



Government of South Australia

Department for Communities
and Social Inclusion

Department for Communities and Social Inclusion

ANNUAL REPORT 2012-13



Feedback on the *Department for Communities and Social Inclusion Annual Report 2012-13* can be submitted via email to annualreport@dcsi.sa.gov.au. Comments provided will ensure that the requirements and expectations of stakeholders and members of the public are satisfied in the development of the annual report for the 2013-14 financial year.

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The annual report is available from the website of the Department for Communities and Social Inclusion at www.dcsi.sa.gov.au. The information in this publication can be provided in an alternative format or another language on request. Please contact (08) 8413 9050.

This annual report was prepared by Business Affairs, Financial Services, of the Department for Communities and Social Inclusion.

Letter of Transmittal

Hon Tony Piccolo MP

Minister for Communities and Social Inclusion
Minister for Social Housing
Minister for Disabilities
Minister for Youth
Minister for Volunteers

Hon Gail Gago MLC

Minister for the Status of Women

Hon Jennifer Rankine MP

Minister for Multicultural Affairs

Dear Ministers

I am pleased to submit the annual report of the Department for Communities and Social Inclusion for the year ended 30 June 2013.

This report highlights the many achievements of the department during the 2012-13 financial year, including our performance against the Seven Strategic Priorities of the South Australian Government and progress towards the targets of *South Australia's Strategic Plan*.

The report has been prepared in accordance with the *Public Sector Act 2009*, *Public Finance and Audit Act 1987*, and other legislation as required.

Yours sincerely



Ms Joslene Mazel
Chief Executive
Department for Communities and Social Inclusion

30 September 2013

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Chief Executive's Report

The 2012-13 financial year was the first full year of operation for the Department for Communities and Social Inclusion (DCSI), which was created in October 2011 following machinery of government reforms. The year was both challenging and rewarding, as we worked to build strong and inclusive communities.

On 21 February 2013, the Premier, the Hon Jay Weatherill MP, announced a Cabinet reshuffle which led to the Hon Tony Piccolo MP replacing the Hon Ian Hunter MLC as the Minister for Communities and Social Inclusion, Social Housing, Disabilities, Youth and Volunteers. I would like to thank Minister Hunter for his strong support for the department following his appointment in October 2011, particularly his leadership of major reforms in disability and social housing, and wish him well in his new portfolios.

During 2012-13, the department achieved many highlights which support the Seven Strategic Priorities of the South Australian Government, in particular: *Creating a vibrant city; Safe communities, healthy neighbourhoods; An affordable place to live; and Every chance for every child.*

Originally signed in December 2008, the National Partnership Agreement on Homelessness (NPAH) has achieved significant reforms to the homelessness sector across South Australia. The NPAH was due to expire on 30 June 2013. In April 2013, it was announced that the State Government had agreed to a transitional agreement which will allow service continuity while negotiations are undertaken with the Commonwealth Government for a new, longer term agreement. The transitional agreement secured \$17.2 million to assist in reducing homelessness across the State, with both governments providing matched funding contributions of \$8.62 million.

On 8 February 2013, the UNO Apartments, located at 102 Waymouth Street, Adelaide, were officially opened by the Premier and the Hon Mark Butler MP, then Commonwealth Minister for Housing and Homelessness, with the Hon Tony Piccolo MP, Minister for Social Housing, and the Hon Jennifer Rankine MP, Minister for Education and Child Development, in attendance. The UNO Apartments provide a mix of social, affordable and general market housing in a single multi-unit building, and incorporates a youth homelessness service. In March 2013, the UNO Apartments were awarded the National Urban Development Institute of Australia National Award for Excellence in High Density Housing.

In June 2013, the Premier announced a reform management package that involves the State Government working closely with the community housing sector to ensure South Australia has a strong social housing sector. *Better Together* will see the transfer of up to 5000 public housing properties to the community housing sector, with the initial transfer of 1000 properties to occur over the next 18 months.

In July 2012, the State Government reached in-principle agreement with the Commonwealth Government for a National Disability Insurance Scheme (NDIS) launch site in South Australia. Commencing on 1 July 2013, the launch site will support children aged between birth and 14 years. Upon full implementation of the scheme in 2018-19, State Government funding for disability services will increase to \$723 million. This once in a generation reform will, when fully operational, benefit more than 32 000 South Australians by providing them with greater choice and control over the supports they receive.

Another major reform in disability is the new Individualised Funding approach, which also gives people choice and control over the services they receive and who provides them. Individualised Funding is being implemented in three stages, expanding on the previous trial of self-managed funding.

Stage 1 of Individualised Funding commenced in November 2012 and by 2014 all clients of Disability SA who receive six hours or more of support per week will be allocated a personal budget. Through Individualised Funding, South Australia will be well prepared for the full implementation of the NDIS from 2018.

On 23 May 2013, eight Smart Living Apartments at Woodville West were officially opened. These apartments are truly the way of the future, using cutting-edge technology to give people with disability new options for living independently in the community. The MySupportAdvisor website was also launched in April 2013, providing clients with information about organisations, the services they deliver and individual prices.

In September 2012, the Premier and the then Minister for Communities and Social Inclusion, the Hon Ian Hunter MLC, officially opened the new Youth Training Centre at Goldsborough Road, Cavan. The new centre forms part of the Adelaide Youth Training Centre complex, which operates under a 'one centre – two campus' model, bringing together the new campus with the existing Jonal Drive, Cavan, facility. The new facility replaces the former Magill Training Centre and epitomises national and international best practice for youth custodial facilities.

The department continues to support South Australia as an affordable place to live through a range of concessions for water, sewerage, council rates, emergency services levy (fixed property), energy, Medical Heating and Cooling Concession, and also public transport. In addition, support is provided through the Personal Alert Systems Rebate Scheme, Funeral Assistance Program and the South Australian Spectacles Scheme.

Through the Office for the Northern Suburbs (Northern Connections) and the Office for the Southern Suburbs, we have continued to support and facilitate initiatives which contribute to the creation of regional employment opportunities and business investment. This work will build communities and increase the social and economic prosperity in the northern and southern metropolitan regions.

Following a comprehensive evaluation of youth development programs, the Office for Youth has developed a resource based on best practice principles for youth development. A draft version of the youth development resource, which includes practical tools on how organisations can use their programs to maximise benefits to young people, has been prepared and will be released for consultation in 2013-14.

Youth Volunteer Scholarship Awards are presented to recognise and encourage young volunteers from across South Australia. During 2012, 20 young people were awarded scholarships to assist them to pursue their chosen study options with a university, TAFE SA or vocational college. Applications for 2013 Youth Volunteer Scholarship Awards opened in June 2013.

To promote and recognise the contribution of volunteers, we have redesigned the Volunteer Certificate Recognition Program, which includes the Premier's Certificate of Recognition for Outstanding Volunteer Service and the South Australian Volunteer Certificate of Appreciation. To improve our communication with volunteers, the website of the Office for Volunteers has also been redesigned to enable easier access to online information and resources.

The Office for Women has continued to implement the Family Safety Framework, an initiative of the State Government's Women's Safety Strategy. As part of the Framework, Family Safety Meetings are now held in six locations across the metropolitan area and ten country and outer metropolitan regions, including the APY Lands. Implementation of the Family Safety Framework also commenced in Ceduna in April 2013.

The Office for Women has continued to work with the Department of Further Education, Employment, Science and Technology and the Department for Education and Child Development to implement the State Government's Women at Work Strategy, which encourages women to access training in high-demand, high growth, non-traditional industries, such as mining, defence and construction.

During 2012-13, the Office also worked in collaboration with the Department for Manufacturing, Innovation, Trade, Resources and Energy to develop the Excellence in Leadership - Women in Resources Award, to recognise and champion women in leadership as part of the Community Excellence Awards in Mining and Energy.

The Multicultural Grants program provides funds to not-for-profit community organisations to build their capacity to play a leading role in supporting their communities and promoting multiculturalism. From the beginning of the 2009-10 financial year, the South Australian Government has doubled the funding available through this program from \$300 000 to \$600 000 per year. During 2012-13, funding was provided to 143 eligible organisations for cultural awareness programs, festivals and youth programs.

During the coming year, the department will continue to support vulnerable people and help build resilient communities, supported by additional funding provided by the State Government in the 2013-14 State Budget. This includes an additional \$108 million over five years (including \$10 million in 2012-13) to assist people with disability requiring a range of accommodation support, community support, and community access and respite services.

In addition to funding provided for disability services, the NDIS launch and the one-year Transitional NPAH, other important Budget measures include:

- \$50 million for the Affordable Housing Stimulus Package to deliver an additional 175 social housing dwellings over the next 18 months
- \$21.1 million in additional funding over four years for increased water concessions to provide additional relief to low-income households
- \$4.3 million in additional funding over four years to enable community based organisations to meet the increased demand for financial counselling support for people suffering financial stress
- \$1.6 million in additional funding over four years for a Consumer Credit Legal Service that will provide specialist casework services and engage in policy development and advocacy
- land tax exemption for eligible land owned by not-for-profit community associations.

We were delighted by the announcement in June that Dr David Caudrey, Executive Director of Disability SA, had been recognised in the Queen's Birthday 2013 Honours List for his service and dedication to the disability sector for over 30 years. David was awarded the Public Service Medal for outstanding public service to the disability sector and I would like to offer my congratulations on behalf of the department for this wonderful achievement.

In closing, I would like to acknowledge the leadership and support provided by Minister Hunter, Minister Piccolo, Minister Gago and Minister Rankine, and look forward to working with them to meet the department's objectives and fulfill our mission to the community of South Australia.

Ms Joslene Mazel
Chief Executive
Department for Communities and Social Inclusion

About DCSI

Our Vision

Communities for all: opportunities for everyone

We strive to help South Australians build communities where people are involved and they feel connected, safe and supported. We know that where a person lives affects their access to opportunities and has a major impact on their wellbeing. If people work together to strengthen a community, the lives of all those who live within it will be better.

Our Objectives

The department defines its priorities with three strategic objectives:

- Support independence and participation
- Make our communities stronger
- Provide the best services.

Further information on the department's objectives is provided in on page 9.

Our Values

Connected

- We consider the big picture when dealing with the small things
- We connect with others, across boundaries, to get the best result
- We share information, ideas and solutions.

Ethical

- We do the right thing, acting in accordance with our public sector professional and personal codes: with integrity, fairness, respect and transparency
- We are accountable for our actions.

Brave

- We are fearless and bold in tackling the hardest issues
- We have the courage to explore beyond the horizon and discover new ways together
- We also know that simple common sense may give us the answer.

Respectful

- We show our esteem for each other in how we work together, in an environment that facilitates safe, fair and equitable interaction.

Inclusive

- We value diversity and the contributions of everyone
- We provide opportunities for everyone
- We enable people to have a say.

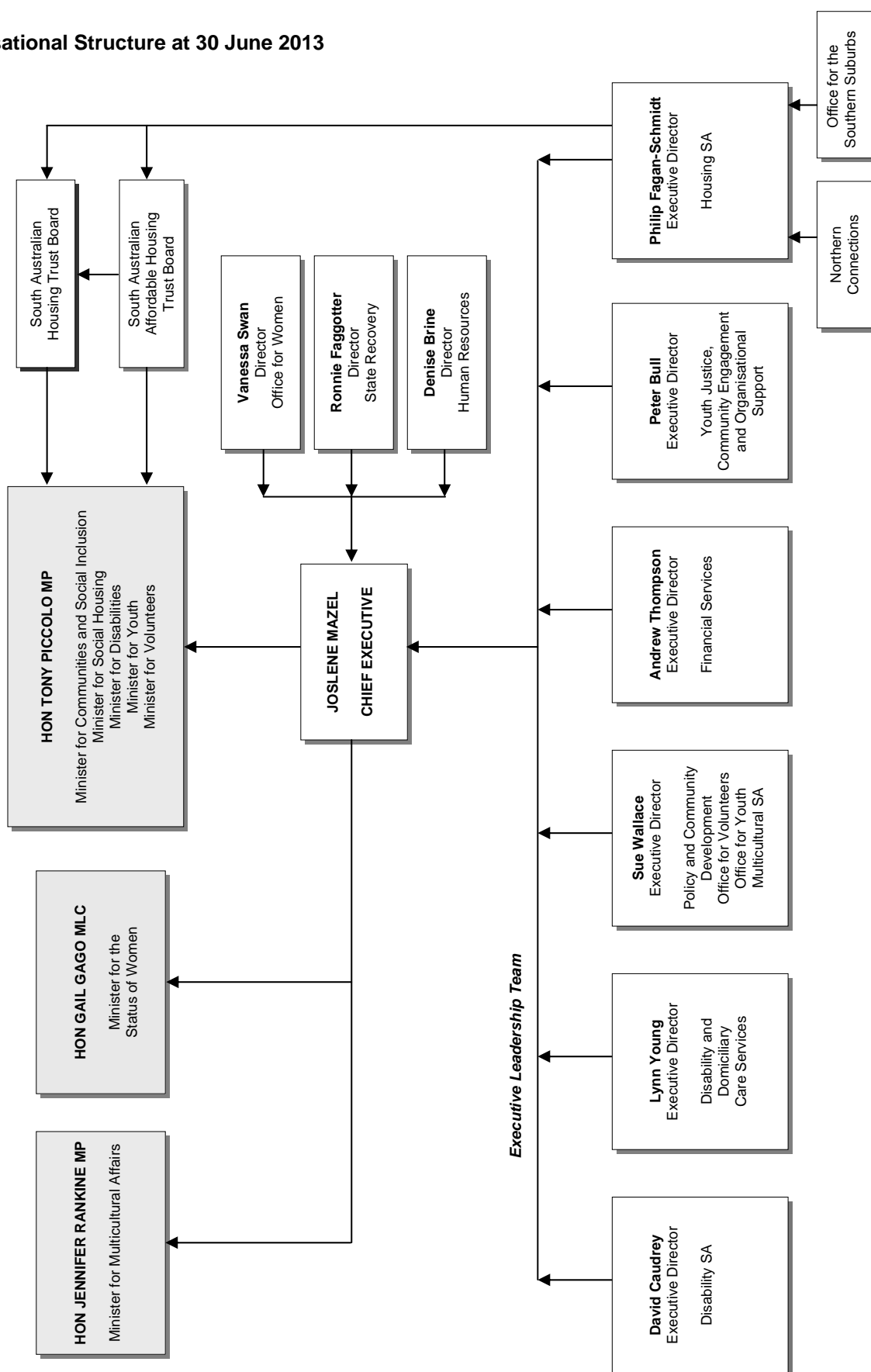
Organisational Structure

On 21 February 2013, the Hon Tony Piccolo MP replaced the Hon Ian Hunter MLC as the Minister for Communities and Social Inclusion, Social Housing, Disabilities, Youth and Volunteers. The Hon Gail Gago MLC retained the Minister for the Status of Women portfolio and the Hon Jennifer Rankine MP retained the Multicultural Affairs portfolio.

During 2012-13, the Human Resources Directorate and the Office for Women commenced reporting directly to the Chief Executive as a result of reporting changes at a departmental level. As a result of internal structural changes, the department also ceased using the title Community and Home Support SA in relation to Disability, Ageing and Carers and Disability and Domiciliary Care Services. These two branches are now separate divisions called Disability SA and Disability and Domiciliary Care Services.

In May 2013, Multicultural SA was realigned to become part of the Policy and Community Development (PCD) Division while the Interpreting and Translating Centre joined with the Youth Justice, Community Engagement and Organisational Support (YCO) Division. Multicultural SA relocated from Chesser House, Grenfell Street, to the Riverside Centre in mid-June 2013 to co-locate with other staff in PCD, while the Interpreting and Translating Centre moved to 44 Pirie Street, co-locating with other staff in YCO. This realignment will achieve efficiencies by sharing business and administrative expertise in their respective divisions.

Organisational Structure at 30 June 2013



Strategic Plan 2013-2016

OUR VISION

Communities for all: opportunities for everyone

OUR OBJECTIVES

Support independence and participation

We will:

- help people live independently in their own homes and communities
- focus our services on those in greatest need of support
- deliver high quality disability, domiciliary care, homelessness and housing programs
- provide housing options that are affordable
- improve our programs to reduce poverty and assist people in financial hardship
- increase people's choice and say about the services available to them
- improve access and inclusion for all people
- deliver early intervention and prevention services
- support children and young people to achieve their goals for themselves, their family and community.

Make our communities stronger

We will:

- lead social inclusion for the South Australian Government
- strengthen our partnerships with the non-government sector and other government agencies
- contribute to capacity-building in the non-government sector
- lead the planning for recovery from disasters
- promote and support the important role of carers in our community
- develop programs that improve the lives and achievements of Aboriginal children, families and communities
- promote an inclusive, cohesive and equitable culturally diverse society
- support volunteers to help build stronger communities
- progress the full participation of women in the social and economic life of the State.

Provide the best services

We will:

- establish a regional planning framework to support integrated work at the local level
- improve our services and our responses to stakeholders' expectations
- promote staff learning and development to build skills and engagement
- provide a work environment that is supportive, inclusive and safe
- embed continuous improvement and innovation in our organisational culture
- manage our finances, assets and information resources performance
- lead in organisational practices that are environmentally and socially responsible.

OUR STRATEGIC CONTEXT

Key strategies and frameworks

The South Australian Government Seven Strategic Priorities

South Australia's Strategic Plan

DCSI Business Plan

Our key strategies and actions to achieve our objectives

DCSI Scorecard

Our key performance indicators to measure success

DCSI Aboriginal Priorities Plan

DCSI's priorities relating to Aboriginal and Torres Strait Islander South Australians

Stronger Together

Partnership agreement with the Health and Community Services Sector

Community Engagement Directions Statement

Effective engagement strategies for working with the community

Strong Voices

Disability Blueprint to reform the provision of support to people with disabilities

Youth Connect

South Australian Government strategy that guides the delivery of programs and services to young people

A Right to Safety

The South Australian Government's response to violence against women

Housing SA Blueprint

Housing SA's five year strategy

Advancing the Community Together

Partnership between the volunteer community and the South Australian Government

Homeless to Home

South Australia's Homelessness Strategy

National drivers

- National Disability Agreement
- National Disability Strategy
- National Disability Insurance Scheme
- National Affordable Housing Agreement
- National Partnership Agreement on Remote Indigenous Housing
- National Partnership Agreement on Homelessness
- National Partnership on Certain Concessions for Pensioners and Seniors Card Holders
- National Aged Care Reform - Living Longer Living Better
- National Framework for Protecting Australia's Children
- National Strategy for Disaster Resilience
- National Plan to Reduce Violence against Women and their Children

Our Performance

Government's Strategic Priorities

The State Government has identified seven primary areas of focus which respond to the key challenges facing South Australia. The priorities are focused on the long-term future of our state and are reflected in the government's budget, policy and legislative agenda.

These priorities will be tackled through three approaches to government: a culture of innovation and enterprise; sustainability; and respect for individuals with a reciprocal responsibility to the community.

The seven strategic priorities and their vision are as follows.

1. **Creating a vibrant city:** *Adelaide is one of the great small cities of the world. It showcases the best of South Australia to the nation and the world and thrives as a cultural, economic and social centre.*
2. **Safe communities, healthy neighbourhoods:** *Neighbourhoods are friendly places where it's easy for people to be active regularly. Neighbours see each other out and about and are confident in the safety of the community.*
3. **An affordable place to live:** *South Australia is the most liveable place in the nation where people enjoy a high quality of life, regardless of income. Families are confident their children will be able to buy a home and rent is affordable. People move to South Australia because of our affordability and quality of life.*
4. **Every chance for every child:** *South Australia is recognised internationally as a great place to raise healthy and creative children. Lasting community benefits arise from investment in children and families.*
5. **Growing advanced manufacturing:** *Our manufacturing sector designs, develops and makes goods in demand locally and around the world. It uses world-leading technology and design that improves living standards and which offer rewarding careers.*
6. **Realising the benefits of the mining boom for all:** *The mining exploration boom progresses to a mining production boom. We are a mining services hub for Australia and the region with a reputation for safe and sustainable minerals and energy production. South Australians take up the jobs on offer and our regional towns are more resilient.*
7. **Premium food and wine from our clean environment:** *South Australia is renowned as a producer of premium food and wine from its clean water, clean air and clean soil. Our food and wine is consumed locally and exported around the world.*

The department's efforts are primarily focused on four of the seven strategic priorities: *Creating a vibrant city*; *Safe communities, healthy neighbourhoods*; *An affordable place to live*; and *Every chance for every child*.

South Australia's Strategic Plan

The revised *South Australia's Strategic Plan* (SASP) was publicly launched on 8 September 2011, following an extensive community consultation process to ensure that it remains relevant to the work of the State Government, as well as to community expectations. SASP incorporates 100 targets under the priorities of: Our Community; Our Prosperity; Our Environment; Our Health; Our Education; and Our Ideas.

Targets led by DCSI

The department is the lead agency for the achievement of a broad range of SASP targets. These are:

- Target 5: Multiculturalism
- Target 7: Affordable housing
- Target 8: Housing stress
- Target 9: Aboriginal housing
- Target 10: Homelessness
- Target 11: Housing for people with disabilities
- Target 16: Economic disadvantage
- Target 18: Violence against women
- Target 23: Social participation
- Target 24: Volunteering
- Target 25: Support for people with a disability
- Target 29: Elections
- Target 30: Boards and committees
- Target 31: Chairs of boards and committees.

Target 30 and 31 are both whole-of-government targets which all South Australian Government departments are required to contribute to the achievement of.

Advancing the achievement of these targets directly and indirectly supports the achievement of strategic priorities of the South Australian Government:

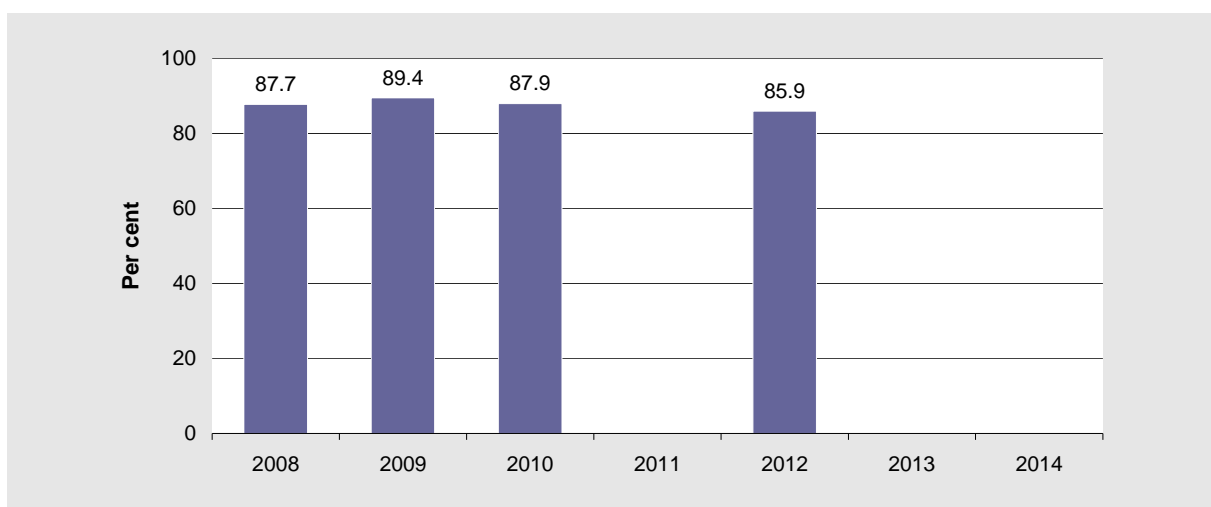
- Target 5 is directly linked to the *Creating a vibrant city* strategic priority as it will ensure that Adelaide thrives as the cultural centre of South Australia and attracts more people to live in the city.
- Targets 7, 8, 9, 10, 11 and 16 are directly linked to the *An affordable place to live* strategic priority as they aim to ensure that people have access to affordable housing.
- Targets 18, 23 and 24 are directly linked to the *Creating a vibrant city* and *Safe communities, healthy neighbourhoods* strategic priorities as they seek to reduce violence against women; increase economic and social participation; and give people a greater voice in decision making, combined with greater responsibility.
- Target 25 is indirectly linked to the *Safe communities, healthy neighbourhoods* and *Every chance for every child* strategic priorities as it will enable people with disability to have greater control over their lives and have an active role in their local communities.
- Targets 29, 30 and 31 are indirectly linked to the *Safe communities, healthy neighbourhoods* strategic priority as they work towards the inclusion of women as full and equal participants in the social, economic and political life of South Australia.

The following summarises progress against the department's lead SASP targets.

Target 5: Multiculturalism – maintain the high rate of South Australians who believe cultural diversity is a positive influence in the community (baseline: 2008)

In the 2012 SASP Household Survey, 85.9 per cent of respondents reported that they accept cultural diversity as a positive influence in the community. Whilst this is marginally lower than the 87.9 per cent in the 2010 survey, and lower than the 2008 baseline of 87.7 per cent, the percentage of South Australians who accept that cultural diversity has a positive influence in the community has remained above 85 per cent since 2008. A SASP Household Survey was not conducted during 2012-13.

Acceptance of Cultural Diversity as a Positive Influence in the Community



Data source: SASP Household Survey

Target 7: Affordable housing – South Australia leads the nation over the period to 2020 in the proportion of homes sold or built that are affordable by low and moderate income households (baseline: 2010)

Our performance against Target 7 is measured using data sourced from the Australian Bureau of Statistics (ABS) Survey of Income and Housing. Data is no longer provided for non-survey years, as endorsed by the Council of Australian Governments. No new national data is available as the ABS Survey of Income and Housing is undertaken every two years, with the results from the 2011-12 survey yet to be released.

The data measure for Target 7 has been amended from the proportion of homes sold to a rate per 1000 population households. Back-cast data using the new measure shows South Australia was ranked sixth in Australia in 2009-10, with a rate of 49.9 per 1000 population households being affordable for low and moderate income households. The Australian Capital Territory led the nation at a rate of 103 per 1000 population households.

Target 8: Housing stress – South Australia leads the nation over the period to 2020 in the proportion of low income households not experiencing housing stress (baseline: 2010)

Housing stress is defined as spending more than 30 per cent of your income on rent or mortgage. In the baseline year of 2009-10, South Australia had the second highest proportion of low income rental households not experiencing rental stress at 71.4 per cent. In comparison, Tasmania was the leading state or territory with 71.9 per cent.

No new national data is available as the ABS Survey of Income and Housing is undertaken every two years. Results from the 2011-12 survey have not yet been released.

Target 9: Aboriginal housing – reduce overcrowding in Aboriginal households by ten per cent by 2014 (baseline: 2002)

In South Australia a much higher proportion of Aboriginal people live in overcrowded conditions than non-Aboriginal people. Aboriginal households and community populations can fluctuate quite dramatically for social, cultural and seasonal reasons.

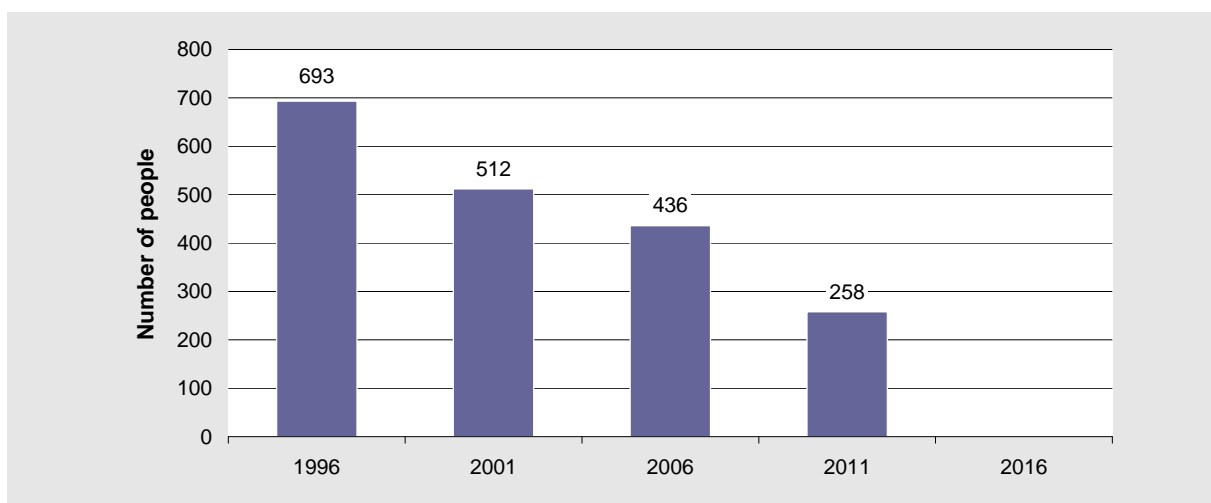
The National Affordable Housing Agreement (NAHA) overcrowding performance indicator has been amended to the 'Proportion of Indigenous households living in overcrowded conditions including remote and discrete communities'. New data for this performance indicator will be available every three years.

Data from 2007-08, sourced from the ABS National Aboriginal and Torres Strait Islander Social Survey released in June 2010, shows a rate of overcrowding of 10.4 per cent amongst all Aboriginal households in South Australia. Results from the ABS Aboriginal and Torres Strait Islander Health Survey, which commenced in May 2012, will be released progressively from November 2013.

