>3 989</b>

# Financial statements

## 21. Capital works in progress

	<b>2009</b>	<b>2008</b>
	<b>\$'000</b>	<b>\$'000</b>
Buildings and improvements in progress at cost (deemed fair value)	8 888	8 822
<b>Total capital works in progress</b>	<b>8 888</b>	<b>8 822</b>

### Reconciliation of capital works in progress

	Total capital works in progress \$'000
The following table shows the movement of capital works in progress during 2008-09	
Carrying amount at the beginning of the year	8 822
Purchases	4 295
Transfers to completed works	(3 428)
WIP adjustments	(801)
<b>Carrying amount at 30 June 2009</b>	<b>8 888</b>

## 22. Intangible Assets

	<b>2009</b>	<b>2008</b>
	<b>\$'000</b>	<b>\$'000</b>
Computer software	359	167
Less accumulated amortisation - computer software	(55)	-
<b>Total Intangible Assets</b>	<b>304</b>	<b>167</b>

### Reconciliation of intangible assets

	Total intangible assets \$'000
The following table shows the movement of intangible assets during 2008-09	
Carrying amount at the beginning of the year	167
Purchases	75
Transfers from works in progress	117
Amortisation for the year	(55)
<b>Carrying amount at 30 June 2009</b>	<b>304</b>

# Financial statements

## 23. Payables

	2009 \$'000	2008 \$'000
<b>Current</b>		
Creditors	14 940	14 725
Grants to SAHT - Tax Equivalent Regime	5 286	5 591
Other accrued expenses	4 320	4 000
Employee benefit on-costs	8 891	7 739
Other	66	259
<b>Total current payables</b>	<b>33 503</b>	<b>32 314</b>
<b>Non-current</b>		
Grants to Non-Government Organisations	32	621
Employee benefit on-costs	4 795	3 898
<b>Total non-current payables</b>	<b>4 827</b>	<b>4 519</b>
<b>Total payables</b>	<b>38 330</b>	<b>36 833</b>
	2009 \$'000	2008 \$'000
<b>Payables to SA Government entities</b>		
Creditors	4 984	2 575
Grants to SAHT - Tax Equivalent Regime	5 286	5 591
Other accrued expenses	43	404
Employee benefit on-costs	13 626	11 550
<b>Total Payables - SA Government Entities</b>	<b>23 939</b>	<b>20 120</b>

### Interest rate and credit risk

Creditors and accruals are raised for all amounts billed but unpaid. Sundry creditors are normally settled within 30 days. Employment on-costs are settled when the respective employee benefit that they relate to is discharged. All payables are non-interest bearing. The carrying amount of payables approximates net fair value due to the amounts being payable on demand.

**Maturity and analysis of payables** - please refer to note 29

**Categorisation of financial instruments and risk exposure information** - please refer to note 29

# Financial statements

## 24. Employee benefits

	2009 \$'000	2008 \$'000
<b>Current</b>		
Annual leave	30 831	27 931
Long service leave	13 056	9 046
Accrued salaries and wages	9 324	8 249
<b>Total current employee benefits</b>	<b>53 211</b>	<b>45 226</b>
<b>Non-current</b>		
Long service leave	47 690	46 954
<b>Total non-current employee benefits</b>	<b>47 690</b>	<b>46 954</b>
<b>Total employee benefits</b>	<b>100 901</b>	<b>92 180</b>

The total current and non-current employee expenses (i.e. aggregate employee benefit plus related on costs) for 2009 is \$62.102m (2008: \$52.965m) and \$52.485m (2008: \$50.852m) respectively.

The liability for long service leave was determined through an actuarial assessment undertaken by Mercer (Australia) Pty Ltd. A salary inflation rate of 2.5% per annum was used in 2009, a decrease of 1% from the 2008 rate used of 3.5%. A discount rate of 5.5% per annum, based on the gross 10 year Commonwealth Government bonds rate at 30 June 2009 was used, a decrease of 0.9% from the discount rate used as at 30 June 2008 of 6.4%. The proportion of leave taken in service for 2009 was assumed to be 45% in accordance with the factor set out in APS 5.24, while the factor prescribed in 2008 was 35%. The net financial effect of the changes in assumptions in the current financial year is an increase of \$2.355m.

## 25. Borrowings

	2009 \$'000	2008 \$'000
<b>Non-current</b>		
Advance - Treasury Imprest Account	285	285
<b>Total non-current borrowings - SA Government</b>	<b>285</b>	<b>285</b>
<b>Total borrowings</b>	<b>285</b>	<b>285</b>

# Financial statements

## 26. Provisions

		2009 \$'000	2008 \$'000
<b>Current</b>			
Insurance	26.1	672	316
Workers compensation	26.2	9 073	7 135
<b>Total current provisions</b>		<b>9 745</b>	<b>7 451</b>
<b>Non-current</b>			
Insurance	26.1	1 577	669
Workers compensation	26.2	26 618	18 354
<b>Total non-current provisions</b>		<b>28 195</b>	<b>19 023</b>
<b>Total provisions</b>		<b>37 940</b>	<b>26 474</b>

A liability has been reported to reflect unsettled workers compensation claims. The workers compensation provision is based on an actuarial assessment performed by the Public Sector Workforce Division of the Department of the Premier and Cabinet.

### 26.1 Reconciliation of insurance

The following table shows the movement of insurance during 2008-09

	Public liability \$'000	Property \$'000	Total \$'000
Carrying amount as at 1 July	933	52	985
Increase to provision due to new claims	5 705	11	5 716
Reduction due to payments	(55)	5	(50)
Net revision of estimates	(4 387)	(15)	(4 402)
<b>Carrying amount at 30 June 2009</b>	<b>2 196</b>	<b>53</b>	<b>2 249</b>

The following table shows the movement of insurance during 2007-08

	Public liability \$'000	Property \$'000	Total \$'000
Carrying amount as at 1 July	805	23	828
Increase to provision due to new claims	297	51	348
Reduction due to payments	(90)	(31)	(121)
Net revision of estimates	(79)	9	(70)
<b>Carrying amount at 30 June 2008</b>	<b>933</b>	<b>52</b>	<b>985</b>

# Financial statements

## 26.2 Reconciliation of workers compensation

The following table shows the movement of workers compensation during 2008-09

	2009 \$'000
Carrying amount at beginning of financial year	25 489
Increase to provision due to revision of estimates *	21 631
Reduction due to payments	(11 429)
<b>Carrying amount at 30 June 2009</b>	<b>35 691</b>

\* The department's claims experience was analysed separately for the first time at 30 June 2009. Previously the department was analysed as part of the Remaining Agencies group, with an allocation made to the department. The change in methodology and separate valuation of the department resulted in an increase in the liability for the department of \$8.6 million. The changes in valuations assumptions led to an increase of \$0.9 million.

The following table shows the movement of Workers Compensation during 2007-08

	2008 \$'000
Carrying amount at beginning of financial year	16 554
Transfers in at 1 July	7 142
Increase to provision due to revision of estimates	14 948
Reduction due to payments	(13 155)
<b>Carrying amount at 30 June 2008</b>	<b>25 489</b>

## 27. Other liabilities

	2009 \$'000	2008 \$'000
<b>Current</b>		
Unclaimed monies	145	115
Unearned revenue	75	-
<b>Total current other liabilities</b>	<b>220</b>	<b>115</b>
<b>Total other liabilities</b>	<b>220</b>	<b>115</b>

	2009 \$'000	2008 \$'000
<b>Other liabilities with SA Government entities</b>		
Unearned revenue	75	-
<b>Total other liabilities - SA Government</b>	<b>75</b>	<b>-</b>

# Financial statements

## 28. Equity

	2009 \$'000	2008 \$'000
Contributed capital	41 888	26 991
Retained earnings	19 621	68 273
Asset revaluation reserve	101 918	49 452
<b>Total equity</b>	<b>163 427</b>	<b>144 716</b>

The Asset Revaluation Reserve is used to record increments and decrements on the revaluation of Non Current Assets. Relevant amounts are transferred to retained earnings when an asset is derecognised.

## 29. Financial instruments

### 29.1 Categorisation of financial instruments

	Note	Carrying amount 2009 \$'000	Fair value 2009 \$'000	Carrying amount 2008 \$'000	Fair value 2008 \$'000
<b>Financial Assets</b>					
Cash and Cash Equivalents	17, 33	40 393	40 393	44 929	44 929
Receivables	18	35 239	35 239	32 618	32 618
<b>Total Financial Assets</b>		<b>75 632</b>	<b>75 632</b>	<b>77 547</b>	<b>77 547</b>
<b>Financial Liabilities</b>					
Payables	23	38 330	38 330	36 833	36 833
Borrowings	25	285	285	285	285
<b>Total Financial Liabilities</b>		<b>38 615</b>	<b>38 615</b>	<b>37 118</b>	<b>37 118</b>

The amount of receivables and payables disclosed above, excludes statutory receivables and payables such as GST input tax credit payable and recoverable.

### 29.2 Credit Risk

Credit risk arises when there is the possibility of the department's debtors defaulting on their contractual obligations resulting in financial loss to the department.

The department has minimal concentration of credit risk. The department does not engage in high risk hedging for its financial assets

# Financial statements

## 29.3 Ageing analysis of financial assets

The following table discloses the ageing of financial assets, past due including impaired assets past due.

2009	Past due by			Total
	Overdue for < 30 days	Overdue for 30 - 60 days	Overdue > 60 days	
<b>Not Impaired</b>	<b>\$'000</b>	<b>\$'000</b>	<b>\$'000</b>	<b>\$'000</b>
Receivables	393	457	196	1 046
<b>Impaired</b>				
Receivables	(2)	(2)	(133)	(137)
	391	455	63	909
<b>2008</b>	<b>Overdue for &lt; 30 days</b>	<b>Overdue for 30 - 60 days</b>	<b>Overdue &gt; 60 days</b>	<b>Total</b>
<b>Not Impaired</b>	<b>\$'000</b>	<b>\$'000</b>	<b>\$'000</b>	<b>\$'000</b>
Receivables	1 013	156	477	1 646
<b>Impaired</b>				
Receivables	-	-	(282)	(282)
	1 013	156	195	1 364

The amount of receivables and payables disclosed above, excludes statutory receivables and payables such as GST input tax credit payable and recoverable.