Target 10: Homelessness – halve the number of 'rough sleepers' in South Australia by 2013 and maintain thereafter (baseline: 2001)

As some of the most disadvantaged and marginalised members of our community, people who sleep rough require assistance to move into secure, long-term housing, as well as support to achieve housing stability. Based on point-of-time Census data, the number of people sleeping rough in South Australia decreased from 512 in the baseline year of 2001 to 436 on Census night in 2006. The number of people sleeping rough continued to reduce to 258 on Census night in 2011.

Rough Sleepers on Census Night in South Australia



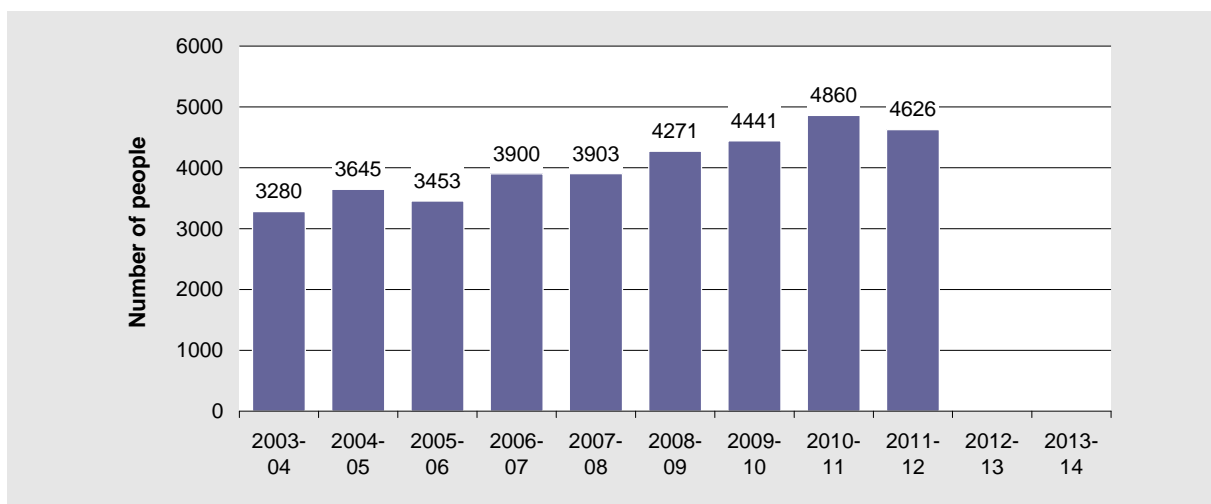
Data source: ABS Census of Population and Housing

Outcomes previously reported for 2001 and 2006 have been revised as a result of changes to homelessness definitions, developed in September 2012 by the ABS.

Target 11: Housing for people with disabilities – increase the number of people with a disability in stable, supported community accommodation to 7000 by 2020 (baseline: 2003-04)

The number of people with disability in stable supported accommodation increased from 3280 in the baseline year of 2003-04 to 4626 as at 30 June 2012. The decrease from 4860 in 2010-11 to 4626 in 2011-12 is the result of the over reporting of clients by a service provider in 2010-11.

Number of People with Disability in Stable Supported Community Accommodation

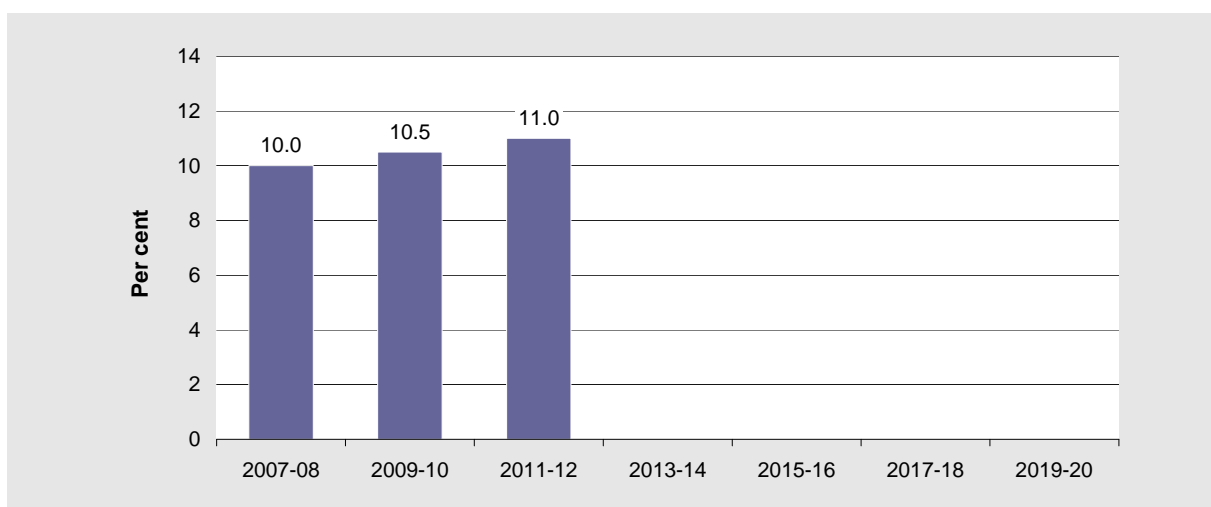


Data source: Australian Institute of Health and Welfare, National Minimum Dataset

Target 16: Economic disadvantage – by 2020, increase by two percentage points the share of total household income earned by low income South Australians (baseline: 2007-08)

Positive movement has been made against Target 16 as the income share of the low income group in South Australia in 2011-12 was 11 per cent, compared to ten per cent recorded in 2007-08.

Income Share of the Low Income Group in South Australia



Data source: ABS Cat. 6523.0 Household Income and Income Distribution, Australia, 2011-12 (Detailed Tables, Table 1.1D).

The 2011-12 result is ten per cent higher than the baseline with the low income group defined as persons in the second and third income deciles.

Target 18: Violence against women – a significant and sustained reduction in violence against women through to 2022 (baseline: 2005)

A Right to Safety: The Next Phase of South Australia's Women's Safety Strategy 2011-2022 outlines the key strategies being progressed to achieve Target 18, and is aligned to the *National Plan to Reduce Violence against Women and their Children 2010-2022*. The data source to measure performance against Target 18 is the ABS Personal Safety Survey, with the most recent published data from the 2005 baseline year. It is estimated that the number of females who experienced violence 'during the last 12 months' in South Australia in 2005 was 36 000.

Target 23: Social participation – increase the proportion of South Australians participating in social, community and economic activities by 2020 (baseline: 2011)

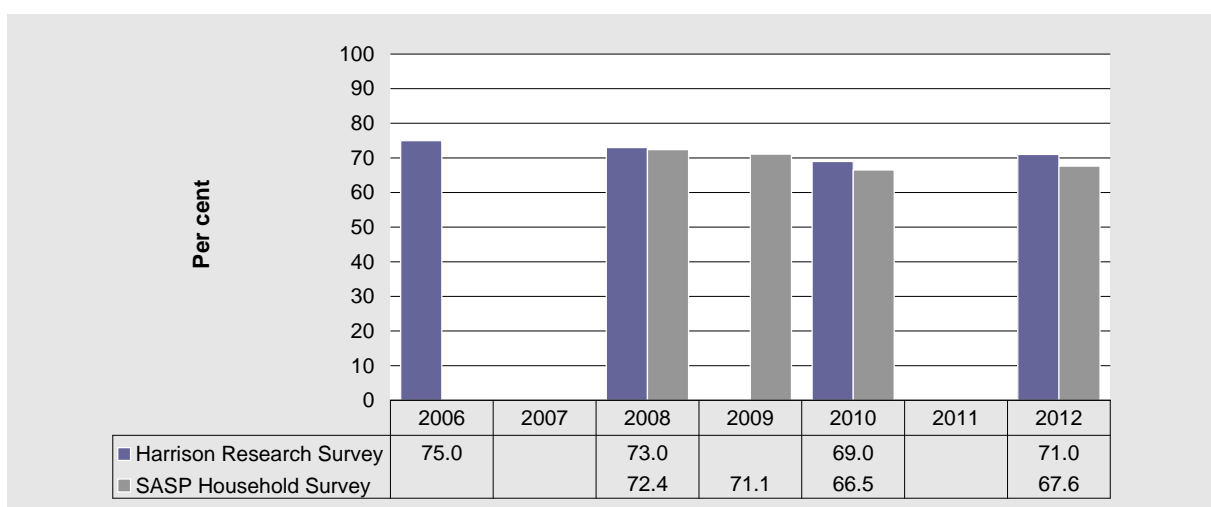
Progress against Target 23 is measured using data acquired through the SASP Household Survey, with the 2012 Household Survey establishing the target baseline. The survey found that 71.5 per cent of survey respondents were considered to be participating in a range of social and community activities. The SASP Household Survey was not conducted during 2012-13.

Target 24: Volunteering – maintain a high level of formal and informal volunteering in South Australia at 70 per cent participation rate or higher (baseline: 2006)

The Office for Volunteers is responsible for this target, which seeks to maintain the level of volunteering in South Australia at 70 per cent or higher, in recognition of the value of volunteering to the community. The 2012 SASP Household Survey reports that 67.6 per cent of respondents had undertaken either formal or informal volunteering in the previous 12 months. In comparison, the 2012 Harrison Research Survey of Volunteering reports a combined formal and informal volunteering participation rate of 71 per cent.

Neither the SASP Household Survey nor the Harrison Research Survey of Volunteering were conducted during 2012-13.

Volunteering Rate in South Australia – Formal and/or Informal Volunteering



Data source: SASP Household Survey and Harrison Research Survey of Volunteering

Target 25: Support for people with a disability – triple the number of people with a disability able to access self-managed funding by 2016 (baseline: 2010-11)

In October 2009, a trial of self-managed funding commenced in South Australia, providing a new way of meeting the support needs of people with disability. Self-managed funding has given people the opportunity to have greater choice and control of the services they receive. There were 50 people actively participating in the trial as at 30 June 2011, equating to a target of 150 people by 2016. On 30 June 2013, the self-managed funding trial concluded with 74 people actively participating in the self-managed funding initiative.

The expansion of Individualised Funding for people with disability was a key recommendation in the disability blueprint *Strong Voices: A Blueprint to Enhance Life and Claim the Rights of People with Disability in South Australia (2010-2020)*. This builds on the self-managed funding trial with the aim that, by 2014, all clients of Disability SA receiving six hours or more of disability support per week will receive a personal budget and have the option of direct payments in order to self-manage their services.

Target 29: Elections – increase the percentage of women nominating to stand in local, state and federal government elections in South Australia to 50 per cent by 2014 (baseline: 2010)

While the State Government actively encourages women to participate on government boards and committees, and encourages young people to develop an interest and knowledge of the Australian system of government and parliamentary process, the department does not have the capacity to progress Target 29 due to its party political nature.

Currently, only baseline data is available for Target 29 with:

- 30.3 per cent of candidates in the 2010 State Government election being women
- 29.1 per cent of South Australian candidates in the 2010 Commonwealth Government election being women
- 28.4 per cent of nominees who nominated to stand as a candidate in the 2010 local government elections being women.

The revised SASP includes a supplementary measure for Target 29, which is the number of women in the South Australian Parliament. There are 69 seats in the South Australian Parliament with 47 in the House of Assembly and 22 in the Legislative Council. As at 30 June 2013, there were 21 women in Parliament which equates to 30.4 per cent of all members.

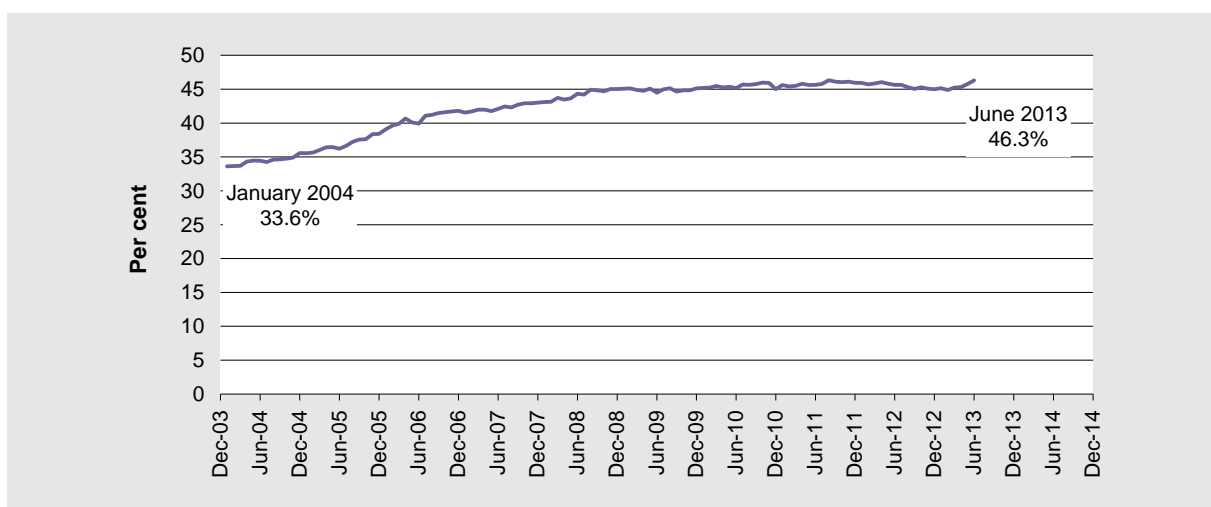
Target 30: Boards and committees – increase the number of women on all State Government boards and committees to 50 per cent on average by 2014, and maintain thereafter by ensuring that 50 per cent of women are appointed, on average, each quarter (baseline: 2004)

Since the release of SASP in April 2007, there has been a promising increase in the number of women on State Government boards and committees.

As at 30 June 2013, 46.3 per cent of positions on all State Government boards and committees (registered on the Boards and Committees Information System (BCIS) which is administered by the Boards and Committees Unit of the Department of the Premier and Cabinet) were held by women. This represents a significant increase from 33.6 per cent in January 2004.

The department provides administrative support to a range of boards and committees which are listed on BCIS. As at 30 June 2013, 68.9 per cent of members of the boards and committees supported by the department were women, significantly higher than the percentage for all State Government boards and committees.

Percentage of Women on All State Government Boards and Committees



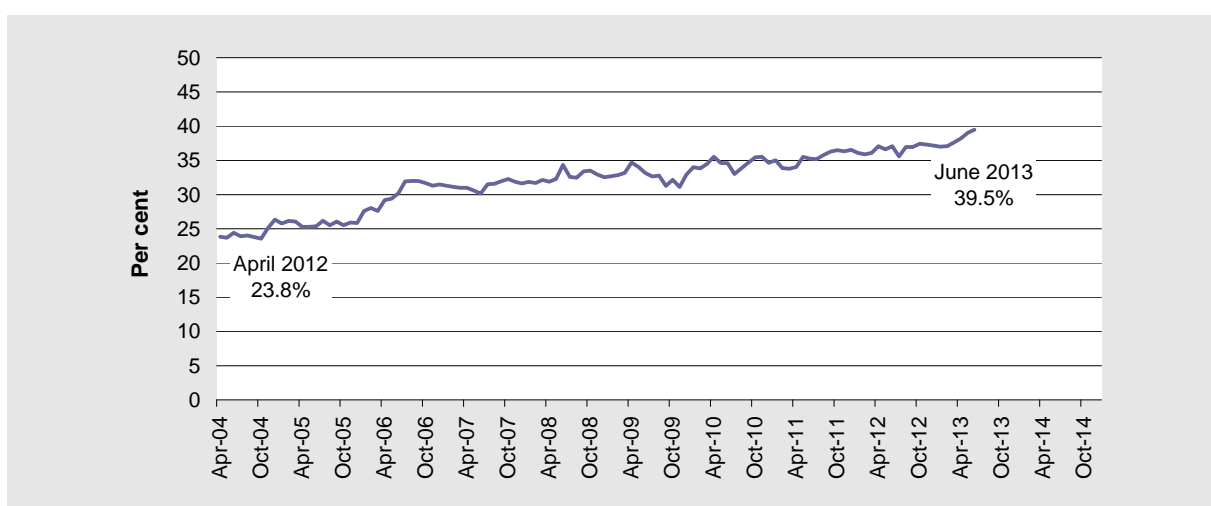
Data source: Boards and Committees Information System, Department of the Premier and Cabinet

Target 31: Chairs of boards and committees – increase the number of women chairing State Government boards and committees to 50 per cent by 2014 (baseline: 2004)

Of all State Government boards and committees registered on BCIS with a chair position, as at 30 June 2013, 39.5 per cent were held by women compared, to 23.8 per cent at 1 April 2004.

As at 30 June 2013, 64.7 per cent of the boards and committees supported by the department (and which had a chair) were chaired by a woman.

Percentage of State Government Boards and Committees Chaired by Women



Data source: Boards and Committees Information System, Department of the Premier and Cabinet

Whole-of-government targets

In addition to our lead targets, the department contributes to the achievement of the following whole-of-government targets.

Target 6: Aboriginal wellbeing – *improve the overall wellbeing of Aboriginal South Australians*

During 2012-13, the department undertook a range of actions which contribute to the achievement of Target 6 including:

- assisting 83 Aboriginal people to find and secure private rental accommodation through the Private Rental Liaison Officer Program (refer page 23)
- working in partnership with Common Ground to deliver its model in Port Augusta (refer page 24)
- achieving practical completion of 33 new houses and 34 upgrades through the National Partnership Agreement on Remote Indigenous Housing (refer page 24)
- creating a specific Aboriginal and Torres Strait Islander Team in Disability SA to provide expert policy advice and drive the development of culturally appropriate services (refer page 32)
- continuing the Allied Health visiting service to the APY Lands (refer page 32)
- funding Relationships Australia (SA) to deliver the Aboriginal Youth Development Program which promotes positive engagement for young Aboriginal people in recreational, cultural and life skill development activities (refer page 42)
- funding Aboriginal Youth Action Committees which assist young people in developing their leadership skills (refer page 43)
- convening the annual State Aboriginal Women's Gathering to ensure that Aboriginal women are included in decision-making processes across government (refer page 58)
- revising the existing Aboriginal Employment Pool to include new roles at more classification levels, to increase the participation of Aboriginal people spread across all classifications and divisions in the department (refer page 67)
- implementing an Aboriginal traineeship program to improve employment prospects for Aboriginal and Torres Strait Islander people (refer page 68).

Target 32: Customer and client satisfaction with government services – *increase the satisfaction of South Australians with government services by ten per cent by 2014, maintaining or exceeding that level of satisfaction thereafter (baseline: 2008)*

The Client Feedback System supports the consistent recording, management and reporting of client feedback. Additional information regarding the Client Feedback System is outlined on page 80 of this report.

Target 50: People with disability – *increase by ten per cent the number of people with a disability employed in South Australia by 2020 (baseline: 2009)*

As at 30 June 2013, there were 273 people with disability employed in the department, equivalent to 5.3 per cent of all employees. This is an increase from 4.2 per cent of employees as at 30 June 2012.

The department continues to promote the employment of people with disability by raising awareness of managers and staff through the DCSI Disability Employment Community of Practice, online education programs and a range of information sheets, which include direction on how to access the Disability Employment Register (administered by Disability Works Australia), and adjustments and accommodations for people with disability in the workplace.

Target 52: Women – *have women comprising half of the public sector employees in the executive levels (including Chief Executives) by 2014 and maintain thereafter (baseline: 2003)*

As at 30 June 2013, 27 of the 38 executive positions in the department were held by women. This equates to 71 per cent of executive positions.

During 2012-13, 24 non-executive female employees were provided with the opportunity to act as executives. As well, five South Australian Executive Service (SAES) Band 1 female executives were provided with the opportunity to act in executive positions at the SAES Band 2 level.

The College for Learning and Development also continued to provide a comprehensive range of programs to foster leadership and management skills amongst all DCSI staff.

Target 53: Aboriginal employees – *increase the participation of Aboriginal people in the South Australian public sector, spread across all classifications and agencies, to two per cent by 2014 and maintain or better those levels through to 2020 (baseline: 2003)*

As at 30 June 2013, 3.7 per cent or 192 employees in the department were Aboriginal or Torres Strait Islander people, employed across a broad range of classifications.

To contribute to the achievement of this target, during 2012-13 the department:

- continued the implementation of the Aboriginal Employment Strategy
- revised the existing DCSI Aboriginal Employment Pool to include new roles at more classification levels
- actively promoted career opportunities in the department through career fairs and Aboriginal cultural events
- reviewed the Mentoring Program, resulting in recommendations to include Aboriginal mentors and mentees, and a new category for non-Aboriginal employees who work with the Aboriginal community and require a greater understanding of Aboriginal cultural competence
- continued to support Aboriginal and Torres Strait Islander employees to achieve qualifications through study provisions
- implemented an Aboriginal traineeship program with assistance from Maxima, a Group Training Organisation specialising in improving employment prospects for Aboriginal and Torres Strait Islander people.

Target 61: Energy efficiency – government buildings – *improve the energy efficiency of government buildings by 30 per cent by 2020 (milestone of 25 per cent by 2014) (baseline: 2000-01)*

As at 30 September 2013, data on the department's energy efficiency performance during the 2012-13 financial year was not available. This is due to changes in the methodology used to calculate energy usage. An addendum to the annual report will be provided when the 2012-13 data is finalised.

Progress Report 2012

In September 2012, the SASP Audit Committee released the Committee's fourth biennial Progress Report, with a progress and achievability rating determined for each target based on a comparison of the established target baseline and the most recently available target data.

A copy of the Progress Report is available from the SASP website at www.saplan.org.au.

DCSI Scorecard

The department monitors its performance against the *Strategic Plan 2013-2016* through a number of key performance indicators (KPIs). The scorecard provides a succinct summary of those KPIs on a single report and is regularly reviewed and updated.

Many KPIs in the scorecard have been modified for reasons such as data quality or availability. Work around selection of KPIs and improvements in the quality of data has been ongoing and will continue in 2013-14. The following table summarises the KPIs at 30 June 2013.

| Strategic Plan Scorecard | 2010-11 | 2011-12 | 2012-13 |
|---|--------------------|------------------|---------------------|
| Objective 1: Support independence and participation | | | |
| Number of assessment hours delivered to people contacting Access2HomeCare | n/a | n/a | 13 567 |
| Number of community members accessing the Independent Living Centre for information and advice regarding equipment and aids for functional independence | 20 845 | 22 806 | 22 857 |
| Number of restorative services delivered (service hours) | n/a | n/a | 3 222 |
| Number of people with a disability in stable, supported community accommodation | 4 860 | 4 626 | n/a |
| Number of affordable home purchases and rental opportunities provided by Housing SA | 50 835 | 51 362 | 51 787 ¹ |
| Number of high-needs clients placed in housing by Housing SA | 5 254 | 5 915 | 7 356 |
| Number of people with disability working towards Individualised Funding (accessing self-managing funding) | 36 | 71 | 118 |
| Number of young people engaged in youth programs and activities offered/funded by DCSI | n/a | n/a | 9 745 |
| Objective 2: Make our communities stronger | | | |
| Percentage of non-government organisations engaged in DCSI Australian Service Excellence Standards | 76% | 77% | 77% |
| Percentage of South Australians who believe cultural diversity is a positive influence in the community | 87.9% | 85.9% | n/a ² |
| Percentage of volunteer participation | n/a | 71% | n/a ² |
| Percentage of women on government boards and committees | 45.8% | 45.6% | 46.3% |
| Objective 3: Provide the best services | | | |
| Number of national qualifications issued to DCSI staff through the College for Learning and Development ³ | 933 ⁵ | 775 ⁵ | 397 |
| Percentage of performance partnership plan completion rates in DCSI ⁴ | 40.5% ⁵ | 34.3% | 36.2% |
| Energy efficiency of DCSI buildings | 27% | 28% | n/a ⁶ |

¹ Due to machinery of government changes, figure now only includes South Australian Housing Trust properties sold via the Affordable Homes Program.

² Survey not undertaken in 2012-13.

³ From 2012-13 the date that the qualification was completed was used for measurement, not the date of graduation.

⁴ Human Resources data is drawn from the Workforce Information Collection quarterly data (WIC) and is based on all paid employees (including casuals) and excludes employees on short or long-term unpaid leave. WIC performance partnership plan (PPP) data is based on employees that commenced a PPP in this period.

⁵ Includes staff from Families SA.

⁶ Refer to page 90.

Regional Service Integration Program

The Regional Service Integration Program, which commenced in early 2013, aims to support joined-up service delivery that improves client outcomes and builds strong and inclusive communities.

Regional Leadership Teams were established in the four pilot regions to identify opportunities for improved integration. Through these teams, the department has established five projects that will scope and deliver the system and practice changes required to build a more responsive and seamless human services department. These projects focus on the key themes of: workforce, practice and culture; clients with complex needs; funding and sector engagement; information access, use and sharing; and the framework of regional governance.

The projects will continue into 2014. Although the initial focus of the project is internal, over time the department will engage with its partners, including non-government organisations, local government and other government agencies, to facilitate the development of a more coordinated and connected human services system across the State.

Social Housing

The focus of this program is to develop and implement better housing and service responses for people at risk or in high-need, and to work with others to expand and improve affordable housing choices across the State. The program encompasses the management of grants for housing services to low income households, people in high-need and supported accommodation assistance for people in crisis. This includes grants for the provision of private rental services, public, Aboriginal and community managed housing, the regulation of community housing and homelessness and support services.

Outcomes achieved by Housing SA contribute to the achievement of SASP Targets 7, 8, 9 and 10 and directly support the South Australian Government strategic priority *An affordable place to live*, which aims to ensure that people have access to affordable housing.

UNO Apartments

On 8 February 2013, the UNO Apartments were officially opened by the Hon Mark Butler MP, then Commonwealth Minister for Housing and Homelessness, and the Hon Jay Weatherill MP, Premier of South Australia.



The UNO Apartments, located at 102 Waymouth Street, provide a mix of social, affordable and general market housing. The single multi-unit building includes 146 residential apartments over 17 levels, a youth homelessness service, ground floor retail and parking for 36 cars. Of the 146 residential apartments:

- 27 apartments are being retained by Housing SA for social housing
- 64 apartments were for sale to affordable and general market buyers
- 25 apartments were for sale under the National Rental Affordability Scheme (NRAS)
- 30 apartments comprise the youth homelessness service.

St John's Youth Services Incorporated was appointed to manage the youth service facility, youth110, with the first clients housed in August 2012.

From 1 July 2012 to 30 June 2013, there were 82 sales (34 general market, 27 affordable and 21 NRAS), with a further six under contract (all NRAS). The seven remaining properties are forecast to be sold in 2013-14.

Private Rental Assistance

Housing SA's Private Rental Assistance Program and Private Rental Liaison Officer Program assist low income households to access and maintain private rental accommodation. The Private Rental Assistance Program provides financial assistance for bond, rent in advance or rent in arrears, as well as services such as information, advice and advocacy on housing issues. From 1 July 2012 to 30 June 2013, Housing SA assessed 36 814 clients for private rental assistance, with 35 736 (97.1 per cent) approved.

Of those approved, 30 297 (84.8 per cent) received assistance to the value of \$29.5 million which included:

- the provision of bond guarantees to 19 259 clients, to the value of \$20.74 million
- cash bonds being provided to 1673 clients, to the value of \$605 548
- rent in advance and rent in arrears grants being provided to 23 457 clients, to the value of \$8.15 million.

The difference between the number of clients approved for assistance and those who received assistance is as a result of difficulties experienced by clients in accessing private rental accommodation.

The Private Rental Liaison Officer Program assists people who are unable to find and secure private rental accommodation. Participants are generally people with no previous rental history; poor English/literacy skills; difficulties understanding forms and dealing with agencies; and/or lacking confidence to approach landlords, real estate agents or property managers.

From 1 July 2012 to 30 June 2013, 1943 referrals to the program were received, with 1206 clients entering the program and 769 successfully obtaining housing. Of those clients referred to the program, 334 were identified as homeless and of these 231 were successfully housed. In addition, 246 clients were Aboriginal people and of these 83 were successfully housed.

Homelessness Sector Reform

In South Australia, the National Partnership Agreement on Homelessness has enabled a significant restructuring of homelessness services. The reform has broadened the range of responses from a predominantly crisis-oriented service system, to a system that provides early intervention, assertive outreach, medium-term accommodation options and home based support to sustain transitions to independent living.

Reform activity has included the redesign and retendering of services and a reallocation of resources to achieve a consolidated, planned regional response across South Australia. The reform has also ensured that homeless people are able to receive support to help them sustain the transition from crisis accommodation to sustainable housing. This has included formalising funding and service arrangements to enable structured, outreach-based case management.

The Specialist Homelessness Service sector in South Australia now comprises 40 non-government and government organisations providing 75 programs delivered through 97 outlets. Data collected by the sector indicates that an estimated 23 832 people received 34 677 episodes of support in 2012-13. This represents a 24 per cent increase in clients from 2011-12. This result is largely due to South Australia's reform objective of responding to homeless children as clients in their own right, a principle that did not exist before the reform.

National Partnership Agreement on Homelessness

The National Partnership Agreement on Homelessness (NPAH) was agreed to by the Council of Australian Governments (COAG) in November 2008. The Agreement, which commenced in January 2009, expired on 30 June 2013.

On 8 April 2013, the State Government agreed to match the Commonwealth Government's funding offer for a one-year Transitional NPAH. The transitional agreement will ensure service continuity throughout 2013-14 while negotiations regarding longer term Commonwealth and State funding arrangements are conducted. The agreement has secured \$8.62 million of Commonwealth funding, with the State Government matching this funding.

In partnership with Common Ground, the South Australia Government was successful in its bid for Commonwealth Government funding through the \$43 million Development Fund, part of the Transitional NPAH. Funding of \$6.75 million has been secured to develop a new Common Ground facility in Mellor Street, Adelaide, with Housing SA contributing \$2.8 million to the project.

The project proposes a new apartment building to deliver 29 units for those who are homeless or at risk, comprising ten units for singles, frail aged and those living with disability and 19 for couples or young/sole parent families with one to two children. Twenty affordable rental units for people at risk and on low incomes will also be constructed. Support services for tenants will be integrated with Common Ground's established support program at Light Square.

In line with the Development Fund requirements, the new complex is due for completion by 31 December 2014.

Common Ground

Common Ground supports people to break the cycle of homelessness and achieve social and economic participation. This is achieved by bringing together a mix of people in a residential complex, which includes self-contained apartments and communal spaces, as well as office space for support services, workshops and training activities.

Common Ground Adelaide has two properties in Adelaide. These are a 38 apartment complex in Franklin Street, which was officially opened in November 2007, and a 52 apartment complex in Light Square, officially opened in August 2011.

Housing SA and Common Ground are working in partnership to deliver the model in Port Augusta. The Salvation Army, through the Port Augusta Generic Homelessness Service, will provide tenant support.

Common Ground Port Augusta, located at Boston Street, provides 15 refurbished one and two bedroom units for adult, mainly Aboriginal, tenants. As at 30 June 2013, 14 of the 15 available units were tenanted, with the remaining unit being utilised as office accommodation.

The second Common Ground Port Augusta site at Augusta Terrace, consisting of 20 prefabricated units, will be ready for occupancy by September 2013.

National Partnership Agreement on Remote Indigenous Housing

The National Partnership Agreement on Remote Indigenous Housing funds major capital investment in Aboriginal communities, supported by public housing management arrangements and land tenure reform.

During 2012-13, Housing SA achieved practical completion of the target of 33 new houses on the APY Lands (Amata, Mimili, Pukatja and Indulkana), the far-north community of Dunjiba and the West Coast communities of Yalata and Koonibba. A total of 34 refurbishment upgrades have also been completed, achieving the 2012-13 target of 34 upgrades.

As capital works are completed, Housing SA allocates properties to high-need households with a particular focus on ensuring the safety of children and a reduction in overcrowding.

Property and tenancy management functions also continued to be delivered on the APY Lands, in Raukkan and on the far West Coast. During 2012-13, tenancy management functions commenced in the Dunjiba and Point Pearce communities. Tenancy agreements are signed at allocation, establishing a public housing standard of tenancy rights and responsibilities, including property maintenance and rent collection.

Community Housing Sector

Redressing declining housing affordability is not solely the preserve of governments. A national commitment to the growth of the community housing sector reflects agreement across jurisdictions to provide for a strong, financially viable community housing sector, partnering with governments to create and deliver social and affordable housing outcomes.

On 13 June 2013, the Premier announced a reform package that involves the State Government working with community housing providers to build a stronger social housing sector in South Australia. The government has committed to transferring the property and tenancy management of up to 5000 public housing properties to the community housing sector. The first transfer of 1000 properties will occur over the next 18 months.

The properties will be managed by the selected community housing providers for an initial period of three years, with the property titles to remain with Housing SA. If the community housing providers demonstrate high performance during the initial three year period, they will be offered the opportunity to manage the properties for a further 20 years.

This strategy will attract additional funds into social housing through community housing access to a range of benefits not available to State housing authorities. These include Commonwealth Rent Assistance, GST credits, Fringe Benefits Tax benefits and, potentially, local government rebates. Longer term management will also provide the opportunity to leverage against income streams to improve properties.

Existing tenants will remain in their current properties and will enjoy the same key tenancy conditions. Households residing in public housing involved in the reforms have been contacted and assured their disposable incomes, after-housing-costs, will remain the same.

Through the Nation Building – Economic Stimulus Plan (NBESP), 616 properties have already been transferred to Preferred Growth Providers in the community housing sector, with the final 23 properties transferred during 2012-13. Preferred Growth Providers have now begun to successfully leverage against these NBESP properties in order to generate additional social housing outcomes. For example, an additional 29 properties have been developed by Lutheran Community Housing in Woodville West through this mechanism.

National Rental Affordability Scheme

The National Rental Affordability Scheme (NRAS) is a Commonwealth Government initiative that provides funding to increase the supply of affordable rental dwellings; reduce rental costs for low to moderate income households; and encourage large scale investment and the innovative delivery of affordable housing. NRAS offers financial incentives to private investors and community housing organisations to build and rent dwellings to low and moderate income households at 20 per cent below market rates for ten years.

The national target for the scheme is 50 000 new dwellings by 30 June 2014, with South Australia's target of 3800 based on the State's proportion of the national population. The South Australian Government provides NRAS incentives through 'in kind' capital grants paid in advance, or an annual subsidy.

As at 30 June 2013, a total of 3741 incentives had been approved in South Australia under NRAS Rounds 1 to 4. Of these, 1727 dwellings have been completed and are either tenanted or available for rent. An additional 500 incentives will be allocated through 'Shovel Ready' projects and NRAS Round 5, partly using incentives that have been withdrawn across Australia due to non-delivery from previous rounds.

Partnership with Renewal SA

Commencing on 1 March 2012, Renewal SA brought together all of the South Australian agencies responsible for land and housing development. While a number of Housing SA staff were transferred to Renewal SA, the agency remains responsible for housing policy, remote Indigenous and homelessness services, specialist social housing programs, tenancy management and maintenance functions. Housing SA also continues to be responsible for the new build programs for public, Aboriginal and community housing construction.

Housing SA works in partnership with Renewal SA to implement strategies to achieve the housing targets of *South Australia's Strategic Plan* and deliver on the State Government's strategic priority of *An affordable place to live*.

A Memorandum of Administrative Agreement is being negotiated to provide a set of principles by which the Social Housing portfolio, the South Australian Housing Trust Board and the Housing and Urban Development portfolio will work together to deliver housing outcomes. Once the Agreement is finalised, any transfers of stock for redevelopment projects will be agreed upon between Ministers and the Treasurer.

One example of Housing SA working in collaboration with Renewal SA is the Woodville West urban renewal project. In April 2012, all untenanted properties associated with the project were transferred to Renewal SA, which is now leading the construction phase of the project. The completion of the project will deliver 400 new dwellings, reduce the concentration of social housing in the area from 78 per cent to 15 per cent, and provide a range of housing opportunities for South Australians.

Disability SA



The role of Disability SA is to lead disability policy development and planning in South Australia; provide a single access point for people with disability from intake through to service delivery; and arrange for funding to individuals and service providers by the most effective and transparent means. The program includes the three sub-programs of Non-Government and Individualised Funding, Disability Support and Community Care.

The achievements of Disability SA during the past 12 months have contributed to the achievement of SASP Targets 11 and 25 which support the *An affordable place to live*, *Safe communities*, *healthy neighbourhoods* and *Every chance for every child* strategic priorities of the South Australian Government.

Non-Government and Individualised Funding

Individualised Funding

As recommended in the disability blueprint, *Strong Voices: A Blueprint to Enhance Life and Claim the Rights of People with Disability in South Australia (2010-2020)*, the State Government is committed to expanding Individualised Funding and providing people with disability with the opportunity to manage their own supports. The program expands on the previous trial of self-managed funding, with the aim that by 2014, all clients of Disability SA receiving six hours or more of disability support per week will receive a personal budget and have the option of direct payments in order to self-manage their support.

The program is being implemented in three stages. Stage 1 involves Disability SA clients who receive six or more hours per week of disability support brokered through a support agency. This commenced in November 2012, with 2027 clients being advised of their personal budget and given the option of managing their budget through one of a number of ways. Clients can choose to directly manage their funding, have someone to help directly manage, have a financial intermediary manage their personal budget, have a host agency arrange the services and manage their personal budget or have government arrange services and manage their personal budget. Since January 2013, clients have been actively planning and working towards their chosen arrangements.

Stage 2 involves Disability SA clients who receive some types of disability support services, either from government or non-government organisations. This stage commenced in December 2012, when service providers were asked to break down their current block grant funding allocation into individualised allocations for identified service types.

It is anticipated that Stage 2 will involve approximately 2000 people. This identification of individualised allocations has been completed, meaning that those who choose to change arrangements and manage their own personal budget will be able to do so after 1 July 2013. Stage 3 will be undertaken during 2013-14 and will involve approximately 1750 clients of Disability SA living in group or shared accommodation.

A team of skilled and experienced facilitators can assist clients to plan, arrange and manage their services. These facilitators can provide as little or as much support as needed. A supported decision-making framework has been established to assist where a person needs additional support in making a decision.

Individualised Funding changes how people with disability are supported, enabling them to choose the services that are most important to them and have greater control over their lives. The State Government acknowledges that the Individualised Funding model may not suit all people with disability. Those clients who wish to leave things as they are can do so, but will still be notified of their personal budget and given a choice.

To facilitate these changes, a new contracting system was implemented on 1 July 2012. This is managing the contracting and payment for all disability support packages brokered to non-government service providers during 2012-13.

Supported Accommodation

People with disability are ideally supported at home or in the community, rather than in institutions, with the support that enables them to maintain independence and connection with family, friends and community. The State Government has implemented several initiatives to increase the number of supported accommodation settings in the community to enable people to be supported individually in their own home, or live in shared arrangements such as group homes or clusters.

In 2005, Minda Inc received \$15.65 million in funding from the department to develop accommodation options to support people with disability to live independently in the community. This project has created an additional 82 new community accommodation places, which were primarily filled by Minda clients moving, with their ongoing support packages, from institutional accommodation at the Minda Campus at Brighton and Tassie House at Blackwood.

Minda Inc has also acquired additional properties to facilitate a further transfer from its major residential institution to another seven community houses, creating a further 24 community accommodation places. The completion of the Minda Project 105 in 2012-13 has therefore resulted in the creation of an additional 106 community placements.

The Bedford Homes for 100 project was a joint funded partnership between the State Government and Bedford Industries to create homes for people with disability in South Australia. The final budget for the project was \$10.6 million, with the State Government and Bedford Industries each contributing \$5.3 million.

In December 2012, the final house built under the program was completed in Port Lincoln. This resulted in the program delivering an additional 33 properties, for 74 community based accommodation places for people with disability.

Housing SA is responsible for the management of the transfer of \$21 million of capital assets to the Julia Farr Housing Association. This includes the delivery of new purpose-built housing, as well as identifying existing properties suitable for upgrading. The transfer of housing assets commenced in 2006-07, to provide supported community based living for people with disability.

During 2012-13, three two-bedroom and two three-bedroom dwellings were constructed at Campbelltown. An additional three three-bedroom dwellings were also constructed at Clovelly Park, while two three-bedroom dwellings were constructed at Hendon.

Two remaining dwellings in Christies Beach are due to be completed by December 2013 and will conclude the program. The completion of these houses will have resulted in the transfer of 52 dwellings (38 new and 14 upgraded) to the Julia Farr Housing Association.

In the 2012-13 Budget, the State Government committed additional funding of \$61.5 million over four years for housing for people with disability. During 2012-13, funding was provided for a range of new housing initiatives. A house at Kingscote, Kangaroo Island was purchased by the department, with \$874 000 committed to the purchase and refurbishment in order to accommodate two people in the longer term and provide respite care for an additional 40 people. Eight refurbished Housing SA properties were selected for people in emergency disability accommodation – the expected cost for the purchase and refurbishment of these properties is \$2.47 million. A property at Campbelltown was purchased to accommodate three clients – the total cost for the purchase and refurbishment of the property was \$502 100. Two properties were purchased at Murray Bridge, with \$1.28 million committed to the purchase and refurbishment to accommodate up to six clients with challenging behaviours for the short to medium-term.

On 5 March 2013, the Premier announced that the South Australian Government had brought forward a number of construction and housing projects totalling more than \$70 million. These projects include \$27 million in Housing SA projects for the construction of up to 90 specialised dwellings for people with disability in metropolitan and regional locations, under the Nation Building – Economic Stimulus Plan Disability Project. The 90 dwellings are expected to be completed by December 2014.

Smart Living Apartments

Officially opened in May 2013, the eight Smart Living apartments were constructed as part of the State Government's Woodville West urban renewal. The apartments provide people with disability new options for living independently in the community through the use of cutting-edge technology, enabling people who require 24-hour support to live more independently.

The project is working collaboratively with the Flinders University Medical Device Partnering Program and local technology providers to demonstrate how people living with a disability, and with high support needs, can be supported to live in their own home at the same or less cost than more traditional shared supported community accommodation.

The project tests two new and innovative concepts. Firstly, the integration of assistive technologies to enable choice and control for people with a disability living alone. Secondly, a concierge service to provide 24/7 assistance, emergency and after-hours support.

The Smart Living apartments include a variety of leading edge technologies, including:

- a call system so people can communicate with the concierge service
- environmental controls to allow the tenant maximum control over his/her home
- active and passive monitoring capabilities
- capability to access friends via social network media.

MySupportAdvisor Website

In April 2013, the MySupportAdvisor website was launched to provide information about disability service providers in South Australia. The online initiative provides centralised information which allows service users to connect directly with disability service providers. The website also allows consumers to rate services they have used, to help inform others.

Disability service providers manage their own profile page and are able to promote their services on the website at no cost. Providers are also encouraged to provide direct responses to service user reviews.

The MySupportAdvisor website can be accessed at www.mysupportadvisor.sa.gov.au.

Disability Support

National Disability Insurance Scheme

In July 2012, the State Government reached in-principle agreement with the Commonwealth Government at a COAG meeting for a National Disability Insurance Scheme (NDIS) launch in South Australia, focused on children. Since this agreement was reached, the department has been working collaboratively with key stakeholders, including the National Disability Insurance Agency (NDIA – previously known as DisabilityCare Australia), people with disability, their families and carers, the disability sector and other State Government departments, to prepare for the launch.

At the COAG meeting in December 2012, all governments took a major step towards giving people with disability the care and support they need over their lifetime by signing an Intergovernmental Agreement for the first stage of the NDIS. The agreement provides the foundation for all governments to work together to develop and implement the first stage of these important reforms.

In addition, South Australia, along with the New South Wales, Victorian, Tasmanian and the Australian Capital Territory governments, signed bilateral agreements with the Commonwealth Government, which confirmed the operational and funding details for the roll-out of the NDIS in each launch site. In April 2013, South Australia also became the second State to agree to full implementation of the NDIS from 2018-19, for all people with disability under the age of 65.

The NDIS, launched in South Australia from 1 July 2013, will support children aged between birth and 14 years: approximately 5000 children are expected to benefit over the first three years. In anticipation of the launch, the department and NDIA held joint discussions with service providers about sector readiness, NDIS design and transitional arrangements. Community forums and focus groups with parents and carers were also held across South Australia.

Upon full implementation of the NDIS State Government funding for disability services in South Australia will increase to \$723 million.

Local Development Model

A local development model, including a family living initiative, was recommended in the disability blueprint *Strong Voices* and has been endorsed by the State Government. The recommendation has been implemented by ensuring that services currently provided through adult community services meet the principles within *Strong Voices*: to work within local community systems and provide flexible service options for families.

Disability SA's regional adult community services continue to work with local communities and councils to develop a range of initiatives and programs to support people with disability to live in their own community. Though not formally identified as a local development model, these services have a strong local community focus and support people with disability to be part of their community.

Family living initiatives are also being highlighted as part of the Individualised Funding program. Individual funding plans can include a range of flexible options that will better support community and family living for people with disability.

National Disability Strategy

Endorsed by COAG in February 2011, the National Disability Strategy (NDS) is Australia's first national, whole-of-government, whole-of-life disability strategy.

During 2012-13, the department supported the implementation of the NDS by:

- developing a Disability Justice Plan to improve outcomes in the justice system for people with disability
- developing a disability register (a database) that people with disability can voluntarily subscribe to, which enables members to contribute to policy development and have a say on disability issues through participation in surveys, focus groups and online discussions
- raising awareness of the support available to businesses to implement necessary adaptive technologies for workers with disability
- promoting 'Skills for All', the new policy direction in vocational education that increases the accessibility of training for disadvantaged groups, including people with disability
- implementing a Learner Support Services pilot program for people with complex learning needs who are part of 'Skills for All', which is anticipated to provide a range of support services to over 1200 people
- implementing the Disability Transition to Community Program, which provides targeted support and defined care pathways for people with disability experiencing difficulties in being discharged from hospital.

Access and Inclusion

Access and inclusion is critical to enabling people with disability full enjoyment of all human rights and fundamental freedoms. This includes physical, social, economic and cultural access, as well as access to services and information. Government departments have previously reported their progress regarding access and inclusion for people with disability under the *Promoting Independence: Disability Action Plans for South Australia* strategy.

The development and implementation by government departments of an annual Access and Inclusion Plan was recommended in the disability blueprint *Strong Voices*, and has been endorsed by the State Government. These plans will deliver improved access to services for people with disability, their carers and families, and assist departments to plan and provide better services.

The department is leading the development of Disability Access and Inclusion Plans across all government departments. This includes broad consultation with people with disability, their families and carers; the disability sector; state and local government; and other interested parties. Disability Access and Inclusion Plans align with the intent of the *United Nations Convention on the Rights of Persons with Disabilities*, which acknowledges the value of existing and potential contributions made by people with disability to the overall wellbeing and diversity of their community.

Community Care

Access and Inclusion for Aboriginal Clients

Disability SA provides a range of services to Aboriginal South Australians with disability, as well as supporting their families, carers and communities. To ensure the continuation of improved access and inclusion, a specific Aboriginal and Torres Strait Islander Team has been created in Disability SA. This team provides expert policy advice and helps drive the development of culturally appropriate services.

The Disability SA Aboriginal and Torres Strait Islander team has developed, and is due to commence implementation of, an Aboriginal Engagement Strategy. The new consumer engagement strategy will foster mechanisms for reaching as many Aboriginal consumers, their families and carers as possible.

The Aboriginal Consumer Engagement Strategy is supported by the Aboriginal Disability Advisory Network for South Australia (ADANSA), which, for more than ten years, has provided an Aboriginal community voice to disability services. Revised terms of reference have been developed for the ADANSA to reflect their new role, which embraces the Aboriginal Engagement Strategy.

The APY Lands Allied Health service aims to improve the wellbeing of adult Anangu with disability, or Anangu who are aged, living in the APY Lands. The service is staffed by physiotherapists, occupational therapists and speech pathologists and addresses the individual's needs to maintain an independent lifestyle and maintain functional independence in the areas of communication, mobility, mealtimes and daily living. This may include the provision of equipment through the DCSI Equipment Program.

Next Step Community Living Program


The Next Step Community Living Program is a community living initiative developed in response to the *Strong Voices* report. The program supports adults with disability to move out of the family home, by working with the individual and their family to identify their specific requirements, locate appropriate housing, and plan for support and community inclusion. During 2012-13, program information sessions were conducted throughout the metropolitan area and visits to regional areas were undertaken during April 2013.

Since the commencement of the program in January 2013, 175 people with disability have registered their interest. The selection of the first 15 participants for the program was completed by April 2013, with planning now underway to support their move into the community. Initial selection ensured that people with disability who met the eligibility criteria represented a range of disabilities, ages, gender and living situations across the State.

The program will be evaluated during 2013-14.

Home and Community Care Program

The South Australian Home and Community Care (HACC) Program funds low-level support services for people with disability and their carers. The services support independence and community inclusion by providing personal care services, domestic assistance, delivery of meals, home maintenance and modifications, respite care, social support and transport.



Commencing from 1 July 2012, the State Government assumed HACC funding responsibility for younger people with disability under the age of 65, and Aboriginal people under 50 years of age, and their carers. The Commonwealth Government became responsible for HACC funding for people over the age of 65 and their carers, and Aboriginal people over 50 years of age.

During the transition stage, it was agreed that transition arrangements would be reviewed after the completion of the first financial year, namely after 30 June 2013, in order to assess the accuracy of the initial age percentage splits, and to reconcile the State/Commonwealth funding transfers.

HACC funded agencies have signed separate three-year funding agreements with the Commonwealth Government for aged care services and/or the State Government for services to younger people. A small percentage of agencies retained one funding agreement, targeting both older and younger people, if the funding amount for one age cohort was less than \$10 000.

Disability and Domiciliary Care Services

Disability and Domiciliary Care Services is the State Government service provider for people with disability and frail older people with reduced ability to care for themselves. The program includes the three sub-programs of Government Disability Services, Domiciliary Care Services and Equipment Services.

Government Disability Services

Government Disability Services is responsible for providing services across the State, incorporating supported accommodation, specialist services such as medical, allied health, therapy and community nursing, and services for children including the early childhood program, the school age and youth program, child and youth specialist services and dual disability focused child psychiatry services. This sub-program contributes to the achievement of SASP Targets 11 and 25 which support the *An affordable place to live, Safe communities, healthy neighbourhoods and Every chance for every child* strategic priorities of the South Australian Government.

Early Intervention Responses

Early intervention therapy services have a positive effect on client independence, with timely assessment and management of issues such as skin pressure, swallowing, nutrition and preventing falls promoting independence and wellbeing.

The Adult Specialist Services Intervention and Support Team (ASSIST) provides allied health therapy services to adult clients of Disability Services. Therapy services include individual client assessment, planning, treatment and evaluation for a wide range of functional problems that can be managed by occupational therapy, physiotherapy, speech pathology, psychology and dietetics. Referrals are accepted from Community and Accommodation Services staff, the Centre for Disability Health (CDH) and some non-government accommodation services. A revised referral process, introduced in May 2012 and operational in July 2012, has resulted in more efficient screening and prioritising of referrals.

ASSIST is trialing centre-based services relating to orthotics and splinting; dysphagia (swallowing management); obesity management, and mobility and exercise programs. These centre-based services will be initially offered at Highgate Park at Fullarton and at Gilles Plains. A student psychology centre-based service commenced in May 2013. Disability Services clients will be offered the opportunity to attend these sessions. It is estimated that up to 25 per cent of clients could attend and that 200 additional service responses per year could be provided.

The Independent Living Centre (ILC) at Gilles Plains provides an information and advisory service to clients and consumers for both South Australia and the Northern Territory, on equipment, technology and techniques to help people improve their quality of life and maintain their independence. Over 22 500 people accessed the service over the past 12 months. The Continence Resource Centre is a part of the ILC and is staffed by a registered nurse and a Health Promotion Officer to provide information and advice on continence issues.

The CDH at Modbury and Fullarton is a statewide service supporting the health care needs of people with disability, through the provision of disability specific evidence-based clinical care. The CDH medical, specialist and nursing team aim to 'stand alongside' mainstream health services and work in partnership with the client's GP to facilitate a 'shared care' approach through consultation, or implementation of treatment around complex disability-related health and behaviour issues.

CDH supports placements in disability health for nursing and medical students, registrars and GP trainees.

Disability Services Unmet Need

Disability Services, Guide Dogs Association of SA/NT and Novita Children's Services record unmet need data for eligible people with disability who are waiting for services. This information is collected as part of the assessment and service allocation process, and published monthly on the South Australian Government website www.sa.gov.au. The following is the unmet need data for Disability Services as at 30 June 2013.

| DISABILITY SERVICES | UNMET NEED AS AT 30 JUNE 2013 | | | | Total All Categories Total Services |
|---|-------------------------------|------------------------------|------------------------------|------------------------------|--|
| | Category 1 Total Services | Category 2 Total Services | Category 3 Total Services | Category 4 Total Services | |
| 1. ACCOMMODATION SUPPORT | | | | | |
| Supported Accommodation | | | | | |
| Basic | 64 | 87 | 61 | 33 | 245 |
| Moderate | 333 | 177 | 107 | 78 | 695 |
| High | 121 | 33 | 34 | 41 | 229 |
| Intensive | 21 | 2 | 2 | 1 | 26 |
| Total Supported Accommodation | 539 | 299 | 204 | 153 | 1195 |
| Total Supported Accommodation – Unique Clients | 539 | 299 | 204 | 153 | 1195 |
| Personal Support | | | | | |
| Basic | 106 | 107 | 117 | 42 | 372 |
| Moderate | 141 | 72 | 48 | 11 | 272 |
| High | 193 | 34 | 26 | 14 | 267 |
| Intensive | 32 | 4 | 3 | 2 | 41 |
| Total Personal Support | 472 | 217 | 194 | 69 | 952 |
| Total Personal Support – Unique Clients | 472 | 217 | 194 | 69 | 952 |
| Total Accommodation Support | 1011 | 516 | 398 | 222 | 2147 |
| Total Accommodation Support – Unique Clients | 948 | 499 | 381 | 216 | 1952 |
| 2. COMMUNITY SUPPORT | | | | | |
| Therapy Services | 190 | 333 | 204 | 31 | 758 |
| Behavioural Intervention | 35 | 44 | 12 | 4 | 95 |
| Counselling | 11 | 10 | 19 | 2 | 42 |
| Parents with Disability | 4 | 4 | 0 | 0 | 8 |
| Case Management | N/A | N/A | N/A | N/A | N/A |
| Total Community Support | 240 | 391 | 235 | 37 | 903 |
| Total Community Support – Unique Clients | 183 | 298 | 166 | 35 | 648 |
| 3. COMMUNITY ACCESS | | | | | |
| Learning and Life Skills Development | 16 | 26 | 19 | 24 | 85 |
| Recreation Holiday Programs | 35 | 35 | 32 | 38 | 140 |
| Day Options | 42 | 21 | 9 | 9 | 81 |
| Total Community Access | 93 | 82 | 60 | 71 | 306 |
| Total Community Access – Unique Clients | 88 | 72 | 50 | 55 | 260 |
| 4. RESPITE | | | | | |
| Own Home | 96 | 42 | 22 | 1 | 161 |
| Out of Home/After School/School Holidays | 261 | 100 | 33 | 19 | 413 |
| Total Respite | 357 | 142 | 55 | 20 | 574 |
| Total Respite – Unique Clients | 345 | 139 | 49 | 19 | 548 |
| Grand Total | 1701 | 1131 | 748 | 350 | 3930 |
| Total Unique Clients | 1384 | 908 | 583 | 295 | 2809 |

1. 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.

2. Clients with an unmet need may also have received, or currently be receiving a NDA funded service.

3. Unmet need for equipment is recorded separately by the Domiciliary Equipment Service on a disability equipment waiting list.

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 client or carer)

Category 4 – Non Urgent (Improvement in current situation)

Focus on Children and Young People

Disability Services provides services for children and young people with disability and their families in metropolitan regions, with services provided by allied health staff, including speech pathologists, social workers, physiotherapists, occupational therapists, psychologists, development educators and service coordinators. The target group for services are children and young people with significant developmental delay, intellectual disability or autism spectrum disorder.

In metropolitan Adelaide, Disability Services' Child and Youth Services directorate provides:

- early childhood services for children from birth to school entry age
- services for children from age six until they transition from school
- specialist services for children and young people with more complex needs in areas such as behaviour, eating, drinking and sleeping.

In country areas, local Disability SA teams provide services to children, young people and adults.

During 2012-13, 3471 children and young people under 18 years of age received these services.

Early childhood services are implementing the 'team around the child' approach which includes the elements of family centred practice; building on the child's strengths and interests; and using families' routines and the natural environment to facilitate the child's development. The approach is also being piloted for school age children, in partnership with the Department for Education and Child Development (DECD).

Strathmont Centre Residents

Funding for the third and final stage of the Strathmont Centre devolution was announced in the 2012-13 State Budget, providing \$21.6 million over four years. This includes a capital grant to the South Australian Housing Trust of \$13.5 million over three years for the purchase and construction of housing.

Housing and support options are being matched to people's individual needs through the 'One Person at a Time' strategy. The 'One Person at a Time' project team is using a person-centred approach to help residents plan their move from the Strathmont Centre to community living. The team is consulting with each resident individually, along with his or her family/advocate and staff who know the resident well, to identify what would constitute 'a good life'. This information is then compiled into an individual plan for the resident.

The Centre for Disability Health (CDH) and the Community Nursing Service will support the transition of each person's medical care to mainstream services, in particular local community GPs. During this process the CDH and the Community Nursing Service will be promoted as services that can provide advice and consultation around supporting the health needs of people with disability.

'One Person at a Time' takes time to identify and focus on the needs and aspirations of each person. This will ensure that the tailored accommodation and support services provided will lead to a better life for the individual concerned.

The 'One Person at a Time' planning for each of the remaining residents has commenced. Once completed, these lifestyle plans will inform the process of acquiring land and housing. The plans also outline appropriate services and arrangements to support each person when they move from the Strathmont Centre.

Positive Behaviour Support Framework

Launched on 7 May 2013, the *Positive Behaviour Support Framework* describes a multi-dimensional, prevention-based approach to positive behaviour support for clients of Disability Services' accommodation services. This is intended to assist in the development and maintenance of environments that promote and maintain positive behaviours, and minimise behaviours of concern and restrictive practices within the context of person-centred service provision.

Consent and Restrictive Practices

On 16 July 2012, Disability Services launched the suite of *Consent and Restrictive Practices*. Developed with the assistance of the Office of the Public Advocate (OPA) and aligned with the OPA's policy on consent and restrictive practices, each guideline provides a clear and consistent approach to a number of issues, such as lifestyle choices, medical and health treatments, and restrictive practices such as chemical, physical or mechanical restraints.

Domiciliary Care Services

Domiciliary Care works to increase people's ability to care for themselves, supporting people to live independently at home.