## 29.4 Maturity analysis of financial assets and liabilities

2009	Carrying amount	Contractual Maturity		
		< 1 Year	1 - 5 Years	> 5 Years
<b>Financial Assets</b>	<b>\$'000</b>	<b>\$'000</b>	<b>\$'000</b>	<b>\$'000</b>
Cash and Cash Equivalents	40 393	40 393	-	-
Receivables	35 239	21 411	6 499	7 329
<b>Total Financial Assets</b>	<b>75 632</b>	<b>61 804</b>	<b>6 499</b>	<b>7 329</b>
<b>Financial Liabilities</b>				
Payables	38 330	33 503	4 827	-
Borrowings	285	-	-	285
<b>Total Financial Liabilities</b>	<b>38 615</b>	<b>33 503</b>	<b>4 827</b>	<b>285</b>

# Financial statements

2008	Carrying amount	< 1 Year	1 - 5 Years	> 5 Years
<i>Financial Assets</i>	\$'000	\$'000	\$'000	\$'000
Cash and Cash Equivalents	44 929	44 929	-	-
Receivables	32 618	18 487	5 994	8 137
<b>Total Financial Assets</b>	<b>77 547</b>	<b>63 416</b>	<b>5 994</b>	<b>8 137</b>
<i>Financial Liabilities</i>				
Payables	36 833	32 314	4 519	-
Borrowings	285	-	-	285
<b>Total Financial Liabilities</b>	<b>37 118</b>	<b>32 314</b>	<b>4 519</b>	<b>285</b>

Maturity analysis of receivables and payables excludes statutory receivables and payables such as GST receivables and payables.

## 29.5 Liquidity Risk

Liquidity risk arises where the department is unable to meet its financial obligations as they fall due. The continued existence of the department is dependent on State Government policy and on continued appropriations by Parliament for the department's administration and programs delivery. The department settles undisputed accounts within 30 days from the date of the invoice or the date the invoice is first received.

## 30. Unrecognised contractual commitments

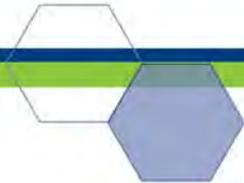
### 30.1 Capital commitments

Capital expenditure contracted at the reporting date, but not recognised as liabilities in the financial report, are as follows:	2009 \$'000	2008 \$'000
Within one year	5 781	5 822
Later than one year but not later than five years	-	9 255
<b>Total capital commitments</b>	<b>5 781</b>	<b>15 077</b>

Included in capital expenditure commitments above is \$.526m (2008: \$1.37m) which is the GST component of the capital expenditure commitments.

### 30.2 Operating lease commitments

Commitments under non-cancellable operating leases at the reporting date not recognised as liabilities in the financial statements, are payable as follows:	2009 \$'000	2008 \$'000
Not later than one year	15 963	15 059
Later than one year but not later than five years	50 446	31 835
Later than five years	61 906	41 719
<b>Total operating lease commitments (including GST)</b>	<b>128 315</b>	<b>88 613</b>



## Financial statements

Included in the operating lease commitments above is \$11.67 million (2008: \$8.06 million) which is the GST component of the operating lease payments.

The department has many lease agreements. These leases are for administrative purposes and vary in length. Lease payments are monthly and predominantly paid in advance. Each lease agreement has renewal options for a determined period, exercisable by both the lessor and lessee.

### 30.3 Other expenditure commitments

Other expenditure contracted at the reporting date, but not recognised as liabilities in the financial report, are as follows:	<b>2009</b>	<b>2008</b>
	<b>\$'000</b>	<b>\$'000</b>
Not later than one year	1 050	-
<b>Total other expenditure commitments</b>	<b>1 050</b>	<b>-</b>

Other expenditure commitments reflect a transfer of property to Barkuma Incorporated.

### 31. Transferred functions

#### 31.1 Transferred functions for 2008-09

##### *Transfers out of the department*

In September 2006 the South Australian Government announced a shared services initiative to streamline and simplify internal corporate and business support services to deliver savings that can be redirected to community facing services. SA Government Agencies' business services are transferring to Shared Services SA in a series of transition programs known as Tranches. During the 2008-09 financial year the following services were transitioned from the department to the Department of Treasury and Finance for Shared Services SA:

- Tranche 1 Group 1 - Accounts Payable, Accounts Receivable and Systems Administration - proclaimed 24 July 2008, transfer effective 28 July 2008
- Tranche 1 Group 2 - Payroll Services - proclaimed 16 October 2008, transfer effective 20 October 2008
- Tranche 2 Group 1 - Financial Accounting, Taxation Services and Masterpiece Technical Support - proclaimed 4 June 2009, transfer effective 9 June 2009.

The Service Level Agreement for the provision of a shared financial service between the department and the Department of Health, which was hosted by the department, ceased on Friday 5 June 2009. The financial accounting function and staff members performing the function returned to the Department of Health effective from 8 June 2009. The other financial services covered by the Service Level Agreement were transitioned to Shared Services over the course of the financial year.



# Financial statements

2008-09	Tranche 1	Tranche 1	Tranche 2	DH	Total
	Group 1	Group 2	Group 1		
	SSSA	SSSA	SSSA		
	\$'000	\$'000	\$'000	\$'000	\$'000
<b>Current assets</b>					
Cash	804	453	290	-	1 547
<b>Total current assets</b>	<b>804</b>	<b>453</b>	<b>290</b>	-	<b>1 547</b>
<b>Total assets</b>	<b>804</b>	<b>453</b>	<b>290</b>	-	<b>1 547</b>
<b>Current Liabilities</b>					
Payables	31	23	14	2	70
Employee Benefits	228	168	98	15	509
<b>Total current liabilities</b>	<b>259</b>	<b>191</b>	<b>112</b>	<b>17</b>	<b>579</b>
<b>Non-current Liabilities</b>					
Payables	45	22	15	1	83
Employee Benefits	500	240	163	12	915
<b>Total non-current liabilities</b>	<b>545</b>	<b>262</b>	<b>178</b>	<b>13</b>	<b>998</b>
<b>Total liabilities</b>	<b>804</b>	<b>453</b>	<b>290</b>	<b>30</b>	<b>1 577</b>
<b>Total net assets transferred</b>	-	-	-	<b>(30)</b>	<b>(30)</b>

## 31.2 Transferred functions for 2007-08

### *Transfers into the department*

Metropolitan Domiciliary Care (MDC) was incorporated under the *South Australian Health Commission Act 1976*. On 28 June 2007, the Governor proclaimed to dissolve MDC in accordance with reforms to the governance arrangements for the management of the provision of health services. Effective 1 July 2007, the Board of MDC dissolved and the assets and liabilities of MDC were transferred, assigned or vested in the Minister for Ageing.

Julia Farr Services (JFS) was incorporated under the *South Australian Health Commission Act 1976*. Effective 1 July 2004, the Minister of Health delegated responsibility for JFS to the Minister for Disability. On 28 June 2007, the Governor proclaimed to dissolve JFS in accordance with reforms to the governance arrangements for the management of the provision of disability services. Effective 1 July 2007, the Board of JFS dissolved and the assets and liabilities of JFS were transferred, assigned or vested in the Minister for Disability.

Prior to 1 July 2007, the Department of Health (DH) provided general accounting, financial accounting, financial systems and accounting policy advice to the department. The provision of these services was covered by a Service Level Agreement. Effective 1 July 2007, the department became the provider of these services to DH and relevant staff were transferred from DH to the department. The Chief Executive of DH and the Chief Executive of the department approved the transfers in accordance with the requirements of the *Public Sector Management Act 1995*. A revised Service Level Agreement reflects that the department is now the service provider. The liabilities transferred from DH are employee liabilities.

# Financial statements

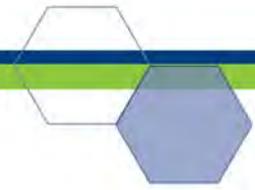
2007-08	MDC	JFS	DH	Total
	\$'000	\$'000	\$'000	\$'000
Assets	18 876	5 963	-	24 839
Liabilities	15 478	13 017	557	29 052
<b>Net assets</b>	<b>3 398</b>	<b>(7 054)</b>	<b>(557)</b>	<b>(4 213)</b>
<b>Decrease in net assets due to transfers into the department</b>				<b>(4 213)</b>

## 32. Contingent assets and liabilities

The department does not have any known contingent assets or liabilities.

## 33. Cash flow reconciliations

	2009	2008
	\$'000	\$'000
<b>Reconciliation of cash and cash equivalents - cash at year end as per:</b>		
Statement of Cash Flows	40 393	44 929
Statement of Financial Position	40 393	44 929
<b>Reconciliation of net cash (used in)/ provided by operating activities to net cost of providing services:</b>		
Net cash provided by (used in) operating activities	(14 386)	18 802
Less SA Government appropriation	(965 407)	(744 035)
Less grants from SA Government agencies	(18 544)	(16 080)
	(998 337)	(741 313)
<b>Add/less non cash items</b>		
Depreciation	(3 361)	(2 853)
Amortisation	(474)	(550)
Assets transferred	(14)	(30)
Gain/loss from disposal of non-current assets	232	(757)
Revaluation increments/(decrements)	(9 059)	-
Bad and doubtful debts	80	(171)
WIP Adjustment	(801)	(129)
<b>Changes in assets and liabilities</b>		
Increase/(decrease) in receivables	1 746	(10 097)
Increase/(decrease) in inventories	23	(93)
Decrease/(increase) in payables and provisions	(13 116)	(10 328)
Decrease/(increase) in employee benefits	(10 145)	(4 765)
Decrease/(increase) in other liabilities	(105)	(4)
<b>Net cost of providing services</b>	<b>(1 033 331)</b>	<b>(771 090)</b>



# Financial statements

## 34. Remuneration of Directors and Related Party Disclosure

There are various committees, forums, groups, panels and councils that have been created to assist the department in meeting its objectives. In addition, there are committees that have been created by the Minister. Where any of the members are remunerated, certain disclosures are required under the Accounting Policy Frameworks issued by the Department of Treasury and Finance.