Aged care services are available to people living in metropolitan Adelaide and include physical therapy, rehabilitation, dementia, palliative, reablement, case management and personal care services, as well as respite and support for carers.

Client Restorative Program

In July 2012, Domiciliary Care implemented a Restorative Program which aims to help older people restore their independence and continue living at home and in their community. The program helps people improve their mobility and return to usual daily activities following a recent decline in their function, for example, after a fall or illness.

In the past 12 months, the Restorative Program provided 142 older people with access to services including personal care, allied health assessment and therapy, basic home modifications, and equipment.



Outcomes from the Restorative Program demonstrate positive benefits, with an interim evaluation of the program in December 2012 reporting that:

- 85 per cent of clients did not require ongoing Home and Community Care Program services on discharge from the program
- a high level of clients achieved their desired goals, regaining their independence.

Quality of Life Outcomes Survey

Domiciliary Care has tested an outcomes measurement approach and tools through the HOME Project (Having Outcomes Measured Effectively), to develop a way to reliably and systematically measure the impact or benefit of their services for older people and carers. The project used and adapted Quality of Life tools developed by the Personal Social Services Research Unit in the United Kingdom.

Overall, positive improvement in the eight quality of life domains examined was shown over a three month period, with 90 per cent of client participants indicating that Domiciliary Care help had improved their quality of life. Findings from the project, which was funded by the Commonwealth Government under the Home and Community Care Innovation Funding Program, will inform service planning and improvement.

National Standards of Practice

During 2012-13, a project has been undertaken to align Domiciliary Care work practices with the National Standards of Practice for Case Management, to ensure a consistent approach to assessment, planning and coordination of services. Improved awareness, understanding and consistency in case management practices, will ensure Domiciliary Care remains client-centred, delivering high quality services and care.

During 2012-13, the case management standards and principles were linked to existing policies, procedures and guidelines. A training package is being implemented with staff.

A self assessment framework will enable staff to review their practice in case assessment, planning, monitoring and the evaluation of client outcomes. This will be incorporated into staff development and clinical supervision processes.

Falls Prevention Strategies

Falls are the leading cause of injury-related hospitalisation for older people and can precipitate a decline in functioning which results in the person being unable to stay in their own home. Domiciliary Care has undertaken substantial work to both help prevent falls from occurring and ensure appropriate responses when they do.

Domiciliary Care has aligned its practice with the national falls prevention guidelines. This project involved developing a revised falls management pathway for new and existing clients, thus establishing a standardised falls risk screening tool to be used when people enter Domiciliary Care services. The service approach includes a thorough response to a client fall, with a referral to physiotherapy triggered with each reported fall, to ensure immediate follow-up.

A quick reference guide, the Multi-Disciplinary Falls Risk Factors and Referral Matrix, has been developed to help staff identify common falls risk factors and the appropriate actions.

Clinical Governance Strategy

Domiciliary Care commenced implementation of its Clinical Governance Strategy in 2011, to establish a system for sharing responsibility and accountability for client care, minimising risks and continuously improving and monitoring service quality.

The quality and safety of services in Domiciliary Care is monitored through many processes, including client complaints, commendations and feedback, as well as key performance indicators, such as the timeliness of service delivery and the number of accepted referrals. Clinical governance specifically considers safety issues by analysing incidents quarterly and recommending system changes to assure the safety and quality of services for clients and staff.

Compliance with National Community Care Common Standards and Quality Improvement Council Health and Community Services Standards is essential for Domiciliary Care as an aged care provider. In June 2013, Domiciliary Care was examined via an independent accreditation review which confirmed that existing client service and governance systems support the delivery of quality and safe services to clients and carers.

Equipment Services

The DCSI statewide equipment program services the equipment and home modification needs of clients of Disability SA, Disability and Domiciliary Care Services, Novita Children's Services and Minda Inc. Assessment and prescription is undertaken within the specialist areas of Disability Services, Domiciliary Care and Novita Children's Services. Domiciliary Equipment Service (DES) manages the supply and maintenance of all equipment and home modifications for the equipment program.

DCSI Equipment Program

During 2012-13, a comprehensive range of stock items met 91 per cent of client equipment needs. Of 24 568 equipment items supplied to clients, 18 261 (74 per cent) were re-issued items. The estimated value of these refurbished items was \$9.2 million, providing a net benefit of \$7.7 million to the program.

The equipment program has provided record levels of equipment and home modifications. Growth in services provided to adults and older people has been slightly offset by less demand for children's services. As at 30 June 2013, 2637 services were supplied to children, compared with 2640 in 2011-12. For adults, 9396 services were supplied, compared with 8875 in 2011-12. For older people and those using palliative care services, 27 038 services were supplied, compared with 25 028 in 2011-12.

The number of repairs completed remained steady (8229 in 2012-13 compared to 8170 in 2011-12), despite more equipment in use in the community. It is anticipated that overall repairs should remain stable or even reduce in future, due to the impact of better quality equipment and increased proactive maintenance. From 1 July 2012 to 30 June 2013, the average equipment supply time, once a prescription was received by DES, were 4.3 days for stock items and 61 days for customised items, with customised wheelchairs, the most complex items, averaging 137 days.

Equipment Consumer Satisfaction Survey

The results from an independent consumer satisfaction survey conducted during 2012 reveal significant improvements for children and their families across all domains surveyed. Despite the very significant improvements between surveys undertaken in 2010 and 2012, priority areas for improvement remain clinical review and maintenance of equipment, along with improving communication throughout the provision process.

Equipment Prescribers Training Program

A comprehensive training program has been established for the more than 900 clinicians who prescribe equipment or home modifications. As at 30 June 2013, 969 attendees had registered for sessions such as introduction to manual and powered wheelchair prescription, complex seating, pressure management in bed and chairs, managing bariatric clients, communication and access technology and home modifications.

Communities and Partners



The department builds and maintains solid relationships with the non-government community services sector and other key partners across government, and supports strong South Australian families and communities. Services provided through this program include provision of concessions, secure youth training facilities, community youth justice programs and assisting young people to transition from adolescence to adulthood. High level strategy and policy advice is provided across government in the areas of social inclusion, volunteering, carers and issues affecting people in the northern and southern suburbs.

This program includes the following sub-programs:

- Community Connect
- Community Support Services
- Youth Justice
- Youth Services
- Volunteer Services
- Office for the Northern Suburbs (Northern Connections)
- Office for the Southern Suburbs.

The outcomes achieved in this program contribute to the achievement of SASP Targets 16, 23 and 24. Target 16 is directly linked to the *An affordable place to live* strategic priority of the South Australian Government which aims to ensure that people have access to affordable housing while Targets 23 and 24 are directly linked to the *Creating a vibrant city* and *Safe communities, healthy neighbourhoods* strategic priorities which seek to reduce disadvantage; increase economic and social participation; and give people a greater voice in decision making, combined with greater responsibility.

Community Connect

Community Connect coordinates and promotes initiatives that improve the service delivery of non-government community organisations funded by the department. It undertakes planning and management of grant programs to community organisations that provide services to help families and improve the quality of life of the community.

These programs include Community Benefit SA, the Family and Community Development Program, the Aboriginal Youth Development Program and Aboriginal Youth Action Committees. Community Connect provides quality and continuous improvement guidance and training to organisations through the Australian Service Excellence Standards.

Family and Community Development Program

The Family and Community Development Program, legislated under the *Family and Community Services Act 1972*, was established to support, promote or extend any service, project or facility that will advance the welfare of children, youth or any other section of the community. During 2012-13, the program allocated funding of approximately \$9.4 million to non-government organisations and local government to provide a range of community based services, including parenting classes, financial and family counselling, youth support, community engagement projects, home visiting services, and mobile crèches. A total of 62 agencies are currently funded through 103 service agreements, with all agencies achieving the outcomes described in their service agreements.

In late 2013, the procurement process for the program will be finalised and funding will be allocated to non-government organisations ready to begin services in 2014.

Community Benefit SA

Community Benefit SA is a statewide program that provides funds to community organisations for one-off projects that support and assist disadvantaged South Australians. Established under Section 72A of the *Gaming Machines Act 1992*, the program aims to improve the community participation, life management skills, wellbeing and quality of life of disadvantaged individuals, families and communities.

During 2012-13, \$3.8 million in funding was available for allocation through Community Benefit SA, with funds made available from the *Gaming Machines Act 1992*. As at 30 June 2013, a total of \$2.6 million had been distributed to 165 projects.

Aboriginal Youth Development Program

The Aboriginal Youth Development Program (AYDP) was developed to address the issues related to disadvantage and disengagement with young Aboriginal people living in rural and remote South Australia. The program provides funding and employs community based youth workers to promote positive engagement for young Aboriginal people in recreational, cultural and life skill development activities.

The AYDP youth workers are provided with a career pathway opportunity and undertake studies to achieve a Certificate IV in Youth Work or a Diploma in Youth. Relationships Australia (SA) is funded to provide this accredited training, which enhances the youth worker's community development and youth work skills, and confidence in delivering programs within their communities. The qualifications take two years of study to complete.

In May 2013, the department supported an initiative by the youth workers to establish a statewide Aboriginal Youth Worker Leadership Council. It is proposed that this Leadership Council will be developed to become the voice of Aboriginal youth across South Australia.

Aboriginal Youth Action Committees

Aboriginal Youth Action Committees (AYACs) provide young people with an opportunity to develop their leadership skills. AYACs have contributed to the development of many young Aboriginal leaders who are now working in leadership roles within their communities, in government or other sectors. During 2012-13, funding for AYACs was provided to 17 rural, remote and regional Aboriginal communities.

In January 2011, a cadetship program was introduced for young Aboriginal AYACs members aspiring to become youth workers, with cadets undertaking training in Certificate III in Community Work. During 2012-13, the department consolidated the cadetship and workplace assessment and training qualifications to increase the skill base for current participants.

Human Services Partnership Forum

The Human Services Partnership Forum provides the platform for the *Stronger Together* agreement between the department and the Health and Community Services Sector and the Department for Health and Ageing (SA Health). The partnership aims to address key issues facing the human services sector to improve the lives of South Australians. The major objectives of the Human Services Partnership Forum and the *Stronger Together* agreement are to:

- achieve the best possible policy and service delivery outcomes in health and community services
- address issues in a mutually respectful and proactive way
- provide a forum for collaboration and consultation between the partners on issues of mutual interest
- enhance respect and trust between the partners
- create a formalised engagement structure that sets out the processes and mechanisms for communication between the partners.

The *Stronger Together* agreement is currently under review resulting in several changes including the co-chairing of the Human Services Partnership Forum with the Minister for Communities and Social Inclusion and SACOSS. Other changes include extending the membership of the forum across broader government partners and also inclusive of other non-government organisations with representative functions for communities across South Australia.

In 2013, three working groups were established for non-government organisations and government partners to share leadership and responsibility in developing relevant policies and programs that are focused on improved measurable and tangible outcomes for South Australians.

Australian Service Excellence Standards

The department continues to provide support to community service organisations to improve organisational quality and performance through the DCSI Australian Service Excellence Standards, which incorporate a set of internationally accredited standards that help small and large community service organisations improve their business systems and services. Supporting organisations in this way provides the department with confidence in the quality of services that are provided.

During 2012-13, 220 South Australian community service organisations implemented the Australian Service Excellence Standards, which have now been acknowledged and implemented nationally and formally endorsed by the New South Wales, Victorian and Tasmanian Governments for use in their funded services. The Australian Service Excellence Standards ensure that services not only have good governance, but also sound financial management, contract and risk management systems, best practice human resource management and, above all, excellence in customer and service outcomes.

To assist in reducing the regulatory burden on non-government organisations, the Australian Service Excellence Standards are endorsed as an assessment tool for the National Disability Standards and the National Homelessness Standards. Work is continuing to achieve further endorsement to reduce the number of quality requirements for non-government organisations.

Community Support Services

Community Support Services provides various services that directly or indirectly support South Australians and their communities, including the delivery of support for South Australians on low incomes through a range of state concessions. They also provide help with the cost of public transport, personal alert systems and expenses such as spectacles and funerals. Service planning for problem gambling interventions is also provided, including gambling help services funded through the Gamblers Rehabilitation Fund.

The department has a key role in supporting independence and participation for individuals, families and communities through its lead role in embedding social inclusion practice across government. It also coordinates State disaster recovery and relief, and the registering and mobilising of volunteers for emergency recovery.

Carer Policy and Action Plan

The *Carers Recognition Act 2005* aims to improve the recognition and support for South Australian carers. The Act stipulates that a review must be undertaken into its operation and effectiveness five years after commencement.

On 28 November 2012, the *Review of the Operation and Effectiveness of the South Australian Carers Recognition Act 2005* report was tabled in the Parliament of South Australia. The review made 23 recommendations which are currently being implemented by the department through the Office for Carers.

Gambling Help Services

The Gamblers Rehabilitation Fund was established under the *Gaming Machines Act 1992*, and is administered by the department to fund organisations that provide gambling help services to people impacted by problem gambling. Gambling help services are provided across 12 State Government regions. In addition, targeted gambling help services are provided for people from culturally and linguistically diverse backgrounds, Aboriginal people and people involved with the criminal justice system.

During 2012-13, the department completed a refinement of the provision of metropolitan and country gambling help services, which included strategies to raise community awareness, reduce stigma, minimise risk and harm, and encourage people affected by problem gambling to seek help. Following extensive consultation with gambling help services and key partners to achieve better outcomes for people affected by problem gambling, an open tender process was completed in February 2013 for the provision of metropolitan and country gambling help services.

New service agreements will be executed from 1 July 2013 to 30 June 2016, with a further three-year option, and include a holistic range of interventions, from primary prevention through to tertiary intervention.

State Recovery Office

The State Recovery Office works in partnership with Commonwealth, State and local government agencies, non-government bodies and communities to ensure the State's disaster recovery plans, arrangements and capacity are ready to operate. In addition, the Office develops recovery preparedness through discussion, field exercises and periodic review, as well as contributing to national connectivity and development.

During 2012-13, the State Recovery Office undertook four Natural Disaster Resilience Grant Scheme funded projects:

- the Aboriginal Recovery Training project to enhance the preparedness and resilience of Aboriginal communities
- the Corporate Sector Partnerships project, engaging with the corporate sector to develop partnerships and arrangements
- the Engaging Culturally and Linguistically Diverse Community Organisations project, to improve the resilience of, and recovery outcomes for culturally and linguistically diverse communities
- the Rapid Impact Assessment Solutions project to investigate the options available to establish the capability to capture, distribute and disseminate impact assessment information immediately following an emergency incident, and at intervals after an event.

The State Recovery Office hosted a forum on 23 April 2013, to discuss the management of spontaneous volunteers in South Australia with key partnership agencies. Following this, on 26 June 2013, the Volunteer Emergency Recovery Information System (VERIS) was tested in Exercise Wet Boots which provided a valuable training opportunity.

On 6 December 2012, the State Recovery Office was named winner of the 2012 Resilient Australia Awards in the Nationally Significant category. The award was presented for the development of the *National guidelines for managing donated goods*. The Resilient Australia Awards align to the *National Strategy for Disaster Resilience* and recognise innovative practices and achievements across the nation, which are making our communities more resilient and better prepared to manage an emergency.

Emergency Relief Functional Service

The Emergency Relief Functional Service establishes and manages immediate relief and recovery services for affected communities. Emergency Relief and Recovery Centres are established as 'one-stop shops' to provide immediate accommodation, financial and personal relief services. The Emergency Relief Functional Service also gathers information about community needs and provides an active referral service.

Following machinery of government changes, the Emergency Relief Functional Service transferred from Families SA within DECD to Housing SA, taking effect in September 2012. Housing SA is now the lead agency for providing emergency relief services.

During 2012-13, the Emergency Management Unit in Housing SA successfully trained approximately 400 staff across all regional locations. This included training in relation to grants, assessment, the functional service liaison officer role and other key leadership roles in an emergency.

Concessions

The State Government provides a broad range of concessions with eligibility varying between concession types. Requirements can include prescribed Commonwealth and State concession cards, such as a Pensioner Concession Card and the Low Income Health Care Card, some Commonwealth income support payments and, in some cases, the Commonwealth Seniors Health Card and the State Seniors Card. There are also other ownership and residency criteria.

An **energy concession** is provided to off-set the costs of electricity and gas and is applied as a reduction on the customer's bill from their energy retailer, on behalf of the State Government. Eligible South Australians receive a concession on their total annual energy bills up to a maximum of \$165 per year. During 2012-13, approximately 205 000 eligible South Australians received an energy concession. This arrangement is administered under a service agreement between the department and energy retailers.

Water concessions are provided by the State Government to assist South Australians on low or fixed incomes with the cost of water. During 2012-13, the water concession was calculated at 25 per cent of the total annual water account, within a prescribed minimum and maximum level. From 1 July 2012, the minimum for the water concession for eligible home owner occupiers was increased to \$155, with a maximum of \$265 per year. The minimum for eligible tenants was increased to \$90, with a maximum of \$200 per year.

During 2012-13, approximately 149 000 home owners and 32 000 tenants received water concessions.

Land-based remissions are provided by the State Government to help South Australians on low or fixed incomes with the cost of household and other expenses, such as sewerage rates, council rates and the Emergency Services Levy (Fixed Property). During 2012-13, approximately:

- 145 000 home owners received sewerage remissions
- 172 000 home owners received council rate remissions
- 160 000 home owners received an Emergency Services Levy (Fixed Property) remission
- 1345 residents received a Residential Parks Scheme concession.

The **Medical Heating and Cooling Concession** is available to South Australians who are on a low income or pension, and have a qualifying medical condition that has been clinically assessed as requiring the use of heating or cooling in the home to prevent the exacerbation of the condition. The concession of \$165 per year is provided to eligible applicants, on top of the current energy concession, to help with the higher costs of energy. A total of 1205 applications were received during 2012-13, with 968 applicants approved.

The concession is also available to eligible parents or guardians of a child who has a qualifying medical condition. Where eligible, more than one person per household may receive the concession.

Self-funded retirees who are eligible for a Seniors Card or Commonwealth Seniors Health Care Card issued by Centrelink are provided with certain concessions by the South Australian Government. During 2012-13, Seniors Card holders were eligible for a remission of up to \$100 per annum on council rates, and a \$46 per annum remission on the Emergency Services Levy (Fixed Property).

From 1 July 2012, the energy concession increased by approximately five per cent to a maximum of \$165 per year. Eligible Commonwealth Seniors Health Care Card holders receive a concession on their total annual energy bills up to a maximum amount of \$165 per year.

Seniors Card holders are also entitled to free travel on Adelaide metropolitan public transport services on weekdays from 9.01am to 3pm, all weekend, and on public holidays. At all other times, and on regional public transport, they receive a concession of approximately 50 per cent of the value of a standard bus, train or tram ticket.

Support is also provided through the **Emergency Electricity Payment Scheme** which provides a one-off payment of up to \$400 to eligible South Australians. During 2012-13, the scheme received 1084 applications, resulting in 849 payments being granted.

The **Personal Alert Systems Rebate Scheme** supports frail older South Australians who live alone and are at risk of falls or medical emergencies to obtain a personal alert system that enables them to call for help in an emergency. The scheme provides a rebate of up to \$380 to approved applicants aged 75 years or older for the purchase and installation of an approved personal alert system, and up to \$250 per year to help pay for monitoring services. During 2012-13, 6376 applications were received with 5268 applicants approved for a rebate. Since the commencement of the scheme in April 2011, approximately 40 per cent of approved applicants selected monitored systems, with the remaining 60 per cent selecting unmonitored systems.

The **Funeral Assistance Program** supports eligible applicants by providing a basic, dignified funeral. Two types of assistance are provided. Full contract assistance which covers the cost of a basic funeral where a private funeral director has not already been contracted. After-the-event payment of up to \$625, paid directly to the funeral director, to assist with the cost where a private funeral director has already been contracted.

During 2012-13, assistance was provided for 269 funerals, comprising 261 full contract funerals and eight after-the-event grants.

The current contract for funeral services with Fulham Funerals also provides for the funeral director to transport eligible deceased Aboriginal South Australians, who have died in hospital in Alice Springs, back to South Australia for their funeral. Four such funerals occurred during 2012-13.

The **South Australian Spectacles Scheme** provides financial support (to a maximum of once every two years) for eligible applicants towards the cost of either a pair of long distance glasses and a pair of reading glasses or a pair of bifocal glasses or, with some eye conditions, contact lenses. If an optometrist certifies that the applicant's vision has changed significantly within the two year period, they may be eligible for additional lenses.

During 2012-13, 28 919 customers accessed the scheme, with approximately 70 310 items provided, such as lenses and frames, and approximately 280 claims for contact lenses.

Youth Justice

Youth Justice ensures that children and young people who have offended are at a reduced risk of re-offending, facilitates the restitution to victims and communities as appropriate and provides secure youth training facilities for young people who are detained.

New Youth Training Centre

In September 2012, the new youth training centre at Goldsborough Road, Cavan, was officially opened. The new centre is a purpose-built secure facility, which safely and securely accommodates up to 60 young people within an open-campus style environment. The facility was designed to promote the learning and development of young offenders and contains an education complex fully equipped with classrooms, trade and arts areas.

The new training centre forms part of the Adelaide Youth Training Centre complex, which brings together the new Goldsborough Road campus and the existing Jonal Drive facility under a 'one centre – two campus' model. The new facility, which replaces the former Magill Training Centre, accommodates young men aged 15 years and above and also contains a unit for young women.

The design of the new centre is based on the most up-to-date security infrastructure and reflects contemporary national and international Juvenile Justice conventions and standards. The state-of-the-art security systems within the training centre's design are augmented by a new behaviour support approach. All security and behaviour management initiatives aim to be unobtrusive, with a focus on guiding and proactively managing the centre's residents.

The establishment of the Adelaide Youth Training Centre, which can accommodate a total of 96 residents, provides an opportunity to maximise rehabilitation and reintegration outcomes for children and young people in custody.

Service Model for Community Based Services

During 2012-13, a new statewide community based service model was implemented to enable the delivery of a consistent level of supervision and support to young people on community based orders. A community based order refers to any order served in a community setting which may include a home detention order (bail or sentenced), conditional release (early release from detention), suspended detention order with supervision, a blended supervision (part detention and part obligation) order, an obligation order, a community service order or a bail order.

The new model delivers services through three service groups, one located in metropolitan Adelaide and two in country regions. Aspects of the model include outreach services to locations where small numbers of young people are located.

Departmental officers, including those located in remote areas, now receive supervision and support from a designated team leader and a senior case practitioner. This has significantly improved the quality and standard of supervision statewide.

A special team was established to specifically case-manage serious offending youth detained in the Adelaide Youth Training Centre when they are making the transition back into the community. Psychological services were also aligned with the new service model, and now deliver clinical assessments and assist case planning and behaviour management, as well as delivering therapeutic programs to serious offenders.

Youth Services

The Office for Youth supports programs and services for young people between the ages of 12 and 25 and supports the youth sector to achieve positive outcomes for young people. This is achieved through the:

- development of resources to inform service delivery
- provision of opportunities through grants, programs and strategic initiatives
- provision of sound policy and support to the youth sector.

Youth Development Resource

The Office for Youth has undertaken a project to identify best practice principles in youth development. This work highlighted that the traditional approach taken to youth programs is based on a deficit approach, with the perception being that young people have issues or problems that need to be fixed.

In contrast, in recent years a 'positive approach' to youth development has emerged, which focuses on the strengths of young people. This approach recognises that young people are active and engaged participants in our communities, and that society values them for who they are.

It also acknowledges that all young people can benefit from participation in programs that develop skills and foster positive engagement and behaviour.

In response, the Office for Youth has developed a youth development resource based on best practice principles to support these directions. The resource provides guidelines and examples to assist organisations in their programs.

In late 2012-13, a draft version of the resource was released for internal consultation. The resource will be updated by the Office for Youth following feedback received from the internal consultation, prior to an external consultation process being undertaken in 2013-14.



Youth Network Grants

The Youth Network Grants program increases the capacity of the youth sector to deliver high quality, effective and coordinated services for young people. During 2012-13, 17 networks were funded for a total of \$66 310 to support 29 activities. These activities supported the youth sector to collaborate and share information, develop information resources and undertake training.

Youth Programs

During 2012-13, over 2000 young people actively contributed to decision-making processes through programs delivered and supported by the Office for Youth, which included:

- Youth Advisory Committees
- National Youth Week
- Minister's Youth Council
- Youth Parliament.

In addition the Office for Youth supported over 2146 young people participating in two youth development programs during the 2012-13 financial year. These programs were the active8 Premier's Youth Challenge and the Duke of Edinburgh's Award.

Volunteer Services



The Office for Volunteers provides services to support the continued implementation of the *Advancing the Community Together* partnership, aiming to build strong communities and increase volunteer rates in accordance with *South Australia's Strategic Plan*. The Office for Volunteers provides innovative policy and strategic advice that improves the State Government's capacity to identify, prioritise and respond appropriately to the needs of the volunteer community in South Australia, and maintains programs that support and promote volunteering.

Volunteer Recognition Activities

The Office for Volunteers has implemented a number of initiatives to recognise and promote volunteering. These initiatives are designed to be inclusive of all South Australians.

Volunteers are recognised on South Australia's annual Volunteers Day, held on the Queen's Birthday public holiday in June. On 10 June 2013, the government hosted a free 'thank you' concert for approximately 1400 volunteers at the Festival Centre. The event featured performances direct from the 2013 Adelaide Cabaret Festival program and the presentation of the prestigious South Australian Volunteer Awards by His Excellency the Governor of South Australia.

The Youth Volunteer Scholarship Awards recognise and encourage young volunteers from across South Australia. These scholarships provide \$3000 to young volunteers to help them to pursue their study choice with a university, TAFE SA or vocational college. In 2012, a total of 79 applications were received, with 20 young people awarded scholarships. Of these, ten recipients were from metropolitan Adelaide and ten from country areas. The Youth Volunteer Scholarship Awards opened again for applications in June 2013.

Volunteer Recognition Certificate Program

During 2012-13, the Volunteer Certificate Recognition Program was redesigned to promote and recognise the contribution of volunteers. This resulted in volunteers being awarded 283 Premier's Certificates of Recognition for Outstanding Volunteer Service and the distribution of more than 5000 South Australian Volunteer Certificates of Appreciation.

The Premier's Certificate of Recognition for Outstanding Volunteer Service is awarded through a formal application process to a select number of volunteers, recognising and rewarding excellence and significant achievements. The South Australian Volunteer Certificate of Appreciation is available to community organisations on request. These certificates provide organisations with a tangible way to acknowledge the valuable efforts of their volunteers. Many hold special functions to present certificates and honour their volunteers.

Ministerial Advisory Group on Volunteering

The Ministerial Advisory Group on Volunteering acts as an interface between the volunteer sector and the government, and supports the implementation of the *Advancing the Community Together* partnership. The Advisory Group assists the government to:

- engage volunteers through new and different avenues
- recognise, support and value volunteers
- identify and respond to issues that impact on volunteerism
- address protection, risk management and skills development issues for volunteers.

The Advisory Group consists of 15 members who have a broad range of skills and represent a range of industries from the corporate and community sectors. The current chair is Ms Zoe Bettison MP, State Member for Ramsay.

State Volunteer Congress

The State Volunteer Congress is an important forum for identifying key themes relevant to the ongoing development of volunteering in South Australia. Since it was established in 2002, the event has explored themes ranging from youth engagement to marketing and social media.

The 2012 Congress, held at the Adelaide Festival Centre on 5 December 2012, was strongly supported by the target audience with nearly 400 people registering to attend. Produced in partnership with Volunteering SA&NT and themed *'Head, Heart & Soul'*, the program brought together a range of speakers who covered key aspects in successfully operating and doing business within the not-for-profit community.

Volunteer Training Grants

The State Government provides free or subsidised training to increase the skills and broaden the experience of volunteers, and assist in the development and management of community organisations. Through the Free Volunteer Training Grants program, grants of up to \$10 000 are provided to volunteer resource centres, training providers, councils and not-for-profit incorporated community organisations.

In the previous 12 months, 108 applications were received for funding through the Free Volunteer Training Grants program. A total of 24 organisations from across the State were provided with funding to deliver training on topics ranging from governance to cultural awareness.

These organisations delivered free training across South Australia. Seventeen delivered training in metropolitan areas. Fifteen delivered training in a variety of country areas, including the Adelaide Hills, Barossa, Light and Lower-North, Eyre and Western, Far-North, Fleurieu and Kangaroo Island, Murray and Mallee, Limestone Coast; and Yorke and Mid-North.

Office for the Northern Suburbs

The role of the Office for the Northern Suburbs, referred to as Northern Connections, is to engage with local, Commonwealth and State Government agencies, the community, non-government organisations and the private sector to improve the economic and social prosperity of the northern Adelaide region. The office achieves this by developing connections, partnerships and collaborations that focus resources and effort on agreed priority areas.

Northern Adelaide Regional Collaboration

Northern Connections has continued to lead, facilitate and support various aspects of the Northern Adelaide Regional Collaboration's work in the following priority areas:

- business and economic development, including the creation of jobs
- education, skills and workforce development
- planning, infrastructure and land use.

The Collaboration's partners include five local councils (Playford, Salisbury, Gawler, Light and Mallala), relevant Commonwealth and State Government departments, universities, the community and business sectors. Key achievements of the Collaboration in 2012-13 include:

- Supporting the National Freight Council's \$16.3 million project proposal to develop the 'Penfield Intermodal Export Freight Precinct' with \$7 million sought from the Regional Development Australia Fund.
- Securing funding from a range of partners for a position to assist implementation of the State's Manufacturing Works Strategy in northern Adelaide.
- Advancing a regional approach to the support of small business (led by the City of Salisbury).
- Establishing a Northern Adelaide Career Advisors Network (led by Northern Futures Inc).
- Contributing to the development of the Strong Start Program, providing a targeted service response for birthing women with complex needs (led by DECD).
- Establishing the Australian Indigenous Mentoring Experience (AIME) in eight northern Adelaide high schools (led by the University of South Australia).
- Supporting the establishment of the Children's University in northern Adelaide (led by the University of Adelaide).
- Supporting a South Australian consortium to secure \$9.2 million funding from the Higher Education Participation and Partnerships Program (HEPP) to enable the extension of COMPASS and other regional programs.
- Developing a project brief for the creation of a Regional Infrastructure Plan.
- Completing the draft Virginia and Northern Adelaide Horticulture Plains *A Framework for Future Action*.
- Supporting the development and delivery of Positive Education in northern Adelaide, including the training of over 30 teachers across six schools.
- Completing a trial of the Common Approach to Assessment, Referral and Support (CAARS) tools in conjunction with the Australian Research Alliance for Children and Youth (ARACY).
- Leading a taskforce created in response to the announcement by GM Holden in April 2013 that it is reducing its workforce by 400 employees. The taskforce aims to ensure an effective, coordinated response making the best use of available resources across local, Commonwealth and State Government agencies, the company, unions and others to support affected workers and their families.

Building Australia's Future Workforce

Northern Connections contributes to a range of other initiatives which improve the social and economic prosperity of the region, including the Commonwealth Government's *Building Australia's Future Workforce*.

The City of Playford is one of the ten sites from across Australia selected to trial a number of place-based measures, including supporting young parents and jobless families to gain skills that lead to employment, and the implementation of income management. Northern Connections has taken a lead role in chairing a Playford Government Reference Group for the trial, and participating both formally and informally in a variety of advisory capacities.

Closing the Gap, Urban and Regional Strategy

The office has played an important role in supporting the COAG *Closing the Gap, Urban and Regional Strategy* in northern Adelaide. The strategy aims to close the gap around a number of target areas including life expectancy, education (in the early years and through schooling), health and employment.

During 2012-13, Northern Connections assumed day-to-day management of project staff and chaired the Northern Adelaide Solutions Group. This group is made up of community members and representatives from the three tiers of government, and is responsible for identifying barriers and possible solutions to 'close the gap'. The office also worked in partnership with The Australian Centre for Social Innovation (TACSI) to complete a project focusing on enabling change with Aboriginal families and services.

Office for the Southern Suburbs

The role of the Office for the Southern Suburbs is to assist in the realisation of the government's policy commitments to improve economic development, and social and environmental outcomes for the southern suburbs.

Southern Suburbs Coordination Group

The Southern Suburbs Coordination Group provides advice and shares information regarding economic development, investment, employment, education, strategic land use and growth in southern Adelaide. The group also plays a significant role in assisting members to develop relationships with other agencies, thus improving cross-agency collaboration. This is critical to improving understanding, information sharing and consensus between State and local government agencies.

The Office for the Southern Suburbs provides executive support for the group, which includes representatives from government agencies; the Chief Executives of the Cities of Marion, Onkaparinga, Mitcham and Holdfast Bay; the Vice-Chancellor of Flinders University; and the Chair of the Southern Adelaide Economic Development Board. The Group is chaired by the Hon Tony Piccolo MP, as the Minister for Communities and Social Inclusion.

Key issues discussed by the Southern Suburbs Coordination Group during 2012-13 included:

- the redevelopment of Tonsley Park
- the Port Stanvac site
- attraction of skilled migrants
- population policy
- Sustainable Industries Education Centre
- State Government support for small business
- NAPLAN results for southern Adelaide
- workforce education attainment trends in southern Adelaide.

The Southern Suburbs Coordination Group also monitors a range of economic and social indicators for southern Adelaide, through the Southern Adelaide Performance Indicators Report, prepared by the Office for the Southern Suburbs.

30-Year Plan for Greater Adelaide

The *30-Year Plan for Greater Adelaide* projects a major increase in the population of southern Adelaide and, consequently, the need for a significant number of new dwellings and jobs. As southern Adelaide has limited greenfields land available for development, there will be a heavy reliance on urban infill and land re-use to accommodate the projected population and economic growth.

Initiatives outlined in the 30-Year Plan include:

- the construction of the Adelaide desalination plant – completed in December 2012
- providing for non-stop travel along the north-south corridor – the duplication of the Southern Expressway is now under construction
- the extension of the rail line from Noarlunga to Seaford – this work, together with the electrification and modernisation of the rail system, is well advanced
- the protection of primary production in the Willunga Basin – this has been achieved through the introduction of the *Character Preservation (McLaren Vale) Act 2012*.

The 61 hectare Tonsley Park Redevelopment site is also critical in addressing the impact of the projected population growth. In the past 12 months, significant progress has been made with the commencement of the construction of the Sustainable Industries Education Centre, which will become a training hub for the building and construction trades. The Flinders University has also committed \$120 million for a building on the site, to accommodate the new Flinders School of Computer Science; Engineering and Mathematics; New Venture Institute; Medical Device Research Institute; Flinders Partners; Southern Knowledge Transfer Partnership; and Centre for Nanoscale Science and Technology.

The redevelopment of the Port Stanvac site is another critical issue for southern Adelaide. Exxon-Mobil has commenced site clearance and contamination assessment in preparation for site remediation and the eventual sale of the land.

The Office for the Southern Suburbs supports and assists agencies with these initiatives and supports opportunities for local jobs and local business in major infrastructure projects.

Job Creation and Business Investment

The Office for the Southern Suburbs facilitates the development of conditions in the region that support job creation and business investment. This includes collaboration on economic development planning in the region. Major infrastructure projects, such as the extension of the rail line to Seaford and the duplication of the Southern Expressway, offer potential jobs for local residents and opportunities for businesses.

The Office also monitors educational attainment trends in southern Adelaide and supports initiatives that underpin the quality of education and skills development in the region.

Economic Development Strategic Plans

The Office for the Southern Suburbs contributes to jobs creation by collaborating with local government on the development and implementation of economic development plans for southern Adelaide. These are directly linked to the State Government's strategic priorities *Growing advanced manufacturing* and *Premium food and wine from our clean environment*.

During 2012-13, the Office for the Southern Suburbs prepared an Investment Attraction Framework which was provided to local councils for consideration. The framework aims to establish the conditions and profile in southern Adelaide that are needed to attract investment. The office also provided advice and support on industrial/commercial land and workforce development to local government and State Government agencies.

Status of Women

The Office for Women's role is the pursuit of the full and equal participation of women in the social and economic life of the State, by providing innovative and balanced public policy advice to government.

It also provides high quality statewide information and referral services through the Women's Information Service, and provides executive support to the Premier's Council for Women.

The achievements of the Office for Women during the past 12 months have contributed to the achievement of SASP Targets 18, 30 and 31 which support the South Australian Government strategic priorities *Creating a vibrant city* and *Safe communities, healthy neighbourhoods*.

Women in Leadership

The Office for Women advances the achievement of SASP Target 30 (Boards and committees) and Target 31 (Chairs of boards and committees) through the management of the Premier's Women's Directory, an online resource for recruiting women to boards and committees.



All State Government agencies are encouraged to use the Directory to fill vacancies on boards and committees, and it is also promoted to not-for-profit boards, which are recognised as a stepping stone to serving on State Government boards and committees.

At 30 June 2013, the Premier's Women's Directory held over 850 CVs of women wishing to serve on boards and committees. The Directory, which is continually updated, is accessed by password with approximately 450 issued to date.

To increase the diversity of women represented on the Directory, the Office for Women has targeted the recruitment of women from diverse backgrounds, including Aboriginal women, women from culturally and linguistically diverse backgrounds, women with disability and women working in non-traditional areas of employment. The Office for Women has also established a LinkedIn group for members of the Premier's Women's Directory. At 30 June 2013 this group had over 270 members.

In 2013-14, the Premier's Women's Directory will become a completely online system, allowing women to update and amend their own profiles.

In February 2013, the Premier announced that the State Government will offer 25 women full scholarships to attend board training delivered by the Australian Institute of Company Directors. These scholarships will be made available to applicants from across the State, including women from regional areas, Aboriginal women, and women from culturally and linguistically diverse backgrounds.

Family Safety Framework

An initiative of the State Government's Women's Safety Strategy, the Family Safety Framework aims to ensure that services to families most at risk of violence are provided in a more structured and systematic way. This is to be achieved by agencies sharing information and taking responsibility for supporting families to navigate the service system.

As part of the Framework, Family Safety Meetings are held at the local level, focusing on individual high-risk cases. As at 30 June 2013, 16 Family Safety Meetings are being held in regions throughout South Australia on an ongoing basis, including:

- six locations across the metropolitan area – Holden Hill, Noarlunga, Elizabeth, Port Adelaide, Sturt and eastern Adelaide
- ten country and outer metropolitan regions – Gawler/Barossa, Port Augusta, Port Pirie, Limestone Coast, Murray Bridge, Berri, Port Lincoln, Coober Pedy, Adelaide Hills and the APY Lands.

The Family Safety Framework has also been implemented in Alice Springs, commencing in July 2012. The Office for Women provided support and training to the Northern Territory Department of Justice and a range of agencies involved as part of the implementation.

This collaborative work supports the *National Plan to Reduce Violence against Women and their Children 2010-2022*, which sets out a key objective of improving cross-jurisdiction mechanisms to protect women and children. In working with the Northern Territory Government, we are fostering partnerships and ensuring consistency in service provision across jurisdictions.

The implementation of the Family Safety Framework also commenced in Ceduna during April 2013.

State Aboriginal Women's Gathering

The Office for Women convenes the annual State Aboriginal Women's Gathering to ensure the voices of Aboriginal women in South Australia are included in decision-making across government. The 2012 State Aboriginal Women's Gathering from 23 to 25 October 2012, was attended by 70 women from across the community. The theme of the Gathering, 'Celebrating Past Achievements and Preparing for Future Challenges', provided an opportunity for delegates to acknowledge Aboriginal women within South Australia, and to celebrate and learn from their past achievements.

During the Gathering, women from the Aboriginal community shared their stories, including positive experiences and how they overcame challenges. Other topics addressed during the Gathering included the:

- Constitutional recognition of Aboriginal people in South Australia
- involvement of more women, and in particular more Aboriginal women, in local government
- National Aboriginal and Torres Strait Islander Women's Alliance.

Women at Work Strategy

The Office for Women is working with the Department of Further Education, Employment, Science and Technology (DFEEST) and DECD to implement the State Government's Women at Work Strategy. This strategy reflects the government's commitment to encourage women to access training in high-demand, high growth, non-traditional industries, such as mining, defence and construction. A working group of agency members continued to meet during 2012-13 to progress this initiative.

During 2012-13, the Office for Women was also represented on the Executive Reference Group and Officials Working Group of the Science Technology, Engineering and Mathematics (STEM) Skills Strategy, to ensure that the strategy includes a focus on gender issues and women's participation. As part of the STEM Strategy, DFEEST has developed a STEM portal (an interactive website) to increase the number of people undertaking science, technology, engineering and maths studies and employment. The site will become live during July 2013 and will be formally launched in October 2013.

The Office for Women has worked extensively with DFEEST to ensure that there is a focus on women throughout the portal, and has developed a web page specifically for women. 'Women in STEM' focuses on how to attract and retain women in STEM employment and includes information on mentoring and support networks for women, access to programs for young women and addressing stereotypes, including the myth that women are not interested in STEM.

In collaboration with the Department for Manufacturing, Innovation, Trade, Resources and Energy (DMITRE), the Office for Women developed an award to recognise an organisation that has championed women in leadership within their organisation. On 30 April 2013, the Excellence in Leadership - Women in Resources Award was jointly awarded to OZ Minerals and Beach Energy for their cross-industry initiative which encourages diversity through their 'Leading My Career Program'.

The Office for Women and Premier's Council for Women have also developed a guide to best practice in attracting, retaining and promoting women in executive levels of industry. *Words into Action: A practical guide to achieve gender equity in your workplace and improve your company's performance* was publicly released on 17 May 2013, and is available from the Premier's Council for Women website at www.officeforwomen.sa.gov.au/premiers-council-for-women.

Women's Information Service

The aim of the Women's Information Service is to increase the ability of South Australian women to access information which promotes choice and empowerment. Information on a diverse range of issues can be accessed via the Women's Information Service including:

- domestic/family violence, sexual assault and safety
- health and wellbeing
- accommodation and housing issues
- education, training and career paths
- family life and relationships
- financial security and independence
- women's groups and events.

Information is provided via the internet, over the telephone or in person at the Women's Information Service shop-front. A toll-free number is also available for women in regional and remote areas.

The Office for Women has continued to reorient the Women's Information Service to become a gateway which empowers women to engage with the new world of knowledge development and emerging technologies, and connect women to a larger number of services and organisations to meet their needs.

The Office for Women has continued its digital engagement through its Facebook page and Twitter accounts. The Women's Information Service Facebook page is used not only to provide information about its services, including the phone-line, Family Court Support and Ombudsman's Outreach, but also to promote events, courses and information from a range of government and non-government agencies.

The Women's Information Service received 82 652 contacts during 2012-13, well beyond its projected target.

Multicultural SA

Multicultural SA works with South Australia's ethnic communities to promote community harmony and improve services available to people of culturally and linguistically diverse backgrounds.

It also provides advice to the State Government on cultural, linguistic and religious diversity matters and conducts community consultation sessions to ensure the government has an understanding of the issues currently facing the ethnic communities of South Australia.

The outcomes achieved by Multicultural SA contribute to the achievement of SASP Target 5 which is directly linked to the South Australian Government strategic priority *Creating a vibrant city*.

Cultural Diversity and Community Harmony

Multicultural SA programs and initiatives promote cultural diversity and community harmony. A key initiative is the Showcasing Multiculturalism Program, which increases awareness and understanding of diverse cultures and highlights the benefits that flow from multiculturalism.



This program encourages performing arts groups from ethnic community organisations to participate in iconic events including the Christmas Pageant, the Australia Day Parade, the ANZAC Day Eve youth vigil, the South Australian National Football League Multicultural Round, and the OzAsia Moon Lantern Festival.

The Governor's Multicultural Awards are administered by Multicultural SA on behalf of the Governor of South Australia, His Excellency Rear Admiral Kevin Scarce AC CSC RANR. The Awards recognise people of all backgrounds who promote multiculturalism and increase the community's understanding of the benefits of cultural diversity. The Award finalists and winners are selected by an independent judging panel appointed by the South Australian Multicultural and Ethnic Affairs Commission (SAMEAC), in conjunction with the Multicultural Communities Council of South Australia Inc.

On 19 February 2013, the fifth Governor's Multicultural Awards reception was hosted by His Excellency the Governor in the grounds of Government House. Thirty-seven finalists were announced and 14 winners were presented with their awards. The Award categories include arts and culture, the community sector, media, the private sector, the public sector, volunteers, youth and outstanding individual achievement.

Multicultural SA also produces an annual Multicultural Calendar of festivals, days of religious significance and other multicultural events in South Australia. During 2012-13, approximately 8000 calendars were printed and distributed to schools, child care centres, public libraries, TAFE SA, government departments, Members of Parliament, embassies and consulates, neighbourhood centres and community groups, and public venues throughout the State.

To complement the printed calendar, Multicultural SA also produces an online calendar at www.multicultural.sa.gov.au, which has more events and is regularly updated. Community organisations are invited to submit events for inclusion.

Multicultural Grants Program

The Multicultural Grants program provides funds to not-for-profit community organisations for projects designed to:

- increase understanding of the culturally diverse community in which we live
- celebrate and value cultural diversity
- improve equality and acceptance in society
- increase participation by South Australians of all backgrounds in society

Community groups are eligible to apply for funding through the Multicultural Grants program if they:

- are not-for-profit non-government incorporated associations
- provide services or support for communities in South Australia
- have a registered Australian Business Number.

Organisations that are not incorporated or do not have an Australian Business Number may be sponsored by an eligible organisation that has agreed to be responsible for meeting all of the grant conditions.

During 2012-13, the Multicultural Grants program provided \$578 157 in funding to 143 eligible organisations for festivals, events, youth programs, equipment and cultural awareness programs.

Interpreting and Translating Centre

The Interpreting and Translating Centre provides interpreting and translating services on a fee for service basis to a wide range of private, corporate and government clients. In the previous 12 months, the Centre recruited 44 new interpreters and translators representing 34 languages. These staff offer expertise in emerging languages within the South Australian community including Persian, Dari, Hazaragi, Pushtu, Sinhalese, Tamil, Chin, Mizo and Swahili, as well as more recognised languages including Italian, Greek and Vietnamese.

During 2012-13, the Interpreting and Translating Centre conducted approximately 33 700 interpreting and 2340 translating assignments. The Interpreting and Translating Centre has also participated in collaborative initiatives across governments, including providing workshops about working with interpreters in the national court system, as part of the National Orientation Program for new judges.

Our People

Workplace Statistics

The following data is provided from the *South Australian Public Sector Workforce Information Collection (WIC) Department for Communities and Social Inclusion Annual Report 2012-13*. The data is 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 were paid on the system as at 30 June 2013. Data does not include unpaid casuals and employees on short or long-term unpaid leave.

Employee numbers, gender and status

| Total number of employees | |
|----------------------------|--------|
| Persons | 5200 |
| Full-time equivalent (FTE) | 4622.6 |

| Number of persons during the 2012-13 financial year | |
|---|-----|
| Separated from the agency | 616 |
| Recruited to the agency | 788 |

| Number of persons at 30 June 2013 | |
|-----------------------------------|----|
| On leave without pay | 94 |

| Gender | Percentage of Persons | Percentage of FTEs |
|--------|-----------------------|--------------------|
| Male | 32.3 | 33.6 |
| Female | 67.7 | 66.4 |

Number of employees by salary bracket

| Salary bracket | Male | Female | Total |
|----------------------|------|--------|-------|
| \$0 – \$53 199 | 820 | 1668 | 2488 |
| \$53 200 – \$67 699 | 376 | 808 | 1184 |
| \$67 700 – \$86 599 | 339 | 792 | 1131 |
| \$86 600 – \$109 299 | 128 | 218 | 346 |
| \$109 300 + | 16 | 35 | 51 |
| Total | 1679 | 3521 | 5200 |

Note: Salary details relate to pre-tax income excluding super and FBT. Non-executive employees on salary sacrifice arrangements are shown as pre-sacrifice values. Executive employees are shown as the value of the financial benefits component of their Total Remuneration Package Value excluding super. Non-financial benefits and allowances are excluded for all employees. The salary brackets have been constructed as an approximation for the level of responsibility, and are based on the current remuneration structures of the PS Act Administrative Services Stream with consideration of the Operational, Professional, Technical and Executive Streams.

Status of employees in current position

| FTEs | Ongoing | Short-Term Contract | Long-Term Contract | Other (Casual) | Total |
|--------|---------|---------------------|--------------------|----------------|--------|
| Male | 1370 | 114.5 | 22.8 | 46 | 1553.3 |
| Female | 2650.4 | 316.1 | 43 | 59.8 | 3069.3 |
| Total | 4020.4 | 430.6 | 65.8 | 105.8 | 4622.6 |

| Persons | Ongoing | Short-Term Contract | Long-Term Contract | Other (Casual) | Total |
|---------|---------|---------------------|--------------------|----------------|-------|
| Male | 1413 | 119 | 23 | 124 | 1679 |
| Female | 2947 | 366 | 44 | 164 | 3521 |
| Total | 4360 | 485 | 67 | 288 | 5200 |

Executives by gender, classification and status

| Classification | Ongoing | | Term Tenured | | Term Untenured | | Other (Casual) | | Total | | | | |
|----------------|---------|--------|--------------|--------|----------------|--------|----------------|--------|-------|----|--------|----|-------|
| | Male | Female | Male | Female | Male | Female | Male | Female | Male | % | Female | % | Total |
| EXEC0E | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 1 | 3 | 1 |
| SAES1 | 0 | 0 | 0 | 0 | 7 | 24 | 0 | 0 | 7 | 18 | 24 | 63 | 31 |
| SAES2 | 0 | 0 | 0 | 0 | 4 | 2 | 0 | 0 | 4 | 11 | 2 | 5 | 6 |
| Total | 0 | 0 | 0 | 0 | 11 | 27 | 0 | 0 | 11 | 29 | 27 | 71 | 38 |

Average days leave per full time equivalent employee

| Leave Type | 2009-10 | 2010-11 | 2011-12 | 2012-13 |
|-----------------------------|---------|---------|---------|---------|
| Sick Leave | 11.6 | 11.7 | 12.4 | 10.6 |
| Family Carer's Leave | 0.3 | 0.4 | 0.4 | 0.3 |
| Miscellaneous Special Leave | 1.6 | 1.6 | 1.8 | 1.7 |

Note: Data for 2009-10 and 2010-11 relates to the former Department for Families and Communities.

Aboriginal and/or Torres Strait Islander employees

| Salary Bracket | Aboriginal Employees | Total Employees | Percentage of Aboriginal Employees | SASP Target (%) |
|----------------------|----------------------|-----------------|------------------------------------|-----------------|
| \$0 – \$53 199 | 93 | 2488 | 3.7 | 2 |
| \$53 200 – \$67 699 | 49 | 1184 | 4.1 | 2 |
| \$67 700 – \$86 599 | 39 | 1131 | 3.4 | 2 |
| \$86 600 – \$109 299 | 10 | 346 | 2.9 | 2 |
| \$109 300 + | 1 | 51 | 2.0 | 2 |
| Total | 192 | 5200 | 3.7 | 2 |

Number of employees by age bracket and gender

| Age Bracket | Male | Female | Total | Percentage of Total | 2013 Workforce Benchmark (%) * |
|-------------|------|--------|-------|---------------------|--------------------------------|
| 15 – 19 | 2 | 10 | 12 | 0.2 | 6.2 |
| 20 – 24 | 51 | 149 | 200 | 3.8 | 9.7 |
| 25 – 29 | 111 | 300 | 411 | 7.9 | 10.9 |
| 30 – 34 | 168 | 334 | 502 | 9.7 | 9.8 |
| 35 – 39 | 195 | 388 | 583 | 11.2 | 10.1 |
| 40 – 44 | 211 | 403 | 614 | 11.8 | 11.8 |
| 45 – 49 | 219 | 470 | 689 | 13.3 | 11.2 |
| 50 – 54 | 250 | 558 | 808 | 15.5 | 11.3 |
| 55 – 59 | 263 | 484 | 747 | 14.4 | 9.0 |
| 60 – 64 | 158 | 329 | 487 | 9.4 | 6.1 |
| 65 + | 51 | 96 | 147 | 2.8 | 3.7 |
| Total | 1679 | 3521 | 5200 | 100 | 100 |

*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 Feb 2013.

Total number of employees with disabilities (according to the Commonwealth *Disability Discrimination Act 1992* definition)

| Male | Female | Total | Percentage of Agency |
|------|--------|-------|----------------------|
| 85 | 188 | 273 | 5.3 |

Types of disability (where specified)

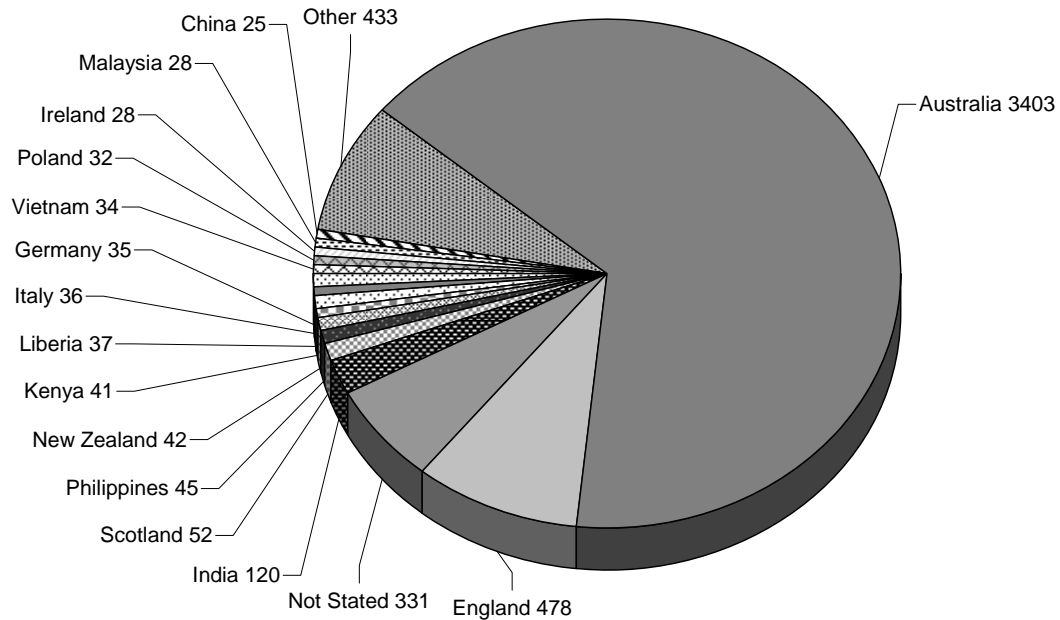
| Disability | Male | Female | Total | Percentage of Agency |
|---|------|--------|-------|----------------------|
| Disability requiring workplace adaptation | 85 | 188 | 273 | 5.3 |
| Physical | 18 | 71 | 89 | 1.7 |
| Intellectual | 3 | 3 | 6 | 0.1 |
| Sensory | 14 | 19 | 33 | 0.6 |
| Psychological/psychiatric | 13 | 14 | 27 | 0.5 |

Cultural and linguistic diversity

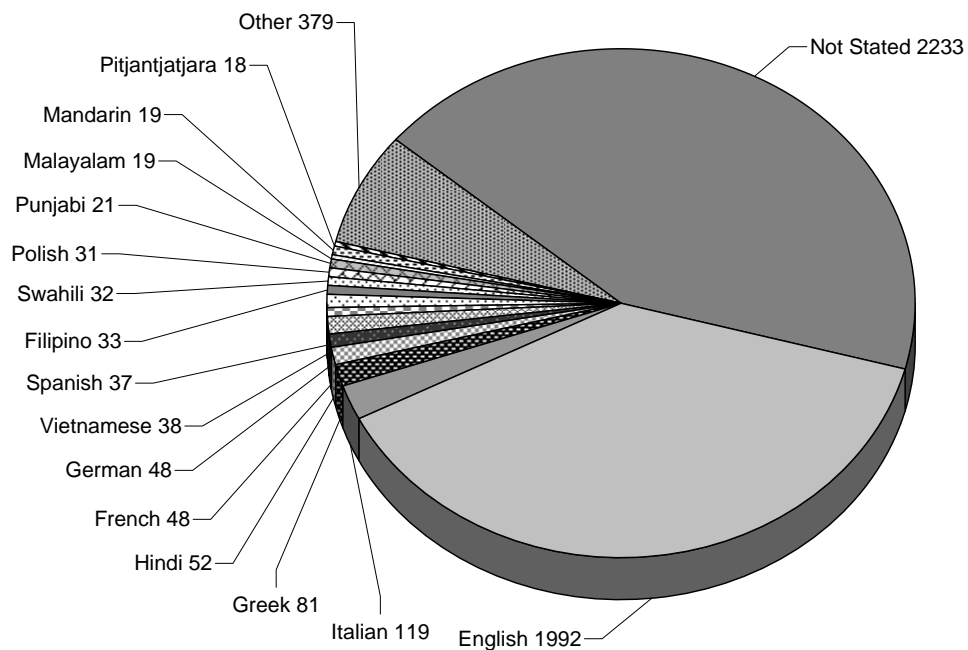
| | Male | Female | Total | Percentage of Agency | Percentage of South Australian Community * |
|--|------|--------|-------|----------------------|--|
| Number of employees born overseas | 553 | 913 | 1466 | 28.2 | 22.1 |
| Number of employees who speak language(s) other than English at home | 371 | 604 | 975 | 18.8 | 14.4 |

* Benchmarks from ABS Publication Basic Community Profile (SA) Cat No. 2001.0, 2011 census.