All members of the Board/Committees, including those who may have resigned or their term had expired during the financial year, are listed below:

### Aboriginal Ethics and Standards Group

Sandy Miller  
Brian Butler  
Josephine Judge-Rigney  
Marjory Tripp  
Harold Stewart  
Gayle Rankine

### Adoption Board

Margaret Foster	Mary White
Meredith Ducaine	Olga Deboar
Cynthia Beare	Nicole Brewer
Rod Squires	Claire Simmons

### Child Death and Serious Injury Review Committee

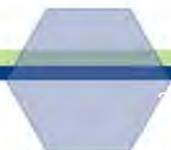
Brian Butler	Linda Dore
Nigel Stewart	Diana Hetzel
Alison Tucker	Christopher Shakes
Dymphna Eszenyi	John Venditto
Dianne Gursansky	Fiona Ward
Samantha Laubsch	Helen Wighton
Roger Byard	

### Charitable and Social Welfare Board (Community Benefit SA) 2009

Declan Andrews	Mark Henley
Christina Birch	Michelle Jones

### Council for the Care of Children

Fiona Arney	Kaye Colmer
Peter Bicknell	Daryle Rigney
Jane Chapman	Emily Rozee
Jayne Lehmann	Diana Hetzel
Mellita Kimber	Simon Schrapel
Joslene Mazel	Anthony Sherbon
Christopher Robinson	





# Financial statements

## **Ministerial Advisory Board on Ageing**

Pat Mickan  
Brian Butler  
Janice Rigney  
Rosemary Crowley  
Ken Coventry  
Joan Stone

Patricia Greethead  
Graeme Hugo  
Gerard McEwen  
Dana Vukovich  
Graham Strathern  
Josephine Balde  
Theodora Papadopoulos

## **Minister's Disability Advisory Council**

Katharine Annear  
Jackie Beard  
Mikaila Crotty  
Silvana Gant  
Michelle Hagarty  
Lorna Hallahan

Evdokia Kalaitzidis  
Neil Lillecrapp  
Gaelle Mellis  
Sandra Miller  
Michael Taggart

## **Risk Management and Audit Committee**

Jamie Dreckow  
Mark Harris  
Michael J B Evans  
Mary Patetsos  
Liz Durward  
Geoff Lamshed

Joe Ullianich  
Peter Bull  
Dennis Huxley  
David Caudrey  
Jane Pickering

## **State Emergency Relief Fund**

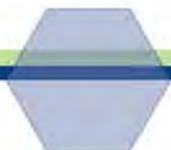
Suzanne Carman  
Veronica Faggotter  
Barry Grear  
Neil Martinson  
Raina Nechvoglod

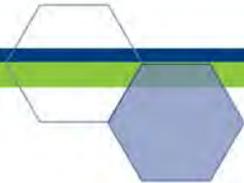
Rodney Schutz  
Philip Sims  
Joe Ullianich  
Triada Vesotsky

## **Supported Residential Facilities Advisory Committee**

Shaunee Fox  
Phillip Beddall  
Jane Chapman  
Angela Wang  
Anne Megaw (Deputy)  
Peter Heysen  
Sue Whittington  
Michael Livori  
Joyce Yeomans (Deputy)  
Kirin Moat

Helen Wright (Deputy)  
Ann Irving (Deputy)  
Kevin Duke  
Debra Petrys  
Monika Baker  
Susan Wilkes  
Natasha Miliotis  
Penelope Richardson  
Paul Nikolettos





## Financial statements

Deputies listed may or may not have attended a committee meeting during the financial year.

Total income received, or due to be receivable by Members was \$0.098 million (2008: \$0.101 million).

The number of Members whose income from the entity falls within the following bands is:

	2009 No. of Members	2008 No. of Members
\$0	41	46
\$1 - \$9 999	59	61
\$10 000 - \$19 999	2	-
<b>Total</b>	<b>102</b>	<b>107</b>

In accordance with Department of Premier and Cabinet Circular No.16, government employees did not receive any remuneration for board, committee or forum duties during the financial year.

Benefits given by the department to superannuation funds or otherwise in connection with the retirement of members were \$0.006 million (2008: \$0.006million).

During the financial year, no loans were made to Members. At the reporting date, no outstanding loans exist with Members.

Unless otherwise disclosed, transactions between related parties are on conditions no more favourable than those which it is reasonable to expect the entity would have adopted if dealing with the related party at arm's length in the same circumstances.

### 35. Events after balance date

There are no known events after balance date that affect this general purpose financial report in a material manner.

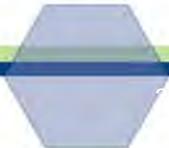
### 36. Administered items

The revenues, expenditures, assets and liabilities that were administered but not controlled by the department have not been included in the financial statements. These administered transactions and balances are regarded as significant in relation to the department's overall financial performance and in accordance with *APF II, General Purpose Financial Reporting Framework*, separate consolidated administered financial statements and notes to the accounts have been prepared.

### 37. Residential Aged Care Sector Reporting

The former Julia Farr Services (JFS) was an approved provider of residential aged care (RAC) with 62 places licensed by the Commonwealth Department of Health and Aging. Effective 1 July 2007, the Governor proclaimed the dissolution of Julia Farr Services and all assets and liabilities vested in or held by Julia Farr Services were transferred or assigned to or vested in, the Minister for Disability. Certain assets held by the former Julia Farr Services are subject to the terms and conditions of the Home for Incurables Trust and the Minister for Disability has been appointed as trustee. The trust assets are administered but not controlled by the department, hence they are not included in the accounts of the department.

The former Intellectual Disability Services Council (IDSC) was also an approved provider of residential aged care with 32 places licensed by the Commonwealth Department of Health and Aging. On 29 June 2006 the Governor proclaimed to dissolve IDSC in association with reforms to the governance arrangements within the South Australian Government with respect to the management of the provision of disability services. Effective 1 July 2006, the Board of IDSC dissolved and the assets and liabilities of IDSC were transferred, assigned or were vested in the Minister for Disability.



# Financial statements

## STATEMENT OF COMPREHENSIVE INCOME for the year ended 30 June 2009

	RAC - JFS \$'000	RAC - IDSC \$'000	Non RAC \$'000	Total
<b>Commonwealth Aged Care Provider ID:</b>	<b>1021</b>	<b>3051</b>		
<b>Expenses</b>				
Employee benefit expenses	3 777	3 264	410 962	418 003
Supplies and services	2 632	710	185 161	188 503
Depreciation and amortisation	1	135	3 699	3 835
Grants, subsidies and client payments	-	-	684 909	684 909
Other expenses	-	-	8 993	8 993
<b>Total expenses</b>	<b>6 410</b>	<b>4 109</b>	<b>1 293 724</b>	<b>1 304 243</b>
<b>Income</b>				
Rent, fees and charges	1 090	623	108 621	110 334
Commonwealth revenues	1 423	1 597	151 833	154 853
Interest revenue	-	-	52	52
Net gain from disposal of non-current assets	-	-	232	232
Other revenues	-	-	5 441	5 441
<b>Total income</b>	<b>2 513</b>	<b>2 220</b>	<b>266 179</b>	<b>270 912</b>
<b>Net cost of providing services</b>	<b>(3 897)</b>	<b>(1 889)</b>	<b>(1 027 545)</b>	<b>(1 033 331)</b>
<b>Revenues from SA Government</b>				
Revenues from SA Government	-	-	965 407	965 407
Grants from SA Government agencies	-	-	18 544	18 544
<b>Total revenue from SA Government</b>	<b>-</b>	<b>-</b>	<b>983 951</b>	<b>983 951</b>
<b>Net result</b>	<b>(3 897)</b>	<b>(1 889)</b>	<b>(43 594)</b>	<b>(49 380)</b>

# Financial statements

## STATEMENT OF FINANCIAL POSITION As at 30 June 2009

	RAC - JFS \$'000	RAC - IDSC \$'000	Non RAC \$'000	Total \$'000
<b>Commonwealth Aged Care Provider ID:</b>	<b>1021</b>	<b>3051</b>		
<b>Current assets</b>				
Cash and cash equivalents*	-	-	40 393	40 393
Receivables	19	12	24 065	24 096
Inventories	-	-	370	370
<b>Total current assets</b>	<b>19</b>	<b>12</b>	<b>64 828</b>	<b>64 859</b>
<b>Non-current assets</b>				
Receivables	5	6	13 817	13 828
Property, plant and equipment	-	9 602	243 622	253 224
Capital works in progress	-	-	8 888	8 888
Intangible assets	-	-	304	304
<b>Total non-current assets</b>	<b>5</b>	<b>9 608</b>	<b>266 631</b>	<b>276 244</b>
<b>Total assets</b>	<b>24</b>	<b>9 620</b>	<b>331 459</b>	<b>341 103</b>
<b>Current liabilities</b>				
Payables	130	108	33 265	33 503
Employee benefits	417	383	52 411	53 211
Provisions	88	96	9 561	9 745
Other liabilities	-	-	220	220
<b>Total current liabilities</b>	<b>635</b>	<b>587</b>	<b>95 457</b>	<b>96 679</b>
<b>Non-current liabilities</b>				
Payables	40	39	4 748	4 827
Employee benefits	443	432	46 815	47 690
Borrowings	-	-	285	285
Provisions	255	279	27 661	28 195
<b>Total non-current liabilities</b>	<b>738</b>	<b>750</b>	<b>79 509</b>	<b>80 997</b>
<b>Total liabilities</b>	<b>1 373</b>	<b>1 337</b>	<b>174 966</b>	<b>177 676</b>
<b>Net assets</b>	<b>(1 349)</b>	<b>8 283</b>	<b>156 493</b>	<b>163 427</b>

\* Cash deficits in residential aged care are funded by contributions from SA Government.