Employee numbers by country of birth, as at 30 June 2013



Languages spoken by staff, as at 30 June 2013



Accredited training packages for staff by staff classification

| Classification | Number | Classification | Number |
|---|--------|---|---------------|
| Administrative Services Officer (ASO1) | 47 | Health Ancillary (WHA5) | 33 |
| Administrative Services Officer (ASO2) | 1 092 | Health Ancillary (WHA6) | 2 |
| Administrative Services Officer (ASO3) | 212 | Interpreter (INT2) | 1 |
| Administrative Services Officer (ASO4) | 1 271 | Legal Officer (LE05) | 7 |
| Administrative Services Officer (ASO5) | 575 | Maintenance Officer – Disability (WMFM42) | 5 |
| Administrative Services Officer (ASO6) | 408 | Manager Administrative Services (MAS2) | 6 |
| Administrative Services Officer (ASO7) | 126 | Manager Administrative Services (MAS3) | 63 |
| Administrative Services Officer (ASO8) | 91 | Operational Services (OPS1) | 47 |
| Administrative Trainee (TRA1) | 139 | Operational Services (OPS2) | 223 |
| Allied Health Professional (AHP1) | 264 | Operational Services (OPS3) | 312 |
| Allied Health Professional (AHP2) | 385 | Operational Services (OPS4) | 778 |
| Allied Health Professional (AHP3) | 184 | Operational Services (OPS5) | 50 |
| Allied Health Professional (AHP4) | 48 | Operational Services (OPS6) | 97 |
| Clinical Nurse/Midwife (RN2A) | 23 | Operational Services (OPS7) | 43 |
| Clinical Nurse/Midwife (RN2C) | 30 | Operational Services (OPX1) | 141 |
| Clinical Services Management/Facilitator (RN3A) | 10 | Operational Services (OPX2) | 1 132 |
| Director (SAES1) | 4 | Operational Services (OPX3) | 449 |
| Enrolled Nurse (Certificate) (EN01) | 22 | Operational Services (OPX4) | 30 |
| Enrolled Nurse (Diploma) (ENDP) | 39 | Operational Services (OPX5) | 43 |
| Executive Director (SAES2) | 1 | Professional Officers (PO01) | 38 |
| Health Ancillary (DIS01) | 2 920 | Professional Officers (PO02) | 22 |
| Health Ancillary (DIS02) | 2 385 | Professional Officers (PO03) | 8 |
| Health Ancillary (DIS03) | 351 | Registered Nurse (RN01) | 59 |
| Health Ancillary (WHA2) | 13 | Registered Nurse Manager (RN5A) | 9 |
| Health Ancillary (WHA3) | 25 | Senior Medical Practitioner (MDP44G) | 1 |
| | | Total | 14 264 |

Note: Each number represents a nationally accredited competency either completed or enrolled in during 2012-13 through the DCSI College for Learning and Development.

Voluntary flexible working arrangements by gender

| Arrangement | Male | Female | Total |
|-------------------|------|--------|-------|
| Purchased Leave | 8 | 20 | 28 |
| Flexi-time | 709 | 1507 | 2216 |
| Compressed Weeks | 19 | 96 | 115 |
| Part-time | 295 | 1220 | 1515 |
| Job Share | 5 | 62 | 67 |
| Working from Home | 10 | 32 | 42 |

Note: Employees may be undertaking more than one type of Flexible Working Arrangement at the same time.

Documented review of individual performance management

| | Percentage of Total Workforce |
|---|-------------------------------|
| Employees with a review within the past 12 months | 36.2 |
| Employees with a review older than 12 months | 33.5 |
| Employees with no review | 30.3 |

Leadership and management training expenditure

| Training and Development | Total Cost | Percentage of Total Salary Expenditure |
|---|-------------|--|
| Total training and development expenditure | \$4 724 432 | 1.3 |
| Total leadership and management development expenditure | \$274 960 | 0.08 |

Employee Details Survey

In March 2013, Human Resources undertook a staff survey across the department to update employee details on CHRIS. Up-to-date data on the profile of employees is critical as it ensures that the department can accurately report on its workforce profile and contribution towards the achievement of SASP Targets 50, 52 and 53.

A total of 2021 employees responded to the survey, with 166 employees indicating they have some form of disability. Data obtained through the survey is a primary reason for the number of employees in the department with disability increasing in the last 12 months from 4.2 per cent to 5.3 per cent as at 30 June 2013.

Aboriginal Employment Pool

The DCSI Aboriginal Employment Pool is an equal opportunity employment program which supports Aboriginal employment within the department. This is achieved by providing an opportunity for Aboriginal candidates to be considered for a range of targeted roles before they are advertised. As at 30 June 2013, there were 70 prospective employees in the Aboriginal Employment Pool, with a total of 26 Aboriginal and Torres Strait Islander people recruited from the pool during 2012-13.

A priority in the *DCSI Aboriginal Employment Strategy 2012-15* is to increase the participation of Aboriginal people, spread across all classifications and divisions in the department. To achieve this, the department has revised the existing Aboriginal Employment Pool to include new roles at more classification levels, specifically administration officers, project officers, disability officers, and youth and community roles.

Aboriginal Traineeships

Through the *DCSI Aboriginal Employment Strategy 2012-15*, the department is also seeking to increase the number of Aboriginal trainees. During 2012-13, the department implemented an Aboriginal traineeship program with assistance from Maxima, a group training organisation specialising in improving employment prospects for Aboriginal and Torres Strait Islander people.

During 2012-13, ten individuals were recruited for this 12 month program, to work in a range of administrative roles across the department. Trainees combined on-the-job experience with study to gain their Certificate III in Government.

Disability Employment

The department supports the employment of people with disability by using the Disability Employment Register when filling vacancies and increasing employee disability awareness. The Disability Employment Register, administered by Disability Works Australia, is a register of people with disability seeking employment.

The following mandatory checks must be made when filling a vacancy:

- excess or work injured employees
- the Aboriginal Employment Pool
- the Disability Employment Register.

The department also promotes the recruitment and retention of people with disability through the DCSI Disability Employment Community of Practice and an online disability awareness training module that can be accessed through the College for Learning and Development. To increase knowledge of working with, and supporting, individuals with disability, the disability awareness training module provides facts, research and tips for communication and accommodation within the workplace. As at 30 June 2013, a total of 1172 employees had completed the Introduction to Disability Awareness and Communication Program. During 2012-13, 301 managers and supervisors had completed the manager and supervisor module.

Graduate Recruitment Program

The Graduate Recruitment Program is conducted annually to grow the department's future workforce. Recruitment generally occurs in July/August, with the selected graduates commencing with the department in January of the following year.

Successful applicants are employed on a 12-month contract and placed in a business unit that aligns with their chosen career stream. Throughout the contract, graduates are provided with a structured development path and have the opportunity to complete their Certificate III in Government through the College for Learning and Development.

Occupational Health, Safety and Welfare

The department recognises the importance of adopting a proactive approach to occupational health, safety and welfare and injury management, and the need to place the emphasis at all times on improving and adapting work, and work practices, to create a safe and healthy working environment. The following summarises the department's performance against the elements of the *Safety and Wellbeing in the Public Sector 2010-2015* strategy, which underpins SASP Target 21, Greater safety at work.

Commitment to the Management of Safety and Wellbeing

The department's *Strategic Plan 2013-2016* aims to provide a work environment that is supportive, inclusive and safe. Safety management is a core business value, and managers ensure that effective safety management systems are in place and business is conducted in a way that is safe for employees and the community.

Health and Safety and Injury Management committee structures are in place across the department, and meet on a regular basis as per an annual schedule. These include:

- DCSI Health and Safety Peak Committee
- Divisional Health and Safety Strategic Committees
- Local Workplace Health and Safety Committees.

The department seeks professional advice on legislative matters/changes and also provides information in response to consultative processes, initiated by State and national bodies, regarding legislative reforms. Consultation is also undertaken with a number of external agencies and associations including:

- WorkCover SA
- SafeWork SA
- Public Sector Workplace Relations
- Self Insurers of South Australia
- Attorney-General's Department
- QBE Insurance
- PPC Worldwide
- Sparke Helmore Lawyers
- Corporate Health Group
- health and safety and injury management consultants/experts.

The department's College for Learning and Development provides an extensive range of accredited courses and programs supporting divisional and individual training needs and competency-based learning options. Health and Safety and Injury Management training plans, mandated training programs and E3 on-line learning modules have been implemented to improve knowledge and increase awareness of health, safety and injury management legislation and system requirements.

PPC Worldwide is contracted to provide an Employee Assistance Program to employees, their immediate family and volunteers seeking assistance with a workplace or personal issue, event, or concern, or to improve their health and wellbeing. PPC Worldwide provides timely intervention to help employees deal effectively with any difficulties, and assists them with referral to other professionals or agencies if longer-term assistance is needed.

As part of its contract, PPC Worldwide also provides counselling services and a management hot-line, as well as supporting early intervention at the workplace through critical incident response.

Accountability for Safety and Wellbeing Performance

The Chief Executive, Executive Directors and senior managers have current performance or partnership plans that include a commitment to achieving targets of the *Safety and Wellbeing in the Public Sector 2010-2015* strategy and SASP Target 21. Regular reviews are conducted and supported by an annual performance review.

Managers initiate discussion with individual staff members to develop and/or review Performance Partnership Plans. These Plans provide clarity about the role/work to be undertaken; identify and agree on learning and developmental opportunities; and reinforce the values, attitudes and conduct expected when working with colleagues and clients.

All new employees are briefed on the Performance Partnership Plans during induction. Information is also available to all employees on the department's intranet site and through education and training sessions conducted by Human Resources.

Integrated Risk Management

The department's *Health and Safety Program Plan 2013-2016* consists of two discrete programs which are linked to the Health and Safety and Injury Management policy objectives, and are critical to the department achieving the required WorkCover SA Performance Standards. These are:

- Compliance and Performance Improvements
- Hazard and Risk Management.

The risks relating to these programs are recorded on the department's Risk Register (Enterprise Risk Assessor web-based tool) which includes an ongoing assessment and reporting of risk control effectiveness. Occupational Health Safety and Welfare is also integrated into the department's Risk Management Framework.

Effective Measurement and Evaluation

The Chief Executive and Executive Leadership Team receive quarterly reports on the Health and Safety and Injury Management system performance, improvements, emerging trends and areas for consideration. Updates are also provided against the targets and measures of the *Safety and Wellbeing in the Public Sector 2010-2015* strategy and an annual report on the overall performance of the Health and Safety and Injury Management system.

An internal audit framework and plan assesses conformance with the Health and Safety and Injury Management system requirements. The audit also assesses the effectiveness of the management system and identifies opportunities for improvement. The internal audit framework includes monthly workplace activities, quarterly compliance surveys and a workplace self-assessment undertaken by managers. A corrective action register and procedure supports workplace managers with the recording, monitoring and reporting of Health and Safety and Injury Management corrective actions.

Health and Safety and Injury Management committees are provided with regular reports, including a range of statistical information and analysis of incident and injury data. All information is made available to staff via the department's intranet site.

The Integrated Incident Reporting System, also referred to as 'Riskman', provides an integrated approach to reporting of accidents, incidents, events or hazards.

WorkCover Partnership Plans and Nominated Officer Report

WorkCover Evaluators undertook an evaluation of the department's Health and Safety and Injury Management systems during January to March 2012. As the WorkCover Evaluators' reports were not received within the required timeframe, the WorkCover registration was extended to 30 September 2012.

The Health and Safety and Injury Management systems were found to be compliant, with the department achieving a Level 2 'Performing' rating when assessed against the Natural Consequences Model.

The department contacted industrial organisations as part of the WorkCoverSA evaluation process. There were no negative responses in regard to the department's relationships, processes, Health and Safety and Injury Management systems and workplace practices.

The department continues to assess opportunities to further improve its performance against the *WorkCover Performance Standards for Self-insured employers*.

Section 58B of the *Workers Rehabilitation and Compensation Act 1986* places a duty on the employer to provide suitable employment to a work injured employee where reasonably practicable to do so. The onus is on the employer to demonstrate that they have met this duty, or that it was not reasonably practicable to do so. During 2012-13, the department complied with this legislative requirement.

Table 1: Work Health and Safety Prosecutions, Notices and Corrective Action taken (at 30 June 2013 for the 2012-13 financial year)

| | |
|---|---|
| Number of notifiable incidents pursuant to WHS Act Part 3 | 9 |
| Number of notices served pursuant to WHS Act Section 90, Section 191 and Section 195 (Provisional improvement, improvement and prohibition notices) | 1 |

Table 2: Agency gross workers compensation expenditure for 2012-13¹ compared with 2011-12²

| Expenditure | 2012-13 | 2011-12 | Variation | Percentage Change |
|--------------------|---------------------|---------------------|-------------------|-------------------|
| Hospital | \$418 126 | \$300 089 | \$118 037 | 39.33 |
| Income maintenance | \$3 525 588 | \$4 257 475 | -\$731 887 | -17.19 |
| Investigation | \$48 064 | \$63 322 | -\$15 258 | -24.10 |
| Legal expenses | \$418 592 | \$295 420 | \$123 172 | 41.69 |
| Lump sum | \$3 801 921 | \$3 472 837 | \$329 084 | 9.48 |
| Other | \$219 836 | \$172 317 | \$47 519 | 27.58 |
| Registered medical | \$1 875 992 | \$1 982 491 | -\$106 499 | -5.37 |
| Rehabilitation | \$160 858 | \$277 204 | -\$116 346 | -41.97 |
| Travel | \$65 647 | \$80 037 | -\$14 390 | -17.98 |
| Total | \$10 534 624 | \$10 901 192 | -\$366 568 | -3.36 |

¹ Before 3rd party recovery

² Information available from the Self Insurance Management System (SIMS)

Table 3: Meeting Safety Performance Targets¹

| | Base: 2009-10 | Performance: 12 months to end of June 2013 ² | | | Final Target |
|--|-------------------------|--|--|-----------|-------------------------|
| | Number or Percentage | Actual | Notional Quarterly Target ³ | Variation | Number or Percentage |
| 1. Workplace Fatalities | 0 | 0 | 0 | 0 | 0 |
| 2. New Workplace Injury Claims | 383 | 349 | 326 | 23 | 287 |
| 3. New Workplace Injury Claims Frequency Rate | 58.40 | 48.91 | 49.64 | -0.73 | 43.80 |
| 4. Lost Time Injury (LTI) Frequency Rate ⁴ | 29.43 | 29.43 | 25.01 | 4.42 | 22.07 |
| 5. New Psychological Injury Claims Frequency Rate | 5.69 | 5.70 | 4.84 | 0.86 | 4.27 |
| 6. Rehabilitation and Return to Work: | | | | | |
| 6a. Early Assessment within two days | 40.73% | 88.25% | 80% | 8.25% | 80% |
| 6b. Early Intervention within five days | 98.36% | 96.43% | 90% | 6.43% | 90% |
| 6c. LTI have ten business days or less lost time | 38.32% | 42.01% | 60% | -17.99% | 60% |
| 7. Claim Determination: | | | | | |
| 7a. New claims not yet determined, assessed for provisional liability in seven days | 14.55% | 88.29% | 100% | -11.71% | 100% |
| 7b. Claims determined in ten business days | 77.98% | 76.76% | 75% | 1.76% | 75% |
| 7c. Claims still to be determined after three months | 5.70% | 5.59% | 3% | 2.59% | 3% |
| 8. Income Maintenance Payments for Recent Injuries: | | | | | |
| 2011-12 Injuries (at 24 months development) | | \$2 006 713 | \$1 864 440 | \$142 273 | |
| 2012-13 Injuries (at 12 months development) | | \$1 081 334 | \$1 043 730 | \$37 604 | |

¹ Information available from the Self Insurance Management System (SIMS) (SWIPS target report).

² Except for Target 8 which is year to date. For Targets 5, 6c, 7b and 7c, performance is measured up to the previous quarter to allow reporting lag.

³ Based on cumulative reduction from base at a constant quarterly figure.

⁴ Lost Time Injury Frequency Rate is the 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 WorkCover Corporation.

Formula for Lost Time Injury Frequency Rate (new claims):

Number of new cases of lost-time injury/disease for year x 1 000 000 Number of hours worked in the year.

College for Learning and Development

The College for Learning and Development plays a key role in ensuring that the department meets its strategic plan and legislative requirements, and in ensuring that employees have the ability to deliver core services in high risk areas including youth justice, disability, ageing and housing.

Since becoming a Registered Training Organisation in September 2006, the College has awarded 5395 nationally accredited qualifications. These qualifications include Certificate III in Government, Certificate III in Disability, Certificate IV in Youth Justice, the Diploma of Child, Youth and Family Intervention and the Diploma of Management.

The College has also provided learning and development services for Families SA, now part of DECD, through a Memorandum of Administrative Agreement (MOAA). These services supported the implementation of training-related recommendations included in *Keeping Them Safe* (the Layton Report), the *Mullighan Report* and *Breaking the Cycle*, until the cessation of the MOAA on 31 December 2012.

In the 12 months to 30 June 2013, a total of 619 qualifications were completed by DCSI and Families SA staff. During this period, 345 DCSI managers also participated in a variety of learning programs targeted at front line or senior managers. The College also delivered a one-day induction program to all new employees of the department.

Governance Arrangements

Governance Principles

The department is guided by the following governance principles.

1. Ministerial Accountability

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

Hon Tony Piccolo MP

Minister for Communities and Social Inclusion
Minister for Social Housing
Minister for Disabilities
Minister for Youth
Minister for Volunteers

Hon Gail Gago MLC

Minister for the Status of Women

Hon Jennifer Rankine MP

Minister for Multicultural Affairs

2. Chief Executive Accountability

Effective governance arrangements are those that ensure an unimpeded accountability chain between the Ministers 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 client, and a continuum of care and support when needed by individuals and families.

Information on client needs, including unmet needs, determines the South Australian 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 Minister to Chief Executive.

4. Voice of the Citizen

Effective governance arrangements are those that give a voice to clients, 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 local and community based, build individual and community capacity, encourage altruistic and philanthropic endeavour, and tap into community resources. We work in partnership with the non-government sector through the Stronger Together Agreement, which articulates key outcomes and objectives for government and the not-for-profit sector in working together.

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

6. Operating Commercially to Deliver Public Value

Commercial public enterprises that deliver social goods need to have the necessary level of independence to foster 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 and at arm's length, but with transparency and disclosure protocols embedded to mitigate risk and protect the public interest.

7. Asset Management Flexibility

Departments responsible for maintaining, acquiring and developing assets, such as housing stock, require funding flexibility to accommodate capital projects that are often large and require 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

Executive Leadership Team

The Executive Leadership Team (ELT) is made up of the Chief Executive, Executive Directors of each division and the Director, Human Resources. Refer to the Organisational Chart on page 8 for further details of current membership.

ELT is responsible for leading the implementation of the *Strategic Plan 2013-2016*, streamlining key decision-making processes and ensuring that the department has an integrated planning and reporting regime.

Strategic Procurement and Grants Committee

The Strategic Procurement and Grants Committee (SPGC), with executive support from the Procurement and Grants Unit, meet weekly to oversee procurement and grants operations to:

- ensure the use of best practice processes
- ensure probity, accountability and transparency in procurement
- provide for ethical and fair treatment of participants
- manage agency interests in contractual arrangements
- ensure a strategic approach
- implement effective risk management
- develop policies and procedures and oversee their implementation within worksites
- maintain an appropriate procurement authority from the State Procurement Board
- consider individual grant funding requests.

Membership comprises:

- Executive Director, Youth Justice, Community Engagement and Organisational Support (Chair)
- Director, Community Connect (Deputy Chair)
- Director, Procurement and Grants (Executive Officer)
- Executive Director, Financial Services
- Director, Funds Management, Disability SA
- Director, Corporate Services, Housing SA
- Executive Director, Policy and Community Development
- one other staff member, ASO8 or above, for staff development purposes.

DCSI Peak Health and Safety Committee

The DCSI Peak Health and Safety Committee meets quarterly, or if an emergency meeting is required, in relation to legislative compliance, consultative mechanisms, the strategic oversight of the department's Health and Safety and Injury Management performance, and implementation of the *Health and Safety Program Plan 2013-2016* and related systems.

Membership of the committee includes the Chief Executive or delegate, Chairs of Divisional Committees and employee and management representatives of divisional committees.

Information and Communication Technology Council

The Information and Communication Technology (ICT) Council is the main governance body that meets monthly to develop advice for the Chief Executive on business technology strategy, programs and practice. The ICT Council terms of reference include to:

- promote inter-divisional collaboration and the sharing of solutions, skills and experience to improve the efficient and effective use of ICT
- develop a Business/ICT Strategy and give advice on ICT investment priorities to the Chief Executive
- establish and maintain ICT technical governance covering information, applications, infrastructure, standards and practices
- monitor, review and comment as necessary on stakeholder, supplier and government ICT performance, plans, policies and standards
- provide advice to the Chief Executive on changes required in whole-of-government ICT plans and priorities
- identify opportunities for sharing resources and creating appropriate strategic responses, via collaborative working groups on matters of common interest
- set up and manage consultative working groups on ICT matters of common interest.

Membership of the council includes the DCSI Chief Information Officer and divisional representation.

Protective Security Committee

Protective security provides a governance framework to manage policy and security plans for the protection of departmental resources across the following domains:

- physical security (including employees' safety) – including the operation of perimeter and building access controls and duress alarm systems
- information security – including the classification and handling of personal and official information, of which the unauthorised use or disclosure could cause distress, harm or damage
- personnel security – including the processing of security clearances for staff with access to classified information or areas
- information communications technology security – including data access controls, the protection of software, data storage and network communications.

The Protective Security Committee (PSC) meets on a quarterly basis and provides a forum for the department to monitor its protective security arrangements, compliance and performance at a whole-of-agency level. The committee is chaired by the Agency Security Executive or delegated authority, and is comprised of members including the Agency Security Advisor, Information Technology Security Advisor, directors of business units with responsibility for protective security related areas and business representatives.

In particular, the PSC is responsible for:

- developing the Agency Security Arrangements Plan
- developing the Protective Security Compliance Program
- overseeing protective security matters within the department
- promoting the importance of protective security department-wide
- monitoring and reviewing
 - protective security arrangements, practices and plans
 - protective security compliance and performance
 - security risk trends and developments in security management practices
 - the nature, extent, frequency and severity of protective security risks and incidents across the department as a whole.

Industrial Liaison Committee

The Industrial Liaison Committee meets monthly to address industrial issues with department wide impact and issues that have not been able to be resolved at the Divisional Industrial Liaison Forums.

Membership includes:

- Director, Human Resources (Chair)
- Director, Youth Justice
- Executive Director, Disability and Domiciliary Care Services
- Director, Services and Practice, Housing SA
- Director, Community Connect
- Senior Employee Relations Consultant
- Employee Associations
 - United Voice
 - Public Service Association
 - Australian Nurses and Midwifery Association
 - Australian Services Union
 - Health Services Union
 - South Australian Salaried Medical Officers Association (optional)
 - other employee associations as required.

Risk Management and Audit Committee

The DCSI Risk Management and Audit Committee meets six to seven times a year to:

- oversee the risk management function and operations
- determine the internal audit program
- review internal audit and Auditor-General reports.

Membership of the body includes:

- Executive Director, Youth Justice, Community Engagement and Organisational Support
- Executive Director, Disability and Domiciliary Care Services
- three external members, one of whom is the Chair.

The Chief Executive is an attendee at Risk Management and Audit Committee meetings.

South Australian Housing Trust Board of Management Audit and Finance Sub-Committee

The South Australian Housing Trust (SAHT) Board of Management Audit and Finance Sub-Committee meets six to seven times a year to assist the Board regarding:

- risk management
- compliance with legal and regulatory obligations
- establishment and maintenance of the internal control framework
- reliability and integrity of financial information for inclusion in SAHT's financial statements
- provision of direct access to the Board and sub-committee by external and internal auditor at all times
- audit, accounting and financial reporting obligations
- planning and monitoring of audit tasks.

Membership of the sub-committee includes three independent members appointed by the Board, with at least two of those members being SAHT Board members.

Legislation

The services we deliver are bound by the following Acts and Regulations administered by the department at 30 June 2013.

Communities and Social Inclusion portfolio

Carers Recognition Act 2005
Rates and Land Tax Remission Act 1986
Rates and Land Tax Remission Regulations 2009
Supported Residential Facilities Act 1992
Supported Residential Facilities Regulations 2009

Social Housing portfolio

Housing Agreement Act 1991
Housing Improvement Act 1940
Housing Improvement (Section 60 statements) Regulations 2001
Housing Improvement (Standards) Regulations 2007
South Australian Co-operative and Community Housing Act 1991
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 2010
South Australian Co-operative and Community Housing (Housing Co-operatives – Investment Shares) Regulations 2007
South Australian Housing Trust Act 1995
South Australian Housing Trust Regulations 2010

Disabilities portfolio

Disability Services Act 1993

Disability Services (Community Visitor Scheme) Regulations 2013

Julia Farr Services (Trusts) Act 2007

Volunteers portfolio

Volunteers Protection Act 2001

Volunteers Protection Regulations 2004

Multicultural Affairs portfolio

South Australian Multicultural and Ethnic Affairs Commission Act 1980

In addition to the above, the department is responsible for performing functions under a number of Acts and Regulations committed to Ministers outside of these portfolios.

As at 30 June 2013, the department did not administer any Acts or Regulations under the Youth or Status of Women portfolios.

Boards and Committees

Boards and committees meeting one or more of the following criteria are required to be recorded on the Boards and Committees Information System (BCIS), which is administered by the Boards and Committees Unit of the Department of the Premier and Cabinet:

- 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.

As at 30 June 2013, administrative support was provided by the department to the following boards and committees listed on BCIS.

Communities and Social Inclusion portfolio

Charitable and Social Welfare Fund Board

Community Protection Panel

State Emergency Relief Fund Committee

Supported Residential Facilities Act 1992 Assessor Panel

Supported Residential Facilities Advisory Committee

Social Housing portfolio

Housing Appeal Panel

South Australian Affordable Housing Trust Board of Management

South Australian Housing Trust Board of Management

South Australian Housing Trust Board of Management Audit and Finance Sub-Committee

Disabilities portfolio

Minister's Disability Advisory Council

Youth portfolio

Duke of Edinburgh's Award State Advisory Committee
Minister's Youth Council

Volunteers portfolio

Ministerial Advisory Group on Volunteering

Status of Women portfolio

Premier's Council for Women

Multicultural Affairs portfolio

South Australian Multicultural and Ethnic Affairs Commission
South Australian Multicultural and Ethnic Affairs Commission Northern Regional Advisory Committee
South Australian Multicultural and Ethnic Affairs Commission Riverland Regional Advisory Committee
South Australian Multicultural and Ethnic Affairs Commission South East Regional Advisory Committee
South Australian Multicultural and Ethnic Affairs Commission Women's Advisory Committee
South Australian Multicultural and Ethnic Affairs Commission Youth Advisory Committee

Risk Management and Internal Audit Services

During 2012-13, an organisational restructure resulted in the Risk Management and Internal Audit Unit being divided into separate Risk Management and Internal Audit teams, with Internal Audit now reporting directly to the Chief Executive and Chair of the DCSI Risk Management and Audit Committee.

Risk management is established and integrated into decision-making and business planning activities, with the Chief Executive accountable for the development and implementation of a risk management framework specific to the department's business and organisation context. The Risk Management team has developed a network of Risk Assessment Facilitators located in divisions/business units, who provide advice and assistance on the identification, management and reporting of risks.

The Australian/New Zealand Standard *ISO 31000:2009* provides the principles and guidelines from which the department's *Risk Management Policy and Framework* has been developed.

The internal audit function provides independent, objective analysis and assurance on the adequacy and effectiveness of the department's risk management, internal control and governance processes to add value and improve the operations of the department. This is undertaken in consultation with management. Internal auditors also undertake investigations into allegations of fraud and corruption.

The internal audit function is independent from the external audit function.

DCSI Client Feedback System

During 2012-13, the Client Feedback System continued to support the consistent recording, management and reporting of client feedback. In the previous 12 months, the department recorded 645 compliments, 55 comments/suggestions and 609 complaints.

The development of this system supports SASP Target 32, which seeks to increase the satisfaction of South Australians with government services by ten per cent by 2014, maintaining or exceeding that level of satisfaction thereafter.

The focus of the last 12 months has been increasing both client and staff awareness of the Client Feedback System. This has been achieved through client information packs and promoting the system in departmental publications and website. Staff across DCSI are regularly updated on the latest client feedback resources, training opportunities and client feedback reports.

A measure of the effectiveness of the Client Feedback System is the time it takes to acknowledge and respond to people providing feedback. The KPIs to reflect these measures include that 75 per cent of client complaints are acknowledged within five working days and 80 per cent of complaints received are to be closed within 30 working days. In the past 12 months, 87 per cent of complaints have been acknowledged within five working days and 82 per cent of complaints have been closed within 30 working days.

During 2013-14, work will continue to focus on improving the time to resolve and/or close complaints; analysing issues raised through the feedback process; increasing the accessibility of the system to Aboriginal clients; and developing procedures and systems to manage feedback regarding agencies funded to deliver services on behalf of the department.

Privacy

The department collects a large volume of information about clients, some of which is very sensitive in nature. All staff are bound by the *Code of Fair Information Practice* (the Code) which contains the privacy principles that guide the collection, use, disclosure and handling of personal information. In addition, there are legislative provisions relating to privacy in specific areas of work or in specific circumstances, for example in the *Young Offenders Act 1993* and the *Supported Residential Facilities Act 1992*. These legislative requirements take precedence over the Code.

The Commonwealth *Privacy Act 1988* does not apply to South Australian Government departments. However, the *Privacy Amendment (Private Sector) Act 2000* regulates the collection, use and disclosure of information by private sector organisations (including non-government organisations) with a turnover of more than \$3 million, related to a larger organisation, or providing health services and holding health information, including disability information. Therefore, many of our partners and contracted services have obligations under this Act.

Each division of the department is responsible for ensuring that they comply with privacy obligations and develop and enact appropriate policy and procedures.

Information Sharing Guidelines

In October 2008, the State Government approved the implementation of the *Information Sharing Guidelines for Promoting the Safety and Wellbeing of Children, Young People and their Families* within all relevant South Australian Government agencies and non-government organisations. The guidelines provide a simple and clear process that guides good practice, embeds a consistent approach to information sharing, and focuses on improved service coordination when responding to safety and wellbeing risks.

Through the process of statewide implementation, administered by the Office of the Guardian for Children and Young People, an unintended gap in the application of the guidelines was identified – that is, to adults who are not parents/carers. Consequently, an application to broaden the scope of the guidelines to explicitly apply to all vulnerable population groups was made.