# Financial statements

## STATEMENT OF COMPREHENSIVE INCOME for the year ended 30 June 2008

	RAC - JFS	RAC - IDSC	Non RAC	
	\$'000	\$'000	\$'000	Total
<b>Commonwealth Aged Care Provider ID:</b>	<b>1021</b>	<b>3051</b>		
<b>Expenses</b>				
Employee benefit expenses	3 275	2 934	388 479	394 688
Supplies and services	2 486	496	166 089	169 071
Depreciation and amortisation	4	115	3 284	3 403
Grants, subsidies and client payments	-	-	600 678	600 678
Net loss from disposal of non-current assets	(1)	-	758	757
Other expenses	1	1	199	201
<b>Total expenses</b>	<b>5 765</b>	<b>3 546</b>	<b>1 159 487</b>	<b>1 168 798</b>
<b>Income</b>				
Rent, fees and charges	1 088	593	107 385	109 066
Commonwealth revenues	1 728	1 581	276 848	280 157
Interest revenue	-	-	442	442
Other revenues	-	-	8 043	8 043
<b>Total income</b>	<b>2 816</b>	<b>2 174</b>	<b>392 718</b>	<b>397 708</b>
<b>Net cost of providing services</b>	<b>(2 949)</b>	<b>(1 372)</b>	<b>(766 769)</b>	<b>(771 090)</b>
<b>Revenues from SA Government</b>				
Revenues from SA Government	-	-	744 035	744 035
Grants from SA Government agencies	-	-	16 080	16 080
<b>Total revenue from SA Government</b>	<b>-</b>	<b>-</b>	<b>760 115</b>	<b>760 115</b>
<b>Net result</b>	<b>(2 949)</b>	<b>(1 372)</b>	<b>(6 654)</b>	<b>(10 975)</b>

# Financial statements

## STATEMENT OF FINANCIAL POSITION As at 30 June 2008

	RAC - JFS \$'000	RAC - IDSC \$'000	Non RAC \$'000	Total \$'000
<b>Commonwealth Aged Care Provider ID:</b>	<b>1021</b>	<b>3051</b>		
<b>Current assets</b>				
Cash and cash equivalents*	-	-	44 929	44 929
Receivables	13	8	21 946	21 967
Inventories	-	-	347	347
<b>Total current assets</b>	<b>13</b>	<b>8</b>	<b>67 222</b>	<b>67 243</b>
<b>Non-current assets</b>				
Receivables	-	-	14 131	14 131
Property, plant and equipment	18	10 188	200 034	210 240
Capital works in progress	-	-	8 822	8 822
Intangible assets	-	-	167	167
<b>Total non-current assets</b>	<b>18</b>	<b>10 188</b>	<b>223 154</b>	<b>233 360</b>
<b>Total assets</b>	<b>31</b>	<b>10 196</b>	<b>290 376</b>	<b>300 603</b>
<b>Current liabilities</b>				
Payables	52	48	32 214	32 314
Employee benefits	338	312	44 576	45 226
Provisions	107	90	7 254	7 451
Other liabilities	-	-	115	115
<b>Total current liabilities</b>	<b>497</b>	<b>450</b>	<b>84 159</b>	<b>85 106</b>
<b>Non-current liabilities</b>				
Payables	37	36	4 446	4 519
Employee benefits	401	386	46 167	46 954
Borrowings	-	-	285	285
Provisions	270	228	18 525	19 023
<b>Total non-current liabilities</b>	<b>708</b>	<b>650</b>	<b>69 423</b>	<b>70 781</b>
<b>Total liabilities</b>	<b>1 205</b>	<b>1 100</b>	<b>153 582</b>	<b>155 887</b>
<b>Net assets</b>	<b>(1 174)</b>	<b>9 096</b>	<b>136 794</b>	<b>144 716</b>

\* Cash deficits in residential aged care are funded by contributions from SA Government.

# Financial statements

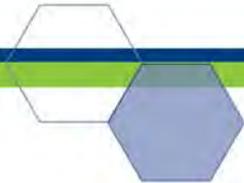
## DEPARTMENT FOR FAMILIES AND COMMUNITIES

### STATEMENT OF ADMINISTERED COMPREHENSIVE INCOME

for the year ended 30 June 2009

	Note	2009 \$'000	2008 \$'000
<b>Administered Expenses</b>			
Employee benefit expenses		254	266
Supplies and services		1 137	1 235
Grants, subsidies and client payments	A4	139 707	136 782
Depreciation and amortisation		645	645
Client Trust Fund Payments		11 082	10 889
<b>Total Administered Expenses</b>		<b>152 825</b>	<b>149 817</b>
<b>Administered Income</b>			
Grants and contributions	A5	11 444	11 544
Rent, fees and charges	A6	1 081	506
Interest		935	1 016
Revaluation Investment Properties		1 185	-
Client Trust Fund Receipts		12 028	11 823
Other Income		114	113
<b>Total Administered Income</b>		<b>26 787</b>	<b>25 002</b>
<b>Net cost of providing services</b>		<b>(126 038)</b>	<b>(124 815)</b>
<b>Revenues from/ payments to SA Government</b>			
Revenues from SA Government	A7	136 881	125 546
<b>Total Revenues from SA Government</b>		<b>136 881</b>	<b>125 546</b>
<b>Net result</b>		<b>10 843</b>	<b>731</b>
<b>Other comprehensive income</b>			
Changes in property, plant and equipment asset revaluation reserve		6 324	-
<b>Total other comprehensive income</b>		<b>6 324</b>	<b>-</b>
<b>Total comprehensive result</b>		<b>17 167</b>	<b>731</b>

The above statement should be read in conjunction with the accompanying notes.



# Financial statements

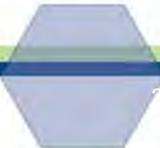
## DEPARTMENT FOR FAMILIES AND COMMUNITIES

### STATEMENT OF ADMINISTERED FINANCIAL POSITION

As at 30 June 2009

	Note	2009 \$'000	2008 \$'000
<b>Current assets</b>			
Cash and cash equivalents		35 274	23 393
Receivables		1 300	1 920
<b>Total current assets</b>		<u>36 574</u>	<u>25 313</u>
<b>Non-current assets</b>			
Property, Plant and Equipment	A9.1	33 031	27 067
Investment Property	A9.2	2 324	1 139
<b>Total non-current assets</b>		<u>35 355</u>	<u>28 206</u>
<b>Total assets</b>		<u>71 929</u>	<u>53 519</u>
<b>Current liabilities</b>			
Payables		3 685	2 424
Overdraft		-	20
Employee Benefits		14	12
Provisions		2	2
<b>Total current liabilities</b>		<u>3 701</u>	<u>2 458</u>
<b>Total liabilities</b>		<u>3 701</u>	<u>2 458</u>
<b>Net assets</b>		<u>68 228</u>	<u>51 061</u>
<b>Equity</b>			
Retained Earnings		42 520	31 677
Asset Revaluation Reserve		25 708	19 384
<b>Total Equity</b>		<u>68 228</u>	<u>51 061</u>

The above statement should be read in conjunction with the accompanying notes.



# Financial statements

## DEPARTMENT FOR FAMILIES AND COMMUNITIES

### STATEMENT OF ADMINISTERED CHANGES IN EQUITY

for the year ended 30 June 2009

	Contributed Capital \$'000	Asset Revaluation Reserve \$'000	Retained Earnings \$'000	Total \$'000
<b>Balance at 30 June 2007</b>	-	-	15 106	15 106
<b>Restated balance at 30 June 2007</b>	-	-	15 106	15 106
<b>Net result for 2007-08</b>	-	-	731	731
<b>Total comprehensive result for 2007-08</b>	-	-	731	731
<b>Transactions with SA Government as owner</b>				
Net assets received from an administrative restructure	-	19 384	15 840	35 224
<b>Balance at 30 June 2008</b>	-	19 384	31 677	51 061
<b>Restated Balance at 30 June 2008</b>	-	19 384	31 677	51 061
<b>Net result for 2008-09</b>	-	-	10 843	10 843
Gains (Loss) on revaluation of property, plant and equipment during 2008-09	-	6 324	-	6 324
<b>Total comprehensive result for 2008-09</b>	-	6 324	10 843	17 167
<b>Transactions with SA Government as owner</b>				
<b>Balance at 30 June 2009</b>	-	25 708	42 520	68 228

The above statement should be read in conjunction with the accompanying notes.

# Financial statements

## DEPARTMENT FOR FAMILY AND COMMUNITIES

### STATEMENT OF ADMINISTERED CASH FLOWS

for the year ended 30 June 2009

	Note	2009 \$'000	2008 \$'000
<b>Cash Flows From Operating Activities</b>			
<b>Cash Outflows</b>			
Employee benefit payments		(252)	(263)
Concessions		(113 656)	(111 543)
Other grants, subsidies and client payments		(24 776)	(23 370)
Supplies and services		(1 149)	(1 279)
Client Trust Fund Payments		(11 082)	(10 889)
<b>Cash used in operations</b>		<u>(150 915)</u>	<u>(147 344)</u>
<b>Cash Inflows</b>			
Receipts from SA Government		136 881	125 546
Rent, fees and charges		950	2
Grants and contributions		12 216	9 815
Interest received		935	546
Client Trust Fund Receipts		12 028	12 293
Other receipts		91	445
<b>Cash generated from operations</b>		<u>163 101</u>	<u>148 647</u>
<b>Net cash provided by/(used in) operations</b>	A10	<u><b>12 186</b></u>	<u><b>1 303</b></u>
<b>Cash Flows From Investing Activities</b>			
Purchase of property, plant and equipment		(285)	-
Proceeds from sale of property, plant and equipment		-	3 900
<b>Net cash provided by/(used in) investing activities</b>		<u>(285)</u>	<u>3 900</u>
<b>Cash Flows from Financing Activities</b>			
Restructuring activities		-	2 473
Cash overdraft		(20)	1
<b>Net cash provided by/(used in) financing activities</b>		<u>(20)</u>	<u>2 474</u>
<b>Net (Decrease)/Increase in Cash Held</b>		<u><b>11 881</b></u>	<u><b>7 677</b></u>
Cash at the beginning of the period		23 393	15 716
<b>Cash at the end of the period</b>		<u><b>35 274</b></u>	<u><b>23 393</b></u>

The above statement should be read in conjunction with the accompanying notes.

# Financial statements

## DEPARTMENT FOR FAMILIES AND COMMUNITIES SCHEDULE OF ADMINISTERED EXPENSES AND INCOME

	for the year ended 30 June 2009												Total							
	Gamblers Rehabilitation		Community Benefit SA Program		Home for Incurables Trust		Supported Residential Facilities Indemnity Fund		Client Trust Accounts		Minister's Salary			Concessions		Community Services Obligations		State Emergency Relief Fund		
	2009	2008	2009	2008	2009	2008	2009	2008	2009	2008	2009	2008	2009	2008	2009	2008	2009	2008		
\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000		
<b>Administered Expenses</b>																				
Employee benefit expenses	-	-	10	22	1	-	-	-	-	-	243	244	-	-	-	-	-	-	254	266
Supplies and services	927	989	182	176	22	88	-	-	-	-	-	-	6	3	-	-	-	-	1,137	1,235
Grants, subsidies and client payments	5,331	5,319	3,760	3,856	378	-	-	-	-	-	-	114,931	113,402	15,307	14,171	-	-	34	139,707	136,782
Depreciation and amortisation	-	-	-	-	645	645	-	-	-	-	-	-	-	-	-	-	-	-	645	645
Client Trust Fund Payments	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Total Administered Expenses</b>	<b>6,258</b>	<b>6,287</b>	<b>3,952</b>	<b>4,054</b>	<b>1,046</b>	<b>733</b>	<b>-</b>	<b>-</b>	<b>11,082</b>	<b>10,889</b>	<b>243</b>	<b>244</b>	<b>114,937</b>	<b>113,405</b>	<b>15,307</b>	<b>14,171</b>	<b>-</b>	<b>34</b>	<b>152,825</b>	<b>149,817</b>
<b>Administered Income</b>																				
Grants and contributions	5,846	5,345	4,000	4,000	-	-	-	-	-	-	241	241	1,358	1,958	-	-	-	-	11,444	11,544
Rent, fees and charges	90	32	42	63	325	411	-	-	-	-	-	-	624	-	-	-	-	-	1,081	506
Interest	78	127	-	-	388	414	1	1	465	470	-	-	-	-	-	-	3	4	935	1,016
Revaluation Investment Properties	-	-	-	-	1,185	-	-	-	-	-	-	-	-	-	-	-	-	-	1,185	-
Client Trust Fund Receipts	-	-	-	-	-	-	-	-	12,028	11,823	-	-	-	-	-	-	-	-	12,028	11,823
Other income	112	110	-	-	-	-	2	2	-	-	-	-	-	-	-	-	-	-	1	114
<b>Total Administered Income</b>	<b>6,125</b>	<b>5,614</b>	<b>4,042</b>	<b>4,063</b>	<b>1,898</b>	<b>825</b>	<b>3</b>	<b>3</b>	<b>12,483</b>	<b>12,293</b>	<b>241</b>	<b>241</b>	<b>1,982</b>	<b>1,958</b>	<b>-</b>	<b>-</b>	<b>3</b>	<b>5</b>	<b>26,787</b>	<b>25,002</b>
<b>Net cost of providing services</b>	<b>(133)</b>	<b>(673)</b>	<b>90</b>	<b>9</b>	<b>852</b>	<b>92</b>	<b>3</b>	<b>3</b>	<b>1,411</b>	<b>1,404</b>	<b>(2)</b>	<b>(3)</b>	<b>(112,955)</b>	<b>(111,447)</b>	<b>(15,307)</b>	<b>(14,171)</b>	<b>3</b>	<b>(29)</b>	<b>(126,038)</b>	<b>(124,815)</b>
<b>Revenues from SA Government</b>																				
Revenues from SA Government	-	-	-	-	-	-	-	-	-	-	-	-	121,156	110,272	15,725	15,274	-	-	136,881	125,546
<b>Total Revenues from SA Government</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>121,156</b>	<b>110,272</b>	<b>15,725</b>	<b>15,274</b>	<b>-</b>	<b>-</b>	<b>136,881</b>	<b>125,546</b>
<b>Net result</b>	<b>(133)</b>	<b>(673)</b>	<b>90</b>	<b>9</b>	<b>852</b>	<b>92</b>	<b>3</b>	<b>3</b>	<b>1,411</b>	<b>1,404</b>	<b>(2)</b>	<b>(3)</b>	<b>8,201</b>	<b>(1,175)</b>	<b>418</b>	<b>1,103</b>	<b>3</b>	<b>(29)</b>	<b>10,843</b>	<b>731</b>



# Financial statements

## DEPARTMENT FOR FAMILIES AND COMMUNITIES

### NOTES TO ADMINISTERED ITEMS FINANCIAL STATEMENTS

for the year ended 30 June 2009

#### A1 Background

The Revenues, Expenditures, Assets and Liabilities that were administered but not controlled by the department have not been included in the financial statements of the department. These administered transactions and balances are regarded as significant in relation to the department's overall financial performance and in accordance with APF II, General Purpose Financial Reporting Framework, separate consolidated administered financial statements and notes to the accounts have been prepared.

#### A2 Accounting Policies

The accounting policies pertaining to the administered items for the department are contained in Note 2 Summary of Significant Accounting Policies for the department.

##### *Cash and cash equivalents*

Cash and cash equivalents as reported in the Statement of Financial Position includes cash on hand, deposits held at call and other short-term, highly liquid investments with maturities of three months or less that are readily converted to cash and which are subject to insignificant risk of changes in value. Cash and cash equivalents in the Statement of Cash Flows comprise cash and cash equivalents as defined above. Cash is measured at nominal value.

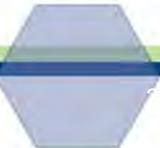
#### A3 Programs of Administered Items

- Gamblers Rehabilitation
- Community Benefit SA Program
- Home for Incurables Trust\*\*
- Supported Residential Facilities Indemnity Fund
- Client Trust Accounts
- Minister's Salary
- Concessions
- Community Service Obligations
- State Emergency Relief Fund

\*\* Effective 1 July 2007, the Minister for Disability became the trustee of the Home for Incurables Trust by virtue of the vesting of assets and liabilities of the former Julia Farr Services. Separate financial information pertaining to the Home for Incurables Trust is in Note A12.

##### **Client Trust Accounts**

The Department for Families and Communities acts as trustee of client trust accounts, relating to clients of the former Intellectual Disability Services Council Incorporated (IDSC) and the former Julia Farr Services (JFS). The balance of the client trust accounts at 30 June 2009 was \$9.66m (2008 \$8.25m). These amounts cannot be used by the Department for Families and Communities to achieve its own objectives, and accordingly are not included in the controlled financial statements.



# Financial statements

	<b>2009</b>	<b>2008</b>
	<b>\$'000</b>	<b>\$'000</b>
Opening Balance 1 July	8 248	6 844
Add Receipts	12 493	12 293
Less Expenses	(11 082)	(10 889)
Closing Balance 30 June	<b>9 659</b>	<b>8 248</b>

## A4 Grants, subsidies and client payments

	<b>2009</b>	<b>2008</b>
	<b>\$'000</b>	<b>\$'000</b>
Gamblers Rehabilitation	5 331	5 319
Charitable & Social Welfare	3 760	3 856
Home for Incurables Trust	378	-
Concessions	114 931	113 402
Community Service Obligations	15 307	14 171
State Emergency Relief Fund	-	34
<b>Total Grants, Subsidies and Client Payments</b>	<b>139 707</b>	<b>136 782</b>

## A5 Grants and contributions

	<b>2009</b>	<b>2008</b>
	<b>\$'000</b>	<b>\$'000</b>
Gamblers Rehabilitation	5 845	5 345
Charitable & Social Welfare	4 000	4 000
Concessions	1 358	1 958
Minister's Salary	241	241
<b>Total Grants and Contributions</b>	<b>11 444</b>	<b>11 544</b>

## A6 Rent, Fees and Charges

	<b>2009</b>	<b>2008</b>
Rental Income	325	411
Other	756	95
<b>Total Rent, Fees and Charges</b>	<b>1 081</b>	<b>506</b>

## A7 Revenue from SA Government

	<b>2009</b>	<b>2008</b>
	<b>\$'000</b>	<b>\$'000</b>
Concessions	121 156	110 272
Community Service Obligations	15 725	15 274
<b>Total Revenue from SA Government</b>	<b>136 881</b>	<b>125 546</b>

# Financial statements

## A8 Consultancies

The number and dollar amount of Consultancies paid/payable (included in supplies and services) that fell within the following bands:

	No	2009 \$'000	No	2008 \$'000
Below \$10 000	-	-	-	-
Between \$10 000 and \$50 000	-	-	1	18
Above \$50 000	1	150	-	-
<b>Total Paid/Payable to the Consultants Engaged</b>	<b>1</b>	<b>150</b>	<b>1</b>	<b>18</b>

## A9 Property, plant and equipment

### A9.1 Property, plant and equipment

	2009 \$'000	2008 \$'000
<b>Land and buildings</b>		
Site land (fair value)	13 100	6 911
Buildings and improvements (fair value)	19 931	21 445
Less accumulated depreciation - buildings and improvements	-	(1 289)
<b>Total land and buildings</b>	<b>33 031</b>	<b>27 067</b>

### Reconciliation of Land and Buildings

The following table shows the movement of land, buildings and improvements, and leasehold improvements during 2008-09.

	Site land \$'000	Buildings and Improvements \$'000	Total Land, Buildings \$'000
Carrying amount at the beginning of the year	6 911	20 156	27 067
Additions	-	285	285
Revaluation increment/(decrement)	6 189	135	6 324
Depreciation and amortisation for the year	-	(645)	(645)
<b>Carrying amount at 30 June 2009</b>	<b>13 100</b>	<b>19 931</b>	<b>33 031</b>

# Financial statements

## A9.2 Investment property

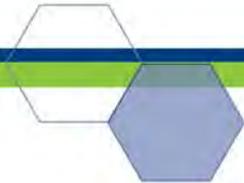
	<b>2009</b> <b>\$'000</b>	<b>2008</b> <b>\$'000</b>
Investment Building	560	560
Revaluation increment/(decrement)	269	-
<b>Fair Value at 30 June 2009</b>	<b>829</b>	<b>560</b>
	<b>2009</b> <b>\$'000</b>	<b>2008</b> <b>\$'000</b>
Investment Land	579	579
Revaluation increment/(decrement)	916	-
<b>Fair Value at 30 June 2009</b>	<b>1 495</b>	<b>579</b>

## A9.3 Non-current assets classified as held for sale

	<b>2009</b> <b>\$'000</b>	<b>2008</b> <b>\$'000</b>
Ringwood Land and Building carrying amount at time of transfer through Administrative Restructure	-	3 900
Settlement of the sale of the Ringwood Land and Building 31 August 2007	-	(3 900)
<b>Carrying amount at 30 June 2009</b>	<b>-</b>	<b>-</b>

## A10 Cash flow reconciliations

	<b>2009</b> <b>\$'000</b>	<b>2008</b> <b>\$'000</b>
<b>Reconciliation of cash - at year end as per:</b>		
Statement of Administered Cash Flows	35 274	23 393
Statement of Administered Financial Position	35 274	23 393
<b>Reconciliation of net cash inflows/(outflows) from operating activities to net (deficit)/surplus</b>		
Net cash provided by operating activities	12 186	1 303
<b>Add/Less non cash items</b>		
Depreciation and amortisation	(645)	(645)
Revaluation of investment property	1 185	-
<b>Changes in assets and liabilities</b>		
Increase/(decrease) in receivables	(620)	1 901
Increase/(decrease) in other assets	-	(2 264)
Decrease/(increase) in payables	(1 261)	439
Decrease/(increase) in employee benefits	(2)	(3)
<b>Net result</b>	<b>10 843</b>	<b>731</b>



# Financial statements

## **A11 Administered contingent assets and liabilities**

The department has no administered contingent assets and liabilities.