In March 2013, the State Government approved the expansion and endorsed the change in administrator to the Ombudsman's Office. The department will continue to work in collaboration with the Ombudsman's Office to develop and implement the revised guidelines, both within the department and across the State, building on past achievements.

Procurement and Grants

The Chief Executive is responsible for the department's procurement and grant funding activities, with the *Procurement Approvals and Processes Policy* ensuring that goods and services, including the engagement of consultants and contractors, are procured in alignment with the requirements of the State Procurement Board. The Strategic Procurement and Grants Committee assists the Chief Executive, and is responsible for ensuring transparent and accountable procurement and grant funding practices, overseeing significant procurement and grant funding activity, and progressing strategic procurement and grant funding reform.

The Committee also provides assurance to the Chief Executive that procurement delegates are following fair practices, obtaining best value and making defensible decisions. This is achieved by the Committee setting business rules and procedures; reviewing transactions worth \$550 000 (GST inclusive) and above; and issuing directions to delegates.

The department is guided by the *Sustainable Procurement Policy* towards procuring socially and environmentally preferred products and services where price, performance, quality, and suitability are comparable. In selecting products and services the department will:

- unless there are valid technical reasons for not doing so, consider energy efficient and recycled/recyclable goods
- not purchase products known to involve the use of ozone depleting substances unless no practical alternative is available
- only procure products and services from organisations that comply with equal opportunity and disability services legislation
- consider suppliers that demonstrate socially responsible work practices
- recognise suppliers who employ people with disability, Aboriginal and Torres Strait Islander people and others considered disadvantaged in the community.

The department's grant funding is guided by *Delivering Community Value*, a good practice guide for distributing community services funding.

Corporate Reporting

Reconciliation

The department has an ongoing commitment to Reconciliation and recognises that Reconciliation underpins our ability to deliver on the South Australian Government's *Cultural Inclusion Framework* and our *DCSI Aboriginal Strategic Priorities Plan* and *Aboriginal Employment Strategy*.

Reconciliation is everyone's responsibility: this means staff, customers and communities working together to deliver inclusive and sustainable outcomes for people.

We recognise Aboriginal and Torres Strait Islander people as the first Australians, with unique cultures, languages and spiritual relationships to the land and seas, and inherent rights, laws, customs, religions and traditions. Our journey to Reconciliation is founded on awareness and knowledge of Aboriginal and Torres Strait Islander history and culture; changing attitudes that can be based on misunderstandings and myths; and encouraging action to build positive relationships.

The department's Reconciliation Committee comprises members from across all departmental divisions and is jointly chaired by an Aboriginal and a non-Aboriginal senior manager, as nominated by the Chief Executive. The members of the Committee provide leadership on behaviour, values and culture that foster Reconciliation. All members of the Committee act as ambassadors championing Reconciliation initiatives and events.

The Reconciliation Committee is also responsible for promoting, monitoring and reporting on the department's Reconciliation Action Plan which has continued to:

- strengthen relationships between Aboriginal and non-Aboriginal people
- improve respect for Aboriginal people, culture, land and history.

During 2012-13, the Chief Executive and the Executive Leadership Team reaffirmed the department's commitment to Reconciliation in a new *Statement of Recommitment to Reconciliation*, launched during Reconciliation Week in May 2013.

Divisions across the department supported a number of events across the State to coincide with Reconciliation Week. The NAIDOC Committee managed an annual awards ceremony, recognising outstanding Aboriginal staff, community members and volunteers.

Carers Recognition Act 2005

As a State Government agency that provides services relevant to carers and the person they care for, the department is required to report on compliance or non-compliance with Section 6 of the *Carers Recognition Act 2005*.

Section 6 of the Act requires portfolios to ensure:

- all officers, staff and agents have an awareness and understanding of the Carers Charter
- the principles of the Carers Charter are reflected in agency practices
- appropriate consultation with carers, or persons or bodies that represent carers, in policy or program development and strategic or operational planning.

Officers, staff and agents have an awareness and understanding of the Carers Charter

During 2012-13, the department undertook a range of activities to raise awareness and understanding of the Carers Charter amongst employees and associates. In October 2012, an event was held to present the South Australian Carers Recognition Awards to acknowledge businesses, non-government organisations and government agencies that provide outstanding responses to carers as customers or employees. Carers were also included as a priority group in the South Australian *Social Inclusion Statement* and *Young and Resilient Framework*.

Previously only accessible within the department, the *Managers and Carers Working Together* toolkit was made available to all State Government departments. The toolkit consists of a three-part multimedia package providing information on leave and flexible work arrangements.

The department has also worked with General Practice SA and Rural Divisions of General Practice to raise awareness of carers and locally available services. The initiative saw the uptake of more than 7500 information brochures at 180 sites across the State.

The carers website, www.sa.gov.au/carers, contains information targeted at carers, employees of carers and general practitioners, and also includes a statewide carer support services search map.

The principles of the Carers Charter are reflected in agency practices

Flexible leave arrangements, including carers leave for employees, are promoted through the department's intranet site and Human Resources Directorate. Carers leave is specifically for carers as defined under the Act and is available separately from family carers leave. Two comprehensive guides to flexible work arrangements for carers, one targeting employees who are carers and the other targeting managers, have been updated and are also available through the department's intranet site.

Funded gambling services provide supports to carers with gambling problems, and carers of people with gambling problems. The department also continues to provide funding to statewide carer support organisations through the State Government component of the Home and Community Care (HACC) Program. This funding is for supports that directly target carers, as opposed to supports extended to carers through the person for whom they care.

Housing SA has trained operations managers on the Carers Charter, with this information communicated to operational staff at local team meetings. The needs of carers are also taken into consideration in Housing SA's Eligibility Guidelines, Extra Persons Guidelines and Housing Needs Guidelines.

The Better Respite Project has been implemented in Domiciliary Care, focusing on activities that have been identified as interesting, fun or beneficial for the client. Carers will access and benefit from respite where the person they care for enjoys and benefits from respite. Carers were also targeted in the 2012 HACC funded Outcomes Measurement Project. Information collected about carer sustainability showed a statistically significant increase in carer capacity to continue caring between assessment and review, following the introduction of services.

Consultation with carers, or persons or bodies that represent carers

During 2012-13, the following consultations took place:

- Quarterly Carer Services Roundtable meetings commenced in February 2013, bringing together high level representatives from statewide carer support organisations and Commonwealth and State Governments to facilitate joint approaches to issues affecting carers, and provide policy advice to government.
- Disability SA developed a new approach to Aboriginal carers as a key element of the Management Assessment Panel's Aboriginal Service Response. The approach involves informal meetings to give family members of Aboriginal clients input into the planning process, prior to the commencement of the formal Management Assessment Panel process.

- Carer representatives have been consulted on the development of the new *South Australian Carer Policy and Action Plan*.
- The Service Excellence Standards include a requirement that funded service providers consult with carers or their representatives in policy or program development, and strategic or operational planning.
- The department engaged with carers and their representatives at sector forums, including Carers SA's Good Practice Forum and Carer Support's Southern Carers Conference. The Office for Carers also attended monthly meetings with statewide carer support organisations.
- Commencing on 1 January 2013, Carers SA was funded by the department to undertake carer awareness projects, including bi-annual sector forums, promotion of the Act and carer research projects. A system is in place to ensure the department is apprised of any outcomes, reports or issues raised through these projects.
- Carers of clients of Disability Services and Domiciliary Care were consulted in funding decisions and the planning of supports. Carers are also represented on consumer reference groups.
- The Domiciliary Care Consumer Reference Group supported increased flexibility in service provision to clients and carers. This influenced a pilot project trialling greater choice to clients with dementia and their carers.
- The June 2013 Domiciliary Care client satisfaction survey included the ability for carers to complete the survey on behalf of a client, and specifically asked about satisfaction with support services for carers.

Carers and members of the public can contact the department via the department's website at www.dcsi.sa.gov.au/contact#carers.

Disability Action Plan

In December 2011, the South Australian Government, in response to the disability reform report *Strong Voices: a Blueprint to Enhance Life and Claim the Rights of People with Disability in South Australia* (2012-2020), announced that agencies will produce annual Disability Access and Inclusion Plans. These plans will be aligned with National Disability Strategy policy areas and will replace *Promoting Independence: Disability Action Plans for South Australia*.

It is intended that Disability Access and Inclusion Plans will be reported in 2013-14 annual reports.

Julia Farr Services (Trusts) Act 2007

As the administrative unit primarily responsible for assisting the Minister for Disabilities in the provision of disability services, the department is required, pursuant to Section 9 of the *Julia Farr Services (Trusts) Act 2007*, to include in its annual report specific information as at 30 March of each year regarding the number of residents at the Fullarton campus (now known as Highgate Park) and the relocation of any residents to community housing.

As at 30 March 2013, 103 people with disability were resident at the Fullarton campus. With respect to the people resident at a place other than the Fullarton campus, people moved to a range of supported community accommodation. This includes four to five person group homes, clusters of units, and houses accommodating up to six residents. 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, Elizabeth East, Park Holme, Morphet Vale, Elizabeth Grove, Taperoo, Daw Park and Campbelltown.

During the preceding 12 months, Disability Services assisted people living at the Fullarton campus, who wanted to return to the wider community, through a Person Centred Planning process. This involved getting to know the person using the 'My Story' process and assisting people to identify locations and suitable types of supported community accommodation. When suitable vacancies become available, people are assisted to move.

One person (who is 79 years of age) has returned after choosing to live alone in the community. Offers to assist in establishing new friendships were not taken up and the person returned to Highgate Park to the aged care services to reconnect with long-term friends.

Freedom of Information

The *Freedom of Information Act 1991* (FOI Act) provides members of the public with a legally enforceable right of access to information held by agencies, subject to specific exemptions. Under Section 9 of the FOI Act, State Government agencies must publish an up-to-date information statement every 12 months. Information statements must be published in the agency's annual report, on a website maintained by the agency, or both.

Structure and functions of the Department for Communities and Social Inclusion

The department's organisational chart is on page 8 of this report. Services of the department are provided on both a regional and local basis from offices around the State.

The functions of the department are based on a broad mandate to assist members of the community who, through circumstance, may be vulnerable, at risk of harm, or isolated, and to connect them with choices and opportunities within South Australia. The department works closely with people across South Australia to build communities where people are involved and they feel connected, safe and supported, as set out in the *Strategic Plan 2013-2016*.

The direction of the department is also influenced by the work of advisory boards and committees listed on page 79.

Functions of the Department for Communities and Social Inclusion affecting the public

The work of the department encompasses a range of services designed to make a tangible and positive difference to the wellbeing of all members of the community. Our work falls broadly into the areas of housing, family support, disability, community partnerships, youth, women, volunteers, Indigenous and multicultural services.

Public participation in agency policy development and the exercise of the agency's functions

The department regularly seeks external expertise and community opinion in the development of policy, including from statutory and non-statutory advisory committees. To connect with the community, consultation may be undertaken in the planning, development and implementation of policy.

The department consults with major interest groups and service providers, circulates discussion papers, calls for submissions on particular topics, and convenes public meetings on legislative reform and policy initiatives. The department also utilises the services of volunteers in a range of capacities and functions to assist in the provision of services to the community.

Types of documents held – including any available for inspection, purchase or free of charge

The department holds a wide variety of documents that can be categorised principally as:

- internal administrative instructions for functions in 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, greetings and common phrases, surveys, guidelines, policies, programs, strategies, directories, evaluations, assessments and proposals
- other documents such as client records (case notes, payment and debt records, and housing maintenance work orders and invoices), internal policies and procedures, administrative circulars on general management and industrial circulars.

Generally, the department's publications are available without charge and can also be accessed online at www.dcsi.sa.gov.au. Requests for documents can also be made via email to enquiries@dcsl.sa.gov.au.

Access to documents

Applications that are made under the FOI Act for access to records held by the department, including records concerning personal affairs, must:

- be in writing
- specify that they are made under the Act
- provide sufficient detail to enable the identification of the record(s)
- show an Australian address for the service of notices
- be accompanied by the application fee (the application fee for 2012-13 was \$30.50, which increased to \$31.50 on 1 July 2013).

A fee reduction may be granted in certain circumstances.

In addition, applications for the amendment of records concerning personal affairs must also provide information showing why it is believed the record(s) is incomplete, incorrect, out-of-date or misleading. No application fee is payable in respect of an application for the amendment of records. Applications for access to documents, or for amendment of personal records held by the department, should be addressed to:

Senior FOI Officer
Department for Communities and Social Inclusion
GPO Box 292
Adelaide SA 5001
Telephone: 8413 9094

Departmental policy documents

The department maintains a substantial number of internal policy and procedure documents. These include, but are not limited to, policies and procedures relating to:

- carers and volunteers
- operational programs and service delivery
- finance
- governance
- human resources
- information communication technology
- occupational health, safety and welfare
- procurement
- records management
- risk management.

Members of the public wishing to access internal policy documents can obtain copies by contacting departmental offices during normal business hours (8.45am to 5.00pm) or by contacting the Senior FOI Officer, whose details are noted above.

Regional Impact Assessment Statements

The *Regional Impact Assessment Statements Policy* requires a Regional Impact Assessment Statement to be prepared by departments prior to implementing significant changes to existing government services to rural and regional areas. The aim of the policy is to ensure rural and regional issues are considered in government decision-making.

The department did not undertake any Regional Impact Assessment Statements during 2012-13.

Greening of Government Operations Framework

The *Greening of Government Operations (GoGO) Framework* is an initiative of the South Australian Government to reduce the environmental impact of government operations. The following summarises the achievements of the department against the eight priority areas of the GoGO Action Plan during the past 12 months.

Priority Area 1: Energy Management

Target 61 of *South Australia's Strategic Plan* seeks to improve the energy efficiency of government buildings by 30 per cent by 2020, with a milestone of 25 per cent by 2014. The department achieved the 2014 milestone in 2010-11 and is currently on target to reach 30 per cent by 2020.

To improve energy efficiency, the department uses the Online System for Comprehensive Activity Reporting (OSCAR) to track energy usage. A Greening Ambassadors Program is also conducted, which brings together individuals with an interest in environmental sustainability to foster ideas for efficiencies and to develop greening efforts across the department. The department also continues to be a member of the Adelaide City Switch Program, which is committed to promoting sustainability in buildings throughout the Adelaide Central Business District.

During 2012-13, the Print Consolidation Program has continued to be implemented across the department. The program has achieved significant costs savings through reduced maintenance and IT support, and a reduction in the need for consumables such as toners. It is now standard practice to have access to a centralised multifunctional colour print device, with local printing an exceptional occurrence. The standardisation of printing devices has also resulted in greater efficiency as staff moving between offices and sites do not require training.

The Print Consolidation Program has been fully implemented in the Riverside Centre, resulting in the number of print devices being reduced from 312 in 2007 to 60 as at 30 June 2012. This has resulted in an estimated reduction of 86.93 tonnes of CO₂ emissions per annum. While the number of staff in the Riverside Centre has increased from 700 to 1000 since the implementation of the program, no additional print devices have been installed.

The implementation of the Print Consolidation Program in the Riverside Centre and at departmental offices at 44 Pirie Street and Terrace Towers, has resulted in the printing device to staff ratio decreasing from one device for every 2.25 staff members, to one device for every 16.5 staff members.

The Fullarton Campus (Highgate Park) and the majority of Housing SA metropolitan and regional sites are now fully managed under the Print Consolidation Program.

Priority Area 2: Water Conservation and Wastewater Management

The department works with SA Water, facility managers, building management and staff to reduce water consumption. Staff are made aware of present and potential future water restrictions, while water efficiency awareness is a part of the DCSI Greening Program.

At present the department does not have access to the data required to report on kilolitres of water usage and the financial expenditure incurred.

Priority Area 3: Waste Management

The consolidated three bin system has been implemented in all major offices and sites throughout the department. The waste management system relies on: separating all food waste and other organic material; recycling milk cartons, bottles, plastics and cans; sending all other waste materials to alternative fuels; and recycling all photocopying paper, newspapers and cardboard, with no waste going to landfill.

Environmental reports provided by the waste provider SITA Environmental Solutions highlight the breakdown of waste categories as follows:

- general waste – 46.6 per cent
- paper and cardboard – 17.5 per cent
- general waste wet – 10.9 per cent
- food waste/organics recycling – 7.7 per cent
- commingle containers – 7.3 per cent
- paper only – 5.7 per cent
- confidential paper – 2.7 per cent
- medical waste – 0.6 per cent
- metal recycling – 0.6 per cent
- grease trap waste – 0.4 per cent.

The department continued to recycle fluorescent tubes with approximately 6000 tubes diverted from landfill over the past six years. This program works in synergy with all other recycling programs throughout the department to ensure that we will remain the greenest South Australian Government department.

During 2012-13, 37 208 reams of A4 and A3 paper were purchased at a cost of \$192 332.

Priority Area 4: Built Facilities (Green Building) Management

The *DCSI Assets and Facilities Business Plan 2012-2013* identifies the strategic objectives and direction that will be implemented to achieve a more sustainable and green department. These include:

- all future works comply with relevant standards, legislation and government policies, procedures and instructions
- lower the carbon footprint of facilities
- develop and commence implementation of green building strategies and a program of works
- develop and follow sustainability principles and standards as outlined in *South Australia's Strategic Plan*.

Performance indicators to measure progress against the business plan include:

- 100 per cent compliance with legislation
- compliance with the State Government *Energy Efficiency Action Plan*
- increase in 'greening' products implemented.

Priority Area 5: Travel and Fleet Management

As at 30 June 2013, the department's 916 fleet of vehicles comprised:

- Disability SA and Disability Services – 316 vehicles (34.5 per cent)
- Housing SA – 241 vehicles (26.3 per cent)
- Domiciliary Care – 234 vehicles (25.5 per cent)
- Youth Justice – 53 vehicles (5.8 per cent)
- DCSI Corporate – 52 vehicles (5.7 per cent)
- Ngaanyatjarra Pitjantjatjara Yankunytjatjara (NPY) Women's Council – 19 vehicles (2.2 per cent).

The current focus is on strategies to decrease average vehicle emissions/km by ten per cent by 2014-15 (based on 2009-10 levels), in line with whole-of-government fleet environmental targets. This has resulted in the percentage of LPG (dual fuel) vehicles falling from 51 per cent to eight per cent, as the department moves towards the 1.4 litre Holden Cruze vehicle, which provides lower lease rates and lower CO² emissions.

The department still maintains a fleet of 73 hybrid vehicles and was one of the first government departments in South Australia to add an electric vehicle to the fleet.

Priority Area 6: Green Procurement

The *Sustainable Procurement Policy* guides the department towards procuring socially and environmentally preferred products and services. To support the 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

A greening statement is incorporated into employee Job and Person Specifications to support sustainability and greening processes.

Priority Area 8: Government Administrative Policies and Guidelines

The department continues to ensure that sustainability and greening are reflected in administrative policies, procedures and guidelines.

Energy Efficiency Action Plan

As at 30 September 2013, data on the department's energy efficiency performance during the 2012-13 financial year was not available. This is due to changes in the methodology used to calculate energy usage.

An addendum to the annual report will be provided when the 2012-13 data is finalised.

Asbestos Management in Government Buildings

The Department of Planning, Transport and Infrastructure (DPTI) prepares an across-government asbestos risk reduction report that provides an overview of actions taken by government during the year to address the management of asbestos in all government-owned assets. The department modified and verified as correct the standard report provided by DPTI from the Strategic Asset Management Information System (SAMIS) as at 30 June 2013.

Urban Design Charter

Housing SA leads the promotion of good urban design outcomes through the *Design Guidelines for Sustainable Housing and Liveable Neighbourhoods*, which assists all users to gain a full appreciation and understanding of Housing SA requirements. These provide detailed information for application across all Housing SA building and development projects, with the aim of achieving sustainable housing outcomes.

The guidelines, which have been produced for the use of all professional service providers, in addition to Housing SA staff, capture existing corporate knowledge and urban design philosophy for the development and acquisition of social and affordable rental housing. They provide clear and consistent information in relation to site layouts, house and apartment designs, land titling and service infrastructure, amenity targets, universal and adaptable housing design, housing modifications and upgrades, and environmental sustainability. Specific disciplines include project management, architectural services, urban planning, structural engineering, civil engineering, electrical engineering and environmental services.

Housing SA urban design initiatives during 2012-13 include:

- working proactively with the Office for the Ageing (SA Health) to develop the age-friendly design criteria for residential development, with the release of the Aged-Friendly Guidelines in October 2012
- reviewing and updating Housing SA's *Design Guidelines for Sustainable Housing and Liveable Neighbourhoods*.

The design guidelines can be accessed through the department's website at www.dcsi.sa.gov.au.

Overseas Travel

Overseas travel is defined in the Commissioner for Public Sector Employment Determination 3.2: *Employment Conditions – Remuneration – Allowance and Reimbursements*, 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 Determination, unless it forms part of a more extensive itinerary encompassing other overseas destinations'. The following table summarises overseas travel undertaken in 2012-13 by employees of the department.

| Number of Employees | Destination | Reason for Travel | Total Cost to the Department ¹ |
|---------------------|--|--|---|
| 3 | Vanuatu and New Caledonia (Lifou and Noumea) | To support five clients of Disability Services on holiday. ² | \$3 614 |
| 1 | Cyprus | To accompany the Hon Jennifer Rankine MP, Minister for Multicultural Affairs, in their capacity as a member of the South Australian Multicultural and Ethnic Affairs Commission (SAMEAC). ³ | \$6 425 |
| 1 | China and Hong Kong | To accompany the Hon Jennifer Rankine MP, Minister for Multicultural Affairs, in his capacity as the Chairman of the SAMEAC. ⁴ | \$9 865 |
| 1 | China and Hong Kong | To accompany the Hon Jennifer Rankine MP, Minister for Multicultural Affairs. | \$19 472 |
| 1 | Italy, Cyprus and Malta | To accompany the Hon Jennifer Rankine MP, Minister for Multicultural Affairs. | \$22 524 |

¹ Includes salary, on costs, travel, accommodation, conference fees.

² The department only paid for wages of the staff members and travel insurance – all other costs were paid for by the clients.

³ The SAMEAC member is not an employee of the department; however, the cost of the trip was paid for by the department.

⁴ The travel costs for the SAMEAC Chairman were paid for by the department.

Fraud

The DCSI Fraud and Corruption Control Policy identifies that the department has a zero tolerance to fraud and similar inappropriate behaviour. In addition, the policy highlights that disclosures made in good faith and in accordance with the South Australian *Whistleblower Protection Act 1993* will be protected under the Act.

During 2012-13, 22 incidences were referred by DCSI divisions to Internal Audit for investigation, with 19 relating to missing funds, two relating to the maladministration of funds and one incident relating to client fraud. A majority of the incidents relate to amounts ranging from \$20 to a few hundred dollars.

Investigations of 19 incidents found no evidence to suggest employee dishonesty for any of these cases. A further two incidents continue to be under investigation. The incident relating to client fraud has been referred to the police.

Given the fraud detection and prevention policies, procedures and controls in place within the department, and that there was no evidence of material loss or employee dishonesty, it is unlikely that any undetected fraud would result in a material misstatement of the Financial Statements.

Ongoing strategies to manage fraud include:

- fraud and corruption control policies, procedures and codes on ethical standards, conduct policies and procedures on information technology security
- training on compliance and development of control self-assessment materials
- tendering procedures consistent with probity and transparency
- routine inspection and verification of work performed by contractors
- segregation of duties and applying limits of authority for approval of expenditure and other allocations of resources
- monthly financial management reporting
- reports on internal audit activities, risk management and other corporate governance matters to the DCSI Risk Management and Audit Committee.

Whistleblowers

Pursuant to Section 7 of the *Public Sector Act 2009*, three responsible officers have been appointed by the department for the purposes of the *Whistleblowers Protection Act 1993*.

During the year ending 30 June 2013, there were two disclosures under the *Whistleblowers Protection Act 1993*. Both disclosures were subject to investigations by the Director, Human Resources.

Financial Reporting

The Communities and Social Inclusion portfolio is supported by:

- the Department for Communities and Social Inclusion
- the South Australian Housing Trust (SAHT).

The information in this section on account payment performance, use of consultants and contractual arrangements relates only to the Department for Communities and Social Inclusion. SAHT information on these issues is included in the *South Australian Housing Trust Annual Report 2012-13*, which is accessible at www.dcsi.sa.gov.au.

Account Payment Performance

The following table includes all payments made through the department's accounts payable system during 2012-13, excluding purchase card expenditure, grants and payroll payments.

During 2012-13, 98 per cent of invoices were paid within 30 calendar days or less. The main contributing factor for late account payment relates to invoices in dispute. These invoices are flagged and followed up by the responsible officer within the department or, where necessary, Shared Services SA.

The number of invoices paid has reduced as a result of the transfer of Families SA to DECD on 1 January 2012.

| | Number of accounts paid | Percentage of accounts paid (by number) | Value in \$A of accounts paid | Percentage of accounts paid (by value) |
|--|-------------------------|---|-------------------------------|--|
| Paid by due date * | 290 151 | 98.6 | 1 056 341 924 | 98.5 |
| Paid late, but paid within 30 days of due date | 3 472 | 1.2 | 10 071 798 | 0.9 |
| Paid more than 30 days from due date | 722 | 0.2 | 6 260 891 | 0.6 |

* The due date is defined under Section 11.7 of Treasurer's Instruction 11 Payment of Creditors' Accounts.

Consultants

During 2012-13, there were three consultancies undertaken with a total expenditure of \$37 145. The following table displays the department's use of consultants and the nature of work undertaken.

| Consultant | Purpose of Consultancy | Number | Total |
|-----------------------------------|--|----------|-----------------|
| Value below \$10 000 | | | |
| Ernst & Young | GST advice on contractual models which exist within the Individualised Funding Program | | \$8 500 |
| Sub-total | | 1 | \$8 500 |
| Value \$10 000 to \$50 000 | | | |
| KPMG | Safeguards Mapping Project | | \$18 145 |
| Lumin Collaborative | Review of Day Options Program | | \$10 500 |
| Sub-total | | 2 | \$28 645 |
| Value above \$50 000 | | | |
| Nil | | | |
| Sub-total | | - | - |
| Total | | 3 | \$37 145 |

Contractual Arrangements

During 2012-13, there were 38 contracts with a value greater than \$4 million (GST inclusive) which extended beyond a single year.

| Organisation | Description | Duration of arrangement | Value |
|---|---|--------------------------------|--------------|
| AAPT | Voice carriage services | 23 March 2009 to 24 March 2014 | \$13 200 000 |
| Aboriginal Prisoners and Offenders Support Services | Provides accommodation services | 1 July 2010 to 30 June 2013 | \$4 918 920 |
| Aidacare Invacare Motion Specialties Pride XtraCare | Provider panel for the supply of wheelchairs and scooters | 1 July 2012 to 30 June 2015 | \$9 900 000 |
| Anglicare SA | Provides a range of services including accommodation, respite and in-home support and access to the community | 1 July 2010 to 30 June 2013 | \$17 160 765 |
| Autism SA | Provides diagnostic and therapeutic services to children with autism spectrum disorder | 1 July 2010 to 30 June 2013 | \$7 675 316 |

| Organisation | Description | Duration of arrangement | Value |
|--|--|-------------------------------------|--------------|
| Barkuma Incorporated | Provides in home accommodation support | 1 July 2010 to 30 June 2013 | \$5 237 621 |
| Bedford Industries Incorporated | Provides accommodation and day option program services | 1 July 2010 to 30 June 2013 | \$6 243 382 |
| Catholic Family Services (Centacare) | Provides accommodation and respite services and a day option program | 1 July 2010 to 30 June 2013 | \$7 812 003 |
| City of Port Adelaide Enfield | Parks Community Centre | 1 October 2007 to 30 September 2013 | \$9 359 708 |
| Community Accommodation and Respite Agency | Provides accommodation and respite services | 1 July 2010 to 30 June 2013 | \$47 678 033 |
| Community Lifestyles Incorporated | Provides a range of services including accommodation, in-home support, social support and assistance to access the community | 1 July 2010 to 30 June 2013 | \$10 465 516 |
| Community Living and Support Services | Provides respite, accommodation and day option program services | 1 July 2010 to 30 June 2013 | \$12 516 624 |
| Community Living Options | Provides accommodation and respite services | 1 July 2010 to 30 June 2013 | \$9 677 353 |
| Community Living Project | Provides accommodation and respite services | 1 July 2010 to 30 June 2013 | \$6 000 380 |
| COMREC Australia Pty Ltd | Provides day option program services | 1 July 2010 to 30 June 2013 | \$4 557 807 |
| Contact 121 | The supply of call centre services to Housing SA and Disability Services | 1 February 2013 to 31 January 2016 | \$7 061 477 |
| Disability Living Incorporated | Provides accommodation services | 1 July 2010 to 30 June 2013 | \$5 286 095 |
| EBL Disability Services | Provides emergency/transitional accommodation support and centre-based respite | 1 July 2010 to 30 June 2013 | \$5 092 353 |
| Fulham Funerals | Funeral services | 1 July 2011 to 30 June 2014 | \$6 018 100 |
| Guide Dogs Association of SA & NT | Provides case management, learning and life skills and information and referral services | 1 July 2010 to 30 June 2013 | \$5 675 794 |
| Hills Community Options | Provides accommodation and day option program services | 1 July 2010 to 30 June 2013 | \$8 175 061 |
| Individual Supported Accommodation Service | Provides accommodation services | 1 July 2010 to 30 June 2013 | \$5 202 009 |

| Organisation | Description | Duration of arrangement | Value |
|--|--|------------------------------|---------------|
| ISS Facility Services Australia Limited | Cleaning services | 31 May 2010 to 30 May 2014 | \$4 558 841 |
| Leveda Incorporated | Provides accommodation, respite, social support and assistance to access the community | 1 July 2010 to 30 June 2013 | \$29 170 924 |
| Life's for Living | Provides a range of services including accommodation, in-home support, social support and assistance to access the community | 1 July 2010 to 30 June 2013 | \$11 761 311 |
| Lyreco | Stationery | 1 June 2007 to 31 March 2013 | \$4 162 500 |
| Minda Incorporated | Provides accommodation, respite, social support and assistance to access the community | 1 July 2010 to 30 June 2013 | \$122 540 409 |
| NASANSB and Your Nursing Agency | Provider panel for the supply of agency nursing services to Disability Services | 1 June 2013 to 30 May 2016 | \$10 560 000 |
| Novita Children's Services | Provides community support services, therapy and equipment to children 0-18 with physical, cognitive and neurological disability | 1 July 2010 to 30 June 2013 | \$34 861 995 |
| Novita Children's Services | South Australian HACC services to provide personal care, respite care and home assist services | 1 July 2012 to 30 June 2015 | \$4 312 200 |
| Orana Incorporated | Provides accommodation and respite services | 1 July 2010 to 30 June 2013 | \$8 461 215 |
| Royal District Nursing Service of SA Limited | South Australian HACC services to provide nursing services in client's homes or in nursing services located across metropolitan Adelaide | 1 July 2012 to 30 June 2015 | \$13 712 480 |
| Royal District Nursing Service of SA Limited | Provides accommodation support, information and referral and alternative methods of communication services | 1 July 2010 to 30 June 2013 | \$4 251 249 |
| Royal Society for the Blind | Provides accommodation support, information and referral and alternative methods of communication services | 1 July 2010 to 30 June 2013 | \$8 447 804 |
| SCOSA | Provides learning and life skills programs for people with intellectual disability | 1 July 2010 to 30 June 2013 | \$20 370 505 |

| Organisation | Description | Duration of arrangement | Value |
|--|---|-----------------------------|-------------|
| The Paraplegic and Quadriplegic Association of South Australia | Provides accommodation services | 1 July 2010 to 30 June 2013 | \$6 445 589 |
| Uniting Communities | Provides supported residential facilities program, community access and alternative family accommodation support placements | 1 July 2010 to 30 June 2013 | \$5 991 180 |
| Uniting Communities | South Australian HACC services to provide centre-based day activity programs, transport and respite care | 1 July 2012 to 30 June 2015 | \$4 410 063 |

Financial Statements

**Financial Statements for the year ended 30 June 2013 for the
Department for Communities and Social Inclusion**


Certified statement by the Chief Executive and Principal Finance Officer

Certification of the Financial Report

We certify that the attached general purpose financial statements for the Department for Communities and Social Inclusion (DCSI);

- 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 DCSI; and
- present a true and fair view of the financial position of DCSI as at 30 June 2013 and the results of its operation and cash flows for the financial year.