## **A12 Home for Incurables Trust**

As part of wide ranging reforms relating to the delivery of disability services by the department, effective 1 July 2007, Julia Farr Services was dissolved and all assets and liabilities vested in or held by Julia Farr Services were transferred or assigned or vested with the Minister for Disability. Certain assets held by the former Julia Farr Services are subject to the terms and conditions of the Home for Incurables Trust. The Original Trust was established in June 1879 and was varied by the Supreme Court on 7 November 1997.

The former Board of Julia Farr Services was trustee of the Home for Incurables Trust and on dissolution, the Board of Julia Farr Services resolved to resign as trustee of the Home for Incurables Trust. The Minister for Disability is the trustee for the Home for Incurables Trust.

The role of the Trust is " *...to apply property vested in it for the purpose of providing for persons whose ability to live independently is temporarily or permanently impaired or in jeopardy as a consequence of an acquired brain injury or degenerative neurological condition or a physical condition resulting in disability including but not limiting the foregoing in any way whatsoever, the following services and facilities;*

*(a) by providing for them, in a variety of residential, centre and community based settings*

- (i) accommodation*
- (ii) nursing, medical, allied health and attendant care service*
- (iii) personal and community support services*
- (iv) technical and personal support aids*
- (v) rehabilitation, respite and recreational services*
- (vi) out patient and day care services*
- (vii) measures and services to enhance their quality of life;*

*(b) by providing facilities for education research with respect to such persons; and*

*(c) by providing any services and facilities ancillary or in relation to the foregoing or by providing additional services and facilities that may be appropriate from time to time."*

The following Income, Expenditures, Assets and Liabilities of the Home for Incurables Trust have been included in the administered items financial statements, but are separately disclosed in the following schedules in accordance with the governance requirements of the Trust.



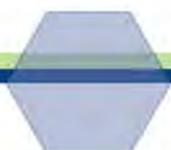


# Financial statements

## Schedule of Income and Expenses - Home for Incurables Trust

for the year ended 30 June 2009

	2009 \$'000	2008 \$'000
<b>Expenses</b>		
Supplies and services	23	88
Grants, subsidies and client payments	378	-
Depreciation and amortisation	645	645
<b>Total Expenses</b>	<b>1 046</b>	<b>733</b>
<b>Income</b>		
Rental income	325	411
Interest	388	414
Revaluation of investment property	1 185	-
<b>Total Income</b>	<b>1 898</b>	<b>825</b>
<b>Net result</b>	<b>852</b>	<b>92</b>
<b>Other comprehensive income</b>		
Changes in property, plant and equipment asset revaluation reserve	6 324	-
<b>Total comprehensive income</b>	<b>6 324</b>	<b>-</b>
<b>Total comprehensive result</b>	<b>7 176</b>	<b>92</b>



# Financial statements

## Schedule of Assets and Liabilities - Home for Incurables Trust

As at 30 June 2009

	2009 \$'000	2008 \$'000
<b>Current assets</b>		
Cash and cash equivalents		
Deposits with the Treasurer	118	452
Deposits with SAFA	7 019	6 658
Total cash and cash equivalents	<u>7 137</u>	<u>7 110</u>
<b>Total current assets</b>	<u>7 137</u>	<u>7 110</u>
<b>Non-current assets</b>		
Property, plant and equipment	33 031	27 067
Investment properties	2 324	1 139
<b>Total non-current assets</b>	<u>35 355</u>	<u>28 206</u>
<b>Total assets</b>	<u>42 492</u>	<u>35 316</u>
<b>Net assets</b>	<u>42 492</u>	<u>35 316</u>

## Schedule of Changes in Equity - Home for Incurables Trust

for the year ended 30 June 2009

	Asset Revaluation Reserve \$'000	Retained Earnings \$'000	Total \$'000
<b>Balance at 1 July 2008</b>	-	-	-
Restructure transfer in	19 384	15 840	35 224
Net result for 2007-08	-	92	92
<b>Total comprehensive result for 2007-08</b>	<u>19 384</u>	<u>15 932</u>	<u>35 316</u>
<b>Balance at 30 June 2008</b>	<u>19 384</u>	<u>15 932</u>	<u>35 316</u>
Net result for 2008-09	-	852	852
Gains (loss) on revaluation of property, plant and equipment during 2008-09	6 324	-	6 324
<b>Total comprehensive result for 2008-09</b>	<u>6 324</u>	<u>852</u>	<u>7 176</u>
<b>Balance at 30 June 2009</b>	<u>25 708</u>	<u>16 784</u>	<u>42 492</u>

# Financial statements

## Schedule of Administered Cash Flows - Home for Incurables Trust for the year ended 30 June 2009

	2009 \$'000	2008 \$'000
<b>Cash Flows from Operating Activities</b>		
<b>Cash Inflows</b>		
Interest revenue	388	414
Rental revenue	325	411
<b>Total Cash Inflows</b>	<u>713</u>	<u>825</u>
<b>Cash Outflows</b>		
Supplies and services	(23)	(88)
Grants, subsidies and client payments	(378)	-
<b>Total Cash Outflows</b>	<u>(401)</u>	<u>(88)</u>
<b>Net Cash Inflows/(Cash Outflows)-Operating Activities</b>	<u>312</u>	<u>737</u>
<b>Cash Flows from Investing Activities</b>		
<b>Cash Inflows</b>		
Purchase of property, plant and equipment	(285)	-
Proceeds sale of property, plant and equipment	-	3 900
<b>Total Cash Inflows</b>	<u>(285)</u>	<u>3 900</u>
<b>Net Cash Inflows/(Cash Outflows)-Investing Activities</b>	<u>(285)</u>	<u>3 900</u>
<b>Cash Flows from Financing Activities</b>		
Administrative restructures	-	2 473
<b>Total Cash Inflows</b>	<u>-</u>	<u>2 473</u>
<b>Net Cash Inflows/ (Cash Outflows)-Financing Activities</b>	<u>-</u>	<u>2 473</u>
<b>Net Increase/ (Decrease) in cash held</b>	<u>27</u>	<u>7 110</u>
Cash at the beginning of the reporting period	7 110	-
<b>Cash at the end of the reporting period</b>	<u>7 137</u>	<u>7 110</u>

### Accounting Policies

The accounting policies pertaining to the administered items for the department are contained in Note 2 Summary of Significant Accounting Policies for the department.

#### *Cash and cash equivalents*

Cash and cash equivalents as reported in the Schedule of Assets and Liabilities - Home for Incurables Trust includes cash on hand, deposits held at call and other short-term, highly liquid investments with maturities of three months or less that are readily convertible to cash and which are subject to insignificant risk of changes in value. Cash and cash equivalents in the Schedule of Administered Cash Flows - Home for Incurables Trust comprise cash and cash equivalents as defined above. Cash is measured at nominal value.

# Financial statements

## Reconciliation of Property Plant and Equipment - Home for Incurables Trust

### Property, plant and equipment

	2009 \$'000	2008 \$'000
Land and buildings		
Site land (fair value)	13 100	6 911
Buildings and improvements (fair value)	19 931	21 445
Less accumulated depreciation - buildings and improvements	-	(1 289)
<b>Total land and buildings</b>	<b>33 031</b>	<b>27 067</b>

### Reconciliation of Land and Buildings - Home for Incurables Trust

The following table shows the movement of land, buildings and improvements, and leasehold improvements for the HFI Trust during 2008-09.

	Site land \$'000	Buildings and Improvements \$'000	Total Land, Buildings \$'000
Carrying amount at the beginning of the year	6 911	20 156	27 067
Additions	-	285	285
Revaluation increment/(decrement)	6 189	135	6 324
Depreciation and amortisation for the year	-	(645)	(645)
<b>Carrying amount at 30 June 2009</b>	<b>13 100</b>	<b>19 931</b>	<b>33 031</b>

### Investment Property - Home for Incurables Trust

	2009 \$'000	2008 \$'000
Investment Building	560	560
Revaluation increment/(decrement)	269	-
<b>Fair Value at 30 June 2009</b>	<b>829</b>	<b>560</b>

	2009 \$'000	2008 \$'000
Investment Land	579	579
Revaluation increment/(decrement)	916	-
<b>Fair Value at 30 June 2009</b>	<b>1 495</b>	<b>579</b>



## Financial statements

### Non-current classified as held for sale - Home for Incurables Trust

	2009 \$'000	2008 \$'000
Ringwood Land and Building carrying amount at time of transfer through Administrative Restructure	-	3 900
Settlement of the sale of the Ringwood Land and Building 31 August 2007	-	(3 900)
<b>Carrying amount at 30 June 2009</b>	<b>-</b>	<b>-</b>





## Our locations and contact details

### Housing SA

#### Metropolitan

##### **Adelaide**

120 Flinders Street  
Adelaide SA 5000  
Telephone: 131 299

##### **Elizabeth**

1st Floor, Raleigh Chambers  
Elizabeth City Centre SA 5112  
Telephone: 131 299

##### **Marion**

235 Sturt Road  
Sturt SA 5047  
Telephone: 131 299

##### **Modbury**

100 Reservoir Road  
Modbury SA 5092  
Telephone: 131 299

##### **Noarlunga**

Level 1, Noarlunga House  
Noarlunga Centre SA 5168  
Telephone: 131 299

##### **Port Adelaide**

296 St Vincent Street  
Port Adelaide SA 5015  
Telephone: 131 299

##### **Salisbury**

1 Ann Street  
Salisbury SA 5108  
Telephone: 131 299

##### **The Parks**

Building 4, The Parks Community Centre  
2-46 Cowan Street  
Angle Park SA 5010  
Telephone: 131 299

#### Country

##### **Berri**

29 Vaughan Terrace  
Berri SA 5343  
Telephone: 131 299

##### **Ceduna**

22 McKenzie Street  
Ceduna SA 5690  
Telephone: 131 299

##### **Coober Pedy**

Lot 334 Hutchison Street  
Coober Pedy SA 5723  
Telephone: 131 299

##### **Gawler**

Unit 1, 4 Seventh Street  
Gawler South SA 5118  
Telephone: 131 299

##### **Mount Gambier (South East)**

4 James Street  
Mount Gambier SA 5290  
Telephone: 131 299

##### **Murray Bridge**

Mobilong House  
Seventh Street  
Murray Bridge SA 5253  
Telephone: 131 299

##### **Port Augusta**

13 Mackay Street  
Port Augusta SA 5700  
Telephone: 131 299

##### **Port Lincoln**

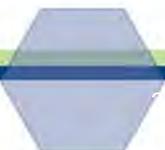
10 Hallett Place  
Port Lincoln SA 5606  
Telephone: 131 299

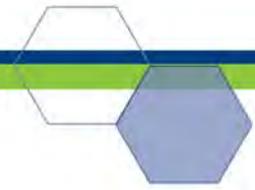
##### **Port Pirie**

76 Florence Street  
Port Pirie SA 5540  
Telephone: 131 299

##### **Whyalla**

173 Nicolson Avenue  
Whyalla Norrie SA 5608  
Telephone: 131 299





## Our locations and contact details

### Families SA

**Child Abuse Report Line:** 131 478

**After Hours Crisis Care:** 131 611

#### **Adoption and Family Information Services**

Level 1, 45 Wakefield Street  
Adelaide SA 5000  
Telephone: 8207 0060

#### **District Centres and Branches**

##### **Adelaide**

219 Morphett Street  
Adelaide SA 5000  
Telephone: 8304 0120

##### **Ceduna**

O'Loughlin Terrace  
Ceduna SA 5690  
Telephone: 8626 2444 (Freecall 1800 330 032)

##### **Coober Pedy**

Hutchison Street  
Coober Pedy SA 5723  
Telephone: 8672 4555 (Freecall 1800 032 205)

##### **Elizabeth**

18 Langford Drive  
Elizabeth SA 5112  
Telephone: 8207 9000

##### **Gawler**

Shop 9 Northern Market Shopping Centre  
Cowan Street (corner Murray Street)  
Gawler SA 5118  
Telephone: 8521 4444

##### **Kadina** (branch office of Port Pirie)

10 Digby Street  
Kadina SA 5554  
Telephone: 8828 0400

##### **Limestone Coast**

4 James Street  
Mount Gambier SA 5290  
Telephone: 8724 4844 (Freecall 1800 800 747)

##### **Marion**

233 Sturt Road  
Sturt SA 5043  
Telephone: 8298 0800

##### **Mount Barker District Centre**

23 Mann Street  
Mount Barker SA 5251  
Telephone: 7424 788

##### **Murray Bridge**

1-5 Seventh Street  
Murray Bridge SA 5253  
Telephone: 8535 6200 (Freecall 1800 330 042)

##### **North East District Centre**

995 North East Road  
Modbury SA 5092  
Telephone: 8407 4999

##### **North East District Centre (Enfield Office)**

350 Main North Road  
Blair Athol SA 5084  
Telephone: 8407 4999

##### **Onkaparinga District Centre**

5 Alexander Kelly Drive  
Noarlunga Centre SA 5168  
Telephone: 8207 3000

##### **Onkaparinga District Centre (Aberfoyle Park Office)**

Shop 15, Hub Shopping Centre  
Hub Drive  
Aberfoyle Park SA 5159  
Telephone: 8374 6111

##### **Port Augusta**

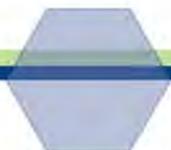
5 El Alamein Road  
Port Augusta SA 5700  
Telephone: 8648 5060 (Freecall 1800 100 118)

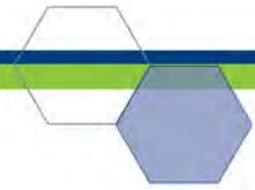
##### **Port Lincoln**

71 Tasman Terrace  
Port Lincoln SA 5606  
Telephone: 8688 3344 (Freecall 1800 018 331)

##### **Port Pirie**

75 Gertrude Street  
Port Pirie SA 5540  
Telephone: 8638 4311 (Freecall 1800 804 550)





## Our locations and contact details

### **Riverland**

14 Kay Avenue  
Berri SA 5343  
Telephone: 8595 2400 (Freecall 1800 800 195)

### **Salisbury**

16-18 Ann Street  
Salisbury SA 5108  
Telephone: 8209 4910

### **Victor Harbor**

Branch office of Mount Barker District Centre  
3/10 Crozier Road  
Victor Harbor SA 5211  
Telephone: 8552 2011

### **Whyalla**

163 Nicolson Avenue  
Whyalla Norrie SA 5608  
Telephone: 8648 8880 (Freecall 1800 245 242)

### **Woodville**

824-826 Port Road  
Woodville SA 5011  
Telephone: 8406 2777 (social work and administration)  
Telephone: 8406 2700 (financial support)

### **Directorate Offices**

#### **Southern Metro**

Building 2 Netley Commercial Park  
300 Richmond Road  
Netley SA 5037  
Telephone: 8124 4301

District Centres - Adelaide, Marion, Mount Barker, Onkaparinga

#### **Northern Metro**

Module 6 Endeavour House  
Fourth Avenue  
Mawson Lakes SA 5095  
Telephone: 8360 4700

District Centres - Elizabeth, Gawler, North Eastern, Salisbury, Woodville

### **Country Regional Office**

Tintara House  
2-4 Henley Beach Road  
Mile End SA 5031  
Telephone: 8150 8103

District Centres – Ceduna, Coober Pedy, Mount Gambier, Murray Bridge, Port Augusta, Port Lincoln, Port Pirie, Riverland, Whyalla

### **Youth Justice**

#### **Cavan Training Centre**

1 Jonal Drive  
Cavan SA 5094  
Telephone: 8200 6400

#### **Magill Training Centre**

Glen Stuart Road  
Magill SA 5072  
Telephone: 8130 4444

#### **Metropolitan Aboriginal Youth and Family Services**

Parks Community Centre  
Corner Cowan and Trafford Streets  
Angle Park SA 5010  
Telephone: 8243 5733

#### **Integrated Youth Services**

108 Kermodie Street  
North Adelaide SA 5006  
Telephone: 8267 7101

#### **Community Youth Justice Program**

350 Main North Road  
Blair Athol SA 5084  
Telephone: 8269 8300

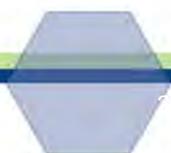
### **Alternative Care Services**

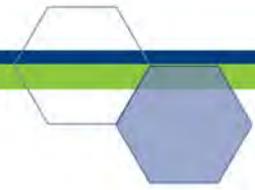
#### **Families SA Residential Care Services**

162 Grenfell Street  
Adelaide SA 5000  
Telephone: 8226 6874

#### **Relative and Kinship Care**

5 Darley Road  
Paradise SA 5075  
Telephone: 8207 8928





## Our locations and contact details

### Disability SA

Information, Enquiries and Referrals  
Telephone: 1300 786 117  
Email: [disabilityinfo@dfc.sa.gov.au](mailto:disabilityinfo@dfc.sa.gov.au)  
Website: [www.disability.sa.gov.au](http://www.disability.sa.gov.au)

#### Disability SA Central Office

103 Fisher Street  
Fullarton SA 5063  
Telephone: 8272 1988

#### Office for Disability and Client Services

Level 3, Citi Centre Building  
11 Hindmarsh Square  
Adelaide SA 5000  
Telephone: 8226 6052  
Email: [odacs@dfc.sa.gov.au](mailto:odacs@dfc.sa.gov.au)  
TTY: 8226 6245

Companion Card  
Telephone: 1800 667 110  
TTY: 1800 898 888  
National Relay Service: 13 36 77  
Speech to Speech Relay Service: 1300 555 727

#### DFC Library and Information Service

(Disability Collection)  
c/- Strathmont Centre  
696-710 Grand Junction Road  
Oakden SA 5086  
Opening hours: 9-5 Monday to Friday  
Telephone: 8266 8556

#### Service Coordination Metropolitan

##### North

#### Gilles Plains

31 Blacks Road  
Gilles Plains SA 5086  
Telephone: 8366 7300

#### Salisbury

46 Commercial Road  
Salisbury SA 5108  
Telephone: 8282 5500

#### Salisbury

57 Park Terrace  
Salisbury SA 5108  
Telephone: 8182 1560

##### Central

#### Gilles Plains

21 Blacks Road  
Gilles Plains SA 5086  
Telephone: 8266 5260  
TTY: 8366 7333

#### Regency Park

171 Days Road  
Regency Park SA 5010  
Telephone: 8348 6000

##### South

#### Christies Beach

98 Beach Road  
Christies Beach SA 5165  
Telephone: 8384 7299

#### Daw Park

180 Daws Road  
Daw Park SA 5041  
Telephone: 8277 8566

#### Residential Facilities

#### Highgate Park

103 Fisher Street  
Fullarton SA 5063  
Telephone: 8272 1988

#### Northgate Aged Care Service

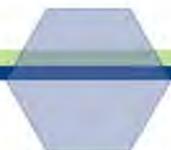
78-96 Dumfries Avenue  
Northgate SA 5076  
Telephone: 8266 8000

#### Strathmont Centre

696-710 Grand Junction Road  
Oakden SA 5086  
Telephone: 8266 8511

#### Trinity Court

11-15 Heritage Court  
Oakden SA 5086  
Telephone: 8261 6777





## Our locations and contact details

### Service Coordination Country

#### Country North

##### **Ceduna**

c/- Housing SA  
22 McKenzie Street  
Ceduna SA 5690  
Telephone: 8625 2896

##### **Clare**

Clarevale Office Precinct - Office 1  
17 Lennon Street  
Clare SA 5453  
Telephone: 8842 3744

##### **Kadina**

15 Taylor Street  
Kadina SA 5554  
Telephone: 8821 2511

##### **Port Augusta**

40 Flinders Terrace  
Port Augusta SA 5700  
Telephone: 8641 1600

##### **Port Lincoln**

75 Liverpool Street  
Port Lincoln SA 5606  
Telephone: 8683 0499

##### **Port Pirie**

76 Florence Street  
Port Pirie SA 5540  
Telephone: 8632 0155

##### **Whyalla**

c/- 5th Floor, Whyalla Hospital  
20 Wood Terrace  
Whyalla SA 5600  
Telephone: 8648 8686

#### Country South

##### **Berri**

28 Kay Avenue  
Berri SA 5343  
Telephone: 8582 2400

##### **Mount Gambier**

4 James Street  
Mount Gambier SA 5290  
Telephone: 8725 5633

##### **Murray Bridge**

6 Verdun Road  
Murray Bridge SA 5253  
Telephone: 8532 4503

#### Greater Adelaide

##### **Angaston**

c/- Barossa and Area Community Health Service  
29 North Street  
Angaston SA 5353  
Telephone: 8563 8544

##### **Gawler**

10 Adelaide Road  
Gawler SA 5118  
Telephone: 8521 4700

##### **Kangaroo Island**

Enquiries to 0428 817 406

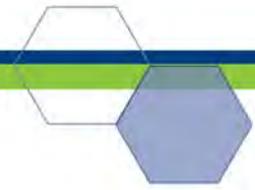
##### **Mount Barker**

23 Mann Street  
Mount Barker SA 5251  
Telephone: 7424 7888

##### **Victor Harbor**

c/- Southern Fleurieu Health Service  
51 Harbour View Terrace  
Victor Harbor SA 5211  
Telephone: 8552 0600





## Our locations and contact details

### **Community Lifestyle Support**

**South** – Telephone: 8337 7388

**Central** – Telephone: 8447 7933

**North** – Telephone: 8277 3922

### **Respite Services**

Campbell House (bookings 9-5)  
Telephone: 8372 1475

Campbell House (residence)  
Telephone: 8294 1771

### **Equipment, Aids, Continence Resource Centre**

11 Blacks Road  
Gilles Plains SA 5086  
Telephone: 8266 5260  
General enquiries (SA and NT only)  
Telephone: 1300 885 886

### **ASSIST**

ASSIST Central  
Telephone: 8266 5260

ASSIST North  
Telephone: 8266 8950

ASSIST South  
Telephone: 8372 1495

### **Other Useful Contacts**

**Centre for Disability Health**  
Telephone: 8397 8100

**Exceptional Needs Unit**  
Telephone: 8448 4610

**Child and Youth Specialist Service**  
Telephone: 8348 6500





## Our locations and contact details

### **Domiciliary Care SA**

**General Enquiries and Client Referrals**  
(Metropolitan Access Team)  
Telephone: 8193 1234

**Domiciliary Equipment Service**  
Telephone: 8193 1232

**Central Administration**  
Building 2, 300 Richmond Road  
Netley SA 5037  
Telephone: 8132 6000

**Therapy Solutions**  
Telephone: 8256 8600

### **Client Service Offices**

**Elizabeth Office**  
Corner Mark Road and Oldham Road  
Elizabeth Vale SA 5112  
Telephone: 8256 8500

**Hampstead Office**  
207 Hampstead Road  
Northfield SA 5085  
Telephone: 8304 6200

**Mawson Lakes Office**  
First Floor Innovation House  
First Avenue  
Mawson Lakes SA 5095  
Telephone: 8256 8599

**Netley Office**  
Buildings 2 and 4  
300 Richmond Road  
Netley SA 5037  
Telephone: 8193 1234

**Noarlunga Office**  
Noarlunga Health Centre  
Alexander Kelly Drive  
Noarlunga SA 5168  
Telephone: 8384 9277

**Park Holme Office**  
670 Marion Road  
Park Holme SA 5043  
Telephone: 8277 3366

**Woodville Office**  
19-21a Belmore Terrace  
Woodville SA 5011  
Telephone: 8440 6700



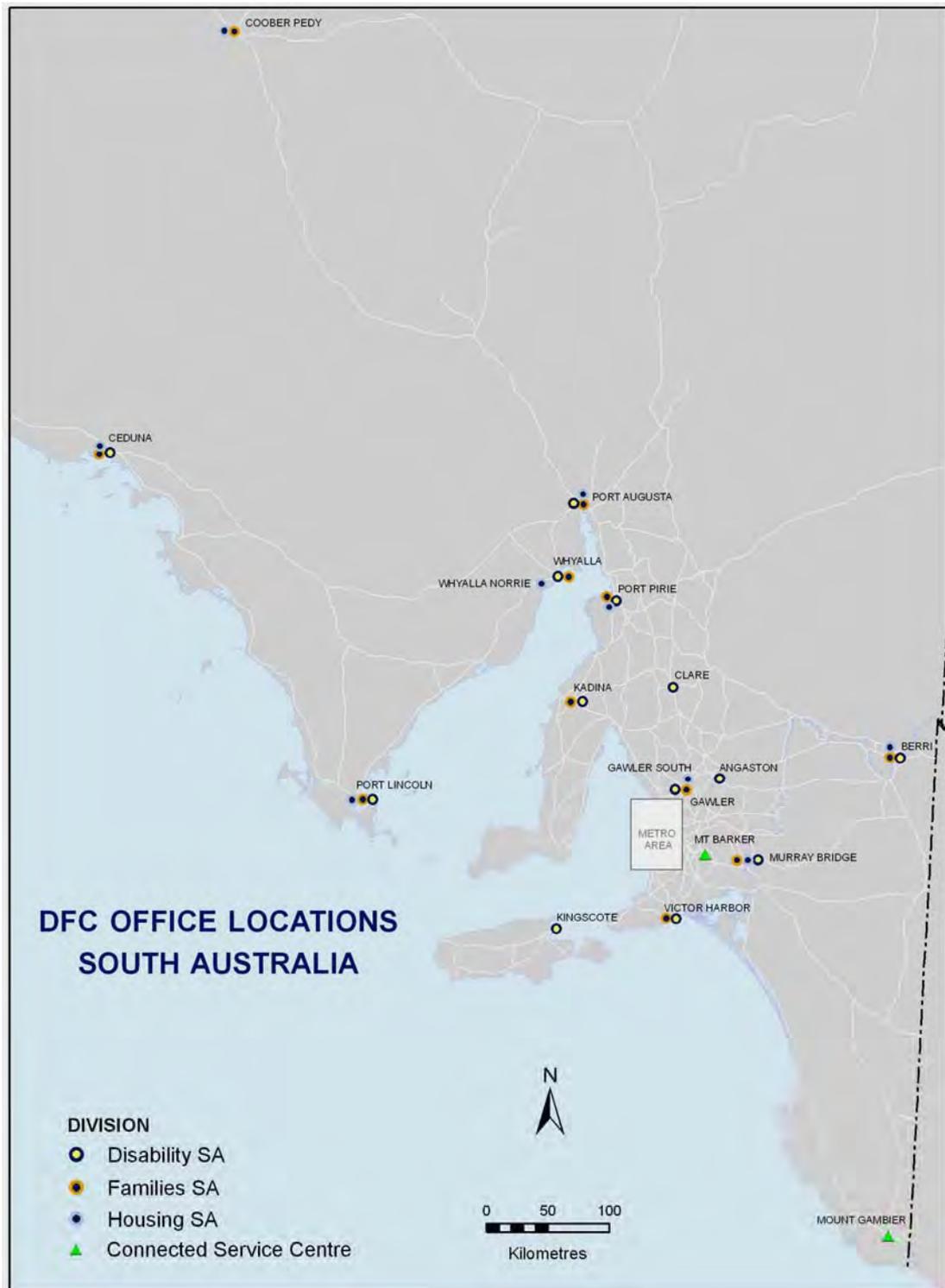
# Our locations and contact details

## Metropolitan Office Sites



# Our locations and contact details

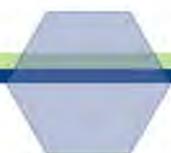
## Country Office Sites





## Glossary

<b>ABS</b>	Australian Bureau of Statistics
<b>ADANSA</b>	Aboriginal Disability Advisory Network of South Australia
<b>AFL</b>	Australian Football League
<b>AHIF</b>	Affordable Housing Innovations Fund
<b>APY</b>	Anangu Pitjantjatjara Yankunytjatjara
<b>AQF</b>	Australian Qualifications Framework
<b>ARC</b>	Australian Research Council
<b>ASSIST</b>	Adult Specialist Service Intervention and Support Team
<b>BCIS</b>	Boards and Committees Information System
<b>CARA</b>	Community Accommodation and Respite Agency
<b>CDSMAC</b>	Community and Disability Services Ministers' Advisory Council
<b>CHRIS</b>	Complete Human Resource and Information System
<b>COAG</b>	Council of Australian Governments
<b>COTA</b>	Council on the Ageing
<b>CRC</b>	Community Residential Care
<b>DANSA</b>	Disability Advisory Network of South Australia
<b>DECS</b>	Department of Education and Children's Services
<b>DFC</b>	Department for Families and Communities
<b>DFEEST</b>	Department of Further Education, Employment, Science and Technology
<b>DH</b>	Department of Health
<b>DLG</b>	Disability Leadership Group
<b>DPC</b>	Department of the Premier and Cabinet
<b>DTEI</b>	Department for Transport, Energy and Infrastructure
<b>ELT</b>	Executive Leadership Team
<b>EOI</b>	Expression of Interest
<b>ExComm</b>	Executive Committee of Cabinet
<b>FaHCSIA</b>	Department of Families, Housing, Community Services and Indigenous Affairs
<b>FTE</b>	Full-Time Equivalent
<b>GoGO</b>	Greening of Government
<b>GST</b>	Goods and Services Tax





## Glossary

<b>HACC</b>	Home and Community Care
<b>ICT</b>	Information and Communication Technology
<b>IDSC</b>	Intellectual Disability Services Council
<b>JFS</b>	Julia Farr Services
<b>MDAC</b>	Minister's Disability Advisory Council
<b>MDC</b>	Metropolitan Domiciliary Care
<b>MoU</b>	Memorandum of Understanding
<b>MYSA</b>	Multicultural Youth SA
<b>NAIDOC</b>	National Aboriginal and Islander Day Observance Committee
<b>NPPs</b>	National Privacy Principles
<b>NRAS</b>	National Rental Affordability Scheme
<b>OHS&amp;W</b>	Occupational Health, Safety and Welfare
<b>OSCAR</b>	Online System for Comprehensive Activity Reporting
<b>PPP</b>	Private Public Partnership
<b>RSPCA</b>	Royal Society for the Prevention of Cruelty to Animals
<b>RTO</b>	Registered Training Organisation
<b>SAAP</b>	Supported Accommodation Assistance Program
<b>SACOSS</b>	South Australian Council of Social Service
<b>SAHT</b>	South Australian Housing Trust
<b>SIPS</b>	Safety in the Public Sector
<b>SPP</b>	Specific Purpose Payment
<b>SRF</b>	Supported Residential Facilities
<b>UDIA</b>	Urban Development Institute of Australia
<b>VERIS</b>	Volunteer Emergency Recovery Information System
<b>VONIY</b>	Victorian Offender Needs Inventory for Youth
<b>VSEP</b>	Virginia Safety in Emergencies Project
<b>WACA</b>	Workforce Analysis and Comparison Application
<b>WIC</b>	Workforce Information Collection