We certify that the internal controls employed by DCSI for the financial year over its financial reporting and its preparation of the general purpose financial statements have been effective throughout the reporting period.



Joslene Mazel
CHIEF EXECUTIVE

19 / 9 / 2013



Andrew Thompson
**EXECUTIVE DIRECTOR
FINANCIAL SERVICES**

19 / 9 / 2013

INDEPENDENT AUDITOR'S REPORT



Government of South Australia
Auditor-General's Department

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To the Chief Executive Department for Communities and Social Inclusion

As required by section 31(1)(b) of the *Public Finance and Audit Act 1987*, I have audited the accompanying financial report of the Department for Communities and Social Inclusion for the financial year ended 30 June 2013. The financial report comprises:

- a Statement of Comprehensive Income for the year ended 30 June 2013
- a Statement of Financial Position as at 30 June 2013
- a Statement of Changes in Equity for the year ended 30 June 2013
- a Statement of Cash Flows for the year ended 30 June 2013
- Disaggregated Disclosures - Expenses and Income for the year ended 30 June 2013
- Disaggregated Disclosures - Assets and Liabilities as at 30 June 2013
- notes, comprising a summary of significant accounting policies and other explanatory information
- a Statement of Administered Comprehensive Income for the year ended 30 June 2013
- a Statement of Administered Financial Position as at 30 June 2013
- a Statement of Administered Changes in Equity for the year ended 30 June 2013
- a Statement of Administered Cash Flows for the year ended 30 June 2013
- a Schedule of Expenses and Income attributable to administered activities for the year ended 30 June 2013
- notes, comprising a summary of significant accounting policies and other explanatory information for administered items
- a Certificate from the Chief Executive and the Executive Director Financial Services.

The Chief Executive's Responsibility for the Financial Report

The Chief Executive is responsible for the preparation of the financial report that gives a true and fair view in accordance with the Treasurer's Instructions promulgated under the provisions of the *Public Finance and Audit Act 1987* and Australian Accounting Standards, and for such internal control as the Chief Executive determines is necessary to enable the preparation of the financial report that is free from material misstatement, whether due to fraud or error.

Auditor's Responsibility

My responsibility is to express an opinion on the financial report 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 comply with relevant ethical requirements and that the auditor plan and perform the audit to obtain reasonable assurance about whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation of the financial report that gives a true and fair view in order to design audit procedures that are appropriate in the circumstances. 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 report.

I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my audit opinion.

Opinion

In my opinion, the financial report gives a true and fair view of the financial position of the Department for Communities and Social Inclusion as at 30 June 2013, 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
27 September 2013

DEPARTMENT FOR COMMUNITIES AND SOCIAL INCLUSION

STATEMENT OF COMPREHENSIVE INCOME

for the year ended 30 June 2013

| | Note | 2013 \$'000 | 2012 \$'000 |
|--|------|------------------|--------------------|
| Expenses | | | |
| Employee benefit expenses | 5 | 363 543 | 436 911 |
| Supplies and services | 6 | 221 056 | 222 081 |
| Depreciation and amortisation expense | 7 | 6 462 | 4 722 |
| Grants, subsidies and client payments | 8 | 561 157 | 787 888 |
| Net loss from disposal of non-current assets | 13 | 126 | (628) |
| Other expenses | 9 | 30 019 | 27 259 |
| Total expenses | | 1 182 363 | 1 478 233 |
| Income | | | |
| Revenue from rent, fees and charges | 10 | 122 210 | 132 734 |
| Commonwealth revenues | 11 | 70 480 | 267 185 |
| Interest revenues | 12 | 61 | 31 |
| Other revenues | 14 | 1 611 | 7 066 |
| Total income | | 194 362 | 407 016 |
| Net cost of providing services | | (988 001) | (1 071 217) |
| Revenues from / (payments to) SA Government | | | |
| SA Government appropriation | 15.1 | 986 040 | 1 110 680 |
| Grants from SA Government agencies | 15.2 | 10 815 | 10 991 |
| Payments to SA Government | 15.3 | - | (17 938) |
| Total revenues from / (payments to) SA Government | | 996 855 | 1 103 733 |
| Net result | | 8 854 | 32 516 |
| Other comprehensive income | | | |
| Revaluation surplus | | (10 264) | (56 867) |
| Total other comprehensive income | | (10 264) | (56 867) |
| Total comprehensive result | | (1 410) | (24 351) |

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.

DEPARTMENT FOR COMMUNITIES AND SOCIAL INCLUSION

STATEMENT OF FINANCIAL POSITION

for the year ended 30 June 2013

| | Note | 2013 \$'000 | 2012 \$'000 |
|---|------|----------------|----------------|
| Current assets | | | |
| Cash and cash equivalents | 17 | 82 804 | 63 678 |
| Receivables | 18 | 47 169 | 35 460 |
| Inventories | 19 | 293 | 295 |
| | | <u>130 266</u> | <u>99 433</u> |
| Non-current assets classified as held for sale | 20 | 2 343 | - |
| Total current assets | | <u>132 609</u> | <u>99 433</u> |
| Non-current assets | | | |
| Receivables | 18 | 18 598 | 15 070 |
| Property, plant and equipment | 21 | 235 066 | 188 927 |
| Capital works in progress | 22 | 3 810 | 68 009 |
| Intangible assets | 23 | 22 | - |
| Total non-current assets | | <u>257 496</u> | <u>272 006</u> |
| Total assets | | <u>390 105</u> | <u>371 439</u> |
| Current liabilities | | | |
| Payables | 24 | 61 732 | 46 852 |
| Employee benefits | 25 | 45 885 | 42 051 |
| Provisions | 26 | 11 010 | 8 742 |
| Other current liabilities | 27 | 1 702 | 785 |
| Total current liabilities | | <u>120 329</u> | <u>98 430</u> |
| Non-current liabilities | | | |
| Payables | 24 | 4 911 | 4 733 |
| Employee benefits | 25 | 51 123 | 50 800 |
| Provisions | 26 | 28 452 | 30 139 |
| Other non-current liabilities | 27 | 4 141 | 4 778 |
| Total non-current liabilities | | <u>88 627</u> | <u>90 450</u> |
| Total liabilities | | <u>208 956</u> | <u>188 880</u> |
| Net assets | | <u>181 149</u> | <u>182 559</u> |
| Equity | | | |
| Contributed capital | 28 | 74 325 | 74 325 |
| Retained earnings | 28 | 59 142 | 50 288 |
| Revaluation surplus | 28 | 47 682 | 57 946 |
| Total equity | | <u>181 149</u> | <u>182 559</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.

DEPARTMENT FOR COMMUNITIES AND SOCIAL INCLUSION

STATEMENT OF CASH FLOWS

for the year ended 30 June 2013

| | Note | 2013 Inflows (Outflows) \$'000 | 2012 Inflows (Outflows) \$'000 |
|--|------|---|---|
| Cash flows from operating activities | | | |
| Cash outflows | | | |
| Employee benefit payments | | (360 083) | (415 466) |
| Payments for supplies and services | | (231 277) | (215 244) |
| Payments for grants and subsidies | | (533 116) | (790 138) |
| GST payments on purchases | | (45 013) | (62 909) |
| GST paid to the ATO | | (1 418) | (2 153) |
| Other payments | | (27 225) | (26 788) |
| Cash used in operations | | (1 198 132) | (1 512 698) |
| Cash inflows | | | |
| Fees and charges | | 129 830 | 134 432 |
| Receipts from Commonwealth | | 47 267 | 267 568 |
| Interest received | | 61 | 31 |
| GST receipts on receivables | | 1 981 | 2 080 |
| GST recovered from the ATO | | 46 188 | 62 422 |
| Other receipts | | 1 611 | 3 170 |
| Cash generated from operations | | 226 938 | 469 703 |
| Cash flows from SA Government | | | |
| Receipts from SA Government | | 986 040 | 1 110 680 |
| Grants from SA Government agencies | | 10 815 | 10 991 |
| Payments to SA Government | | - | (17 938) |
| Cash generated from SA Government | | 996 855 | 1 103 733 |
| Net cash (used in)/provided by operating activities | 33 | 25 661 | 60 738 |
| Cash flows from investing activities | | | |
| Cash outflows | | | |
| Purchase of property, plant and equipment (including WIP) | | (8 605) | (49 770) |
| Cash used in investing activities | | (8 605) | (49 770) |
| Cash inflows | | | |
| Proceeds from sale of property, plant and equipment | | 2 070 | 710 |
| Cash generated from investing activities | | 2 070 | 710 |
| Net cash (used in) investing activities | | (6 535) | (49 060) |
| Cash flows from financing activities | | | |
| Cash outflows | | | |
| Cash transferred as a result of restructuring activities | | - | (301) |
| Cash (used in) financing activities | | - | (301) |
| Cash inflows | | | |
| Proceeds from borrowings | | - | 246 |
| Proceeds from restructuring activities | | - | 246 |
| Cash generated from financing activities | | - | 246 |
| Net cash (used in)/provided by financing activities | | - | (55) |
| Net increase in cash and cash equivalents | | 19 126 | 11 623 |
| Cash and cash equivalents at the beginning of the period | | 63 678 | 52 055 |
| Cash and cash equivalents at the end of the period | 17 | 82 804 | 63 678 |

The above statement should be read in conjunction with the accompanying notes.

DEPARTMENT FOR COMMUNITIES AND SOCIAL INCLUSION

STATEMENT OF CHANGES IN EQUITY

for the year ended 30 June 2013

| | Note | Contributed Capital \$'000 | Revaluation Surplus \$'000 | Retained Earnings \$'000 | Total \$'000 |
|--|-----------|----------------------------------|----------------------------------|--------------------------------|-----------------|
| Balance at 30 June 2011 | | 74 325 | 114 813 | 16 859 | 205 997 |
| Prior period adjustment | | - | - | 204 | 204 |
| Restated balance at 30 June 2011 | | 74 325 | 114 813 | 17 063 | 206 201 |
| Net result for 2011-12 | | - | - | 36 747 | 36 747 |
| Gain/(loss) on revaluation of property, plant and equipment during 2011-12 | | - | (56 867) | - | (56 867) |
| Total comprehensive result for 2011-12 | | - | (56 867) | 36 747 | (20 120) |
| Transactions with SA Government as owner | | | | | |
| Net assets received from an administrative restructure | 31 | - | - | (3 290) | (3 290) |
| Net assets transferred as a result of an administrative restructure | 31 | - | - | 3 999 | 3 999 |
| Balance at 30 June 2012 | 28 | 74 325 | 57 946 | 54 519 | 186 790 |
| Prior period adjustment | | - | - | (4 231) | (4 231) |
| Restated balance at 30 June 2012 | | 74 325 | 57 946 | 50 288 | 182 559 |
| Net result for 2012-13 | | - | - | 8 854 | 8 854 |
| Gain/(loss) on revaluation of property, plant and equipment during 2012-13 | | - | (10 264) | - | (10 264) |
| Total comprehensive result for 2012-13 | | - | (10 264) | 8 854 | (1 410) |
| Balance at 30 June 2013 | 28 | 74 325 | 47 682 | 59 142 | 181 149 |

All changes in equity are attributable to the SA Government as owner

The above statement should be read in conjunction with the accompanying notes.

DEPARTMENT FOR COMMUNITIES AND SOCIAL INCLUSION
DISAGGREGATED DISCLOSURES - EXPENSES AND INCOME
for the year ended 30 June 2013

| Activities (refer note 4) | Status of Women | Multicultural Services | Social Housing | Community and Home Support | Communities and Partners | Organisational Capability | General/Not Attributable | Total |
|---|-----------------|------------------------|------------------|----------------------------|--------------------------|---------------------------|--------------------------|------------------|
| | 1 | 2 | 3 | 4 | 5 | 6 | | |
| | 2013 | 2013 | 2013 | 2013 | 2013 | 2013 | 2013 | 2013 |
| | \$'000 | \$'000 | \$'000 | \$'000 | \$'000 | \$'000 | \$'000 | \$'000 |
| Expenses | | | | | | | | |
| Employee benefit expenses | 1 577 | 4 321 | 74 512 | 203 347 | 40 750 | 39 036 | - | 363 543 |
| Supplies and services | 222 | 1 026 | - | 168 271 | 13 084 | 38 453 | - | 221 056 |
| Depreciation and amortisation expense | - | - | - | 2 813 | 1 617 | 2 032 | - | 6 462 |
| Grants, subsidies and client payments | 153 | 791 | 329 991 | 210 632 | 18 312 | 1 278 | - | 561 157 |
| Net gain/(loss) from disposal of non-current assets | - | - | - | 24 | 13 | 89 | - | 126 |
| Other expenses | - | 266 | - | 27 364 | - | 2 389 | - | 30 019 |
| Total expenses | 1 952 | 6 404 | 404 503 | 612 451 | 73 776 | 83 277 | - | 1 182 363 |
| Income | | | | | | | | |
| Revenues from rent, fees and charges | 2 | 3 255 | 71 409 | 20 409 | 1 487 | 25 648 | - | 122 210 |
| Commonwealth revenues | - | - | 16 717 | 52 870 | 893 | - | - | 70 480 |
| Interest revenues | - | - | - | 57 | - | 4 | - | 61 |
| Other revenues | - | - | - | 1 382 | 99 | 130 | - | 1 611 |
| Total income | 2 | 3 255 | 88 126 | 74 718 | 2 479 | 25 782 | - | 194 362 |
| Net cost of providing services | (1 950) | (3 149) | (316 377) | (537 733) | (71 297) | (57 495) | - | (988 001) |
| Revenues from /(payments to) SA Government | | | | | | | | |
| SA Government appropriation | - | - | 180 785 | - | - | - | 805 255 | 986 040 |
| Grants from SA Government agencies | 118 | 6 | - | 6 898 | 2 525 | 1 268 | - | 10 815 |
| Payments to SA Government | - | - | - | - | - | - | - | - |
| Net result | (1 832) | (3 143) | (135 592) | (530 835) | (68 772) | (56 227) | 805 255 | 8 854 |

DEPARTMENT FOR COMMUNITIES AND SOCIAL INCLUSION
DISAGGREGATED DISCLOSURES - EXPENSES AND INCOME
for the year ended 30 June 2012

| Activities (refer note 4) | Housing | Families | Disability | Ageing | Communities and Partners | Organisational Capability | General/Not Attributable | Total |
|--|------------------|------------------|------------------|-----------------|--------------------------|---------------------------|--------------------------|--------------------|
| | 1 | 2 | 3 | 4 | 5 | 6 | | |
| | 2012 | 2012 | 2012 | 2012 | 2012 | 2012 | 2012 | 2012 |
| | \$'000 | \$'000 | \$'000 | \$'000 | \$'000 | \$'000 | \$'000 | \$'000 |
| Expenses | | | | | | | | |
| Employee benefit expenses | 83 996 | 84 017 | 156 001 | 37 912 | 9 954 | 65 031 | - | 436 911 |
| Supplies and services | - | 19 407 | 126 724 | 30 243 | 5 519 | 40 188 | - | 222 081 |
| Depreciation and amortisation expense | - | 1 506 | 409 | 1 330 | 57 | 1 420 | - | 4 722 |
| Grants, subsidies and client payments | 417 872 | 62 473 | 155 653 | 133 425 | 13 624 | 4 841 | - | 787 888 |
| Net(loss)/gain from disposal of non-current assets | - | - | 4 | 50 | - | (682) | - | (628) |
| Other expenses | - | - | 26 783 | 25 | - | 451 | - | 27 259 |
| Total expenses | 501 868 | 167 403 | 465 574 | 202 985 | 29 154 | 111 249 | - | 1 478 233 |
| Income | | | | | | | | |
| Revenues from rent, fees and charges | 82 423 | 323 | 15 802 | 4 832 | 953 | 28 401 | - | 132 734 |
| Commonwealth revenues | 86 204 | 1 378 | 44 874 | 134 302 | - | 427 | - | 267 185 |
| Interest revenues | - | - | 2 | 27 | - | 2 | - | 31 |
| Other revenues | - | 327 | - | 1 625 | - | 5 114 | - | 7 066 |
| Total income | 168 627 | 2 028 | 60 678 | 140 786 | 953 | 33 944 | - | 407 016 |
| Net cost of providing services | (333 241) | (165 375) | (404 896) | (62 199) | (28 201) | (77 305) | - | (1 071 217) |
| Revenues from /(payments to) SA Government | | | | | | | | |
| SA Government appropriation | 192 866 | - | - | - | - | - | 917 814 | 1 110 680 |
| Grants from SA Government agencies | - | 589 | 5 307 | 1 700 | 2 753 | 642 | - | 10 991 |
| Payments to SA Government | - | - | - | - | - | - | (17 938) | (17 938) |
| Net result | (140 375) | (164 786) | (399 589) | (60 499) | (25 448) | (76 663) | 899 876 | 32 516 |

DEPARTMENT FOR COMMUNITIES AND SOCIAL INCLUSION
DISAGGREGATED DISCLOSURES - ASSETS AND LIABILITIES
for the year ended 30 June 2013

| Activities (refer note 4) | Status of Women | Multicultural Services | Social Housing | Community and Home Support | Communities and Partners | Organisational Capability | General/ Not Attributable | Total |
|----------------------------------|-----------------|------------------------|----------------|----------------------------|--------------------------|---------------------------|---------------------------|---------|
| | 1 | 2 | 3 | 4 | 5 | 6 | | |
| | 2013 | 2013 | 2013 | 2013 | 2013 | 2013 | 2013 | 2013 |
| | \$'000 | \$'000 | \$'000 | \$'000 | \$'000 | \$'000 | \$'000 | \$'000 |
| Assets | | | | | | | | |
| Cash and cash equivalents * | - | - | - | - | - | - | 82 804 | 82 804 |
| Receivables * | - | - | - | - | - | - | 65 767 | 65 767 |
| Inventories | - | - | - | 41 | - | 252 | - | 293 |
| Property, plant and equipment | - | 21 | - | 73 940 | 89 497 | 71 608 | - | 235 066 |
| Non-current assets held for sale | - | - | - | - | - | 2 343 | - | 2 343 |
| Capital works in progress | - | - | - | 141 | - | 3 669 | - | 3 810 |
| Intangible assets | - | - | - | - | 22 | - | - | 22 |
| Total assets | - | 21 | - | 74 122 | 89 519 | 77 872 | 148 571 | 390 105 |
| Liabilities | | | | | | | | |
| Payables * | - | - | - | - | - | - | 66 643 | 66 643 |
| Employee benefits * | - | - | - | - | - | - | 97 008 | 97 008 |
| Provisions * | - | - | - | - | - | - | 39 462 | 39 462 |
| Other liabilities * | - | - | - | - | - | - | 5 843 | 5 843 |
| Total liabilities | - | - | - | - | - | - | 208 956 | 208 956 |

* 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.

DEPARTMENT FOR COMMUNITIES AND SOCIAL INCLUSION
DISAGGREGATED DISCLOSURES - ASSETS AND LIABILITIES
as at 30 June 2012

| Activities (refer note 4) | Housing | Families | Disability | Ageing | Communities and Partners | Organisational Capability | General/ Not Attributable | Total |
|-------------------------------|---------|----------|------------|--------|--------------------------|---------------------------|---------------------------|---------|
| | 1 | 2 | 3 | 4 | 5 | 6 | | |
| | 2012 | 2012 | 2012 | 2012 | 2012 | 2012 | 2012 | 2012 |
| | \$'000 | \$'000 | \$'000 | \$'000 | \$'000 | \$'000 | \$'000 | \$'000 |
| Assets | | | | | | | | |
| Cash and cash equivalents * | - | - | - | - | - | - | 63 678 | 63 678 |
| Receivables * | - | - | - | - | - | - | 50 530 | 50 530 |
| Inventories | - | - | 51 | - | - | 244 | - | 295 |
| Property, plant and equipment | - | 60 772 | 64 770 | 17 615 | 2 589 | 43 181 | - | 188 927 |
| Capital works in progress | - | - | - | - | - | 68 009 | - | 68 009 |
| Intangible assets | - | - | - | - | - | - | - | - |
| Total assets | - | 60 772 | 64 821 | 17 615 | 2 589 | 111 434 | 114 208 | 371 439 |
| Liabilities | | | | | | | | |
| Payables * | - | - | - | - | - | - | 51 585 | 51 585 |
| Employee benefits * | - | - | - | - | - | - | 92 851 | 92 851 |
| Borrowings | - | - | - | - | - | - | - | - |
| Provisions * | - | - | - | - | - | - | 38 881 | 38 881 |
| Other liabilities * | - | - | - | - | - | - | 5 563 | 5 563 |
| Total liabilities | - | - | - | - | - | - | 188 880 | 188 880 |

* 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.

DEPARTMENT FOR COMMUNITIES AND SOCIAL INCLUSION

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

for the year ended 30 June 2013

1 Objectives and functions of the Department for Communities and Social Inclusion

The Department for Communities and Social Inclusion (the Department) is committed to ensuring that all South Australians, particularly the most vulnerable and disadvantaged, have access to high quality services that protect and enhance the community's wellbeing and provide support to people when they need it.

The Department has a commitment to delivering better and more connected services to the vulnerable and disadvantaged in our community, and to build engaged, socially inclusive, strong and vibrant communities.

The work of the Department will support the achievement of the South Australian Government Strategic Priorities.

Following a number of machinery of government reforms which were announced by the Premier, Hon Jay Weatherill MP, on 22 October 2011, the Department serves the Minister for Communities and Social Inclusion, Minister for Social Housing, Minister for Disabilities, Minister for Youth, Minister for Volunteers, Minister for the Status of Women, and Minister for Multicultural Affairs.

The Department has responsibility for the 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 do 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 SA Government. 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

There were no functions transferred in the 2012-13 financial year.

2011-12

Transferred Out

Under the Public Sector (Reorganisation of Public Sector Operations) Notice 2011, from 1 January 2012 the Department transferred responsibilities for Families SA to the Department for Education and Child Development. Assets and liabilities relating to these business units were transferred out of the Department and into the Department for Education and Child Development as at 1 January 2012.

Under the Public Sector (Reorganisation of Public Sector Operations) Notice 2011, from 1 January 2012 the Department transferred responsibilities for Ageing Policy and Age Care Assessment Team (ACAT) to the Department for Health and Ageing. Assets and liabilities relating to these business units were transferred out of the Department and into the Department for Health and Ageing as at 1 January 2012.

Under the Public Sector (Reorganisation of Public Sector Operations) Notice 2012, from 23 April 2012 the Department transferred responsibilities for specified employees only, to the Urban Renewal Authority (now referred to as Renewal SA).

Transferred in

Under the Public Sector (Reorganisation of Public Sector Operations) Notice 2011, from 1 December 2011 Department of the Premier and Cabinet transferred responsibilities for the Social Inclusion Unit, to the Department. Assets and liabilities relating to these business units were transferred out of their respective department and into the Department as at 1 December 2011.

Under the Public Sector (Reorganisation of Public Sector Operations) Notice 2011, from 1 January 2012 the Attorney-General's Department transferred responsibility for the Office for Women, Office for Youth, Office for Volunteers and Multicultural SA to the Department. Assets and liabilities relating to these business units were transferred out of their respective department and into the Department as at 1 January 2012.

Under the Public Sector (Reorganisation of Public Sector Operations) Notice 2011, from 1 January 2012 Department of Planning and Local Government transferred responsibilities for Office for the Southern Suburbs and Office for the Northern Suburbs to the Department. Assets and liabilities relating to these business units were transferred out of their respective department and into the Department as at 1 January 2012.

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 rents, fees and charges.

2 Summary of significant accounting policies

2.1 Statement of compliance

The financial statements are general purpose financial statements. The accounts have been prepared in accordance with:

- relevant 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.

Early adoption of accounting standards

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 reporting period ending 30 June 2013. 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 for the year ending 30 June 2013.

2.2 Basis of preparation

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 judgements or where assumptions and estimates are significant to the financial statements are outlined in the applicable notes.

Accounting policies are selected and applied in a manner which ensures that the resulting financial information satisfies the concepts of relevance and reliability, thereby ensuring that the substance of the underlying transactions or other events are reported.

The preparation of the financial statements also requires compliance with accounting policy statements (APS) issued pursuant to section 41 of the *Public Finance and Audit Act 1987*. In the interest of public accountability and transparency, the APS require the following note disclosures, that have been included in this financial report:

- 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)
- employee targeted voluntary separation package information
- employees whose normal remuneration is equal to or greater than the base executive remuneration level (within \$10 000 bandwidths) and the aggregate of the 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.

The accounting policies set out below have been applied in preparing the financial statements for the year ended 30 June 2013 and the comparative information presented.

2.3 Reporting entity

The Department's financial statements include both departmental and administered items. The 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.

2.4 Comparative information

The presentation and classification of items in the financial statements are consistent with prior periods except where specific accounting standards and/or APS has required a change.

Where presentation or classification of items in the financial statements have been amended, comparative figures have been adjusted to conform to changes in presentation or classification in these financial statements unless impracticable.

Where the Department has applied an accounting policy retrospectively, such items are reclassified retrospectively in the financial statements.

The restated comparative amounts do not replace the original financial statements for the preceding period.

2.5 Rounding

All amounts in the financial statements and accompanying notes have been rounded to the nearest thousand dollars (\$'000).

2.6 Taxation

The Department is not subject to income tax. The Department is liable for payroll tax, fringe benefits tax, goods and services tax (GST), emergency services levy, land tax equivalents and local government rate equivalents.

Income, expenses and assets are recognised net of the amount of GST except:

- 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 expense.
- where appropriate, receivables and payables are stated with the amount of GST included.

The net amount of GST recoverable from, or payable to, the 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 net 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.

2.7 Income

Income is recognised in the 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.

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 contribution or the right to receive the contribution.

Resources received free of charge

Resources received free of charge are recorded as revenue in the Statement of Comprehensive Income at their fair value. Contributions of services are recognised only when a fair value can be determined reliably and the services would be purchased if they were not donated.

Revenues from SA Government

Appropriation is recognised as revenue when the Department obtains control over the funding. Control over appropriation 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.

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 surplus is transferred to retained earnings.

2.8 Expenses

Expenses are recognised in the 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 accompanying 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 costs 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 such as software, while depreciation is applied to tangible assets such as property, plant and equipment.

The useful lives, residual values and depreciation/amortisation method of all major assets held by the Department are reassessed on an annual basis.

Changes in the expected useful life or the expected pattern of consumption of future economic benefit embodied in the asset are accounted for prospectively by changing the time period or method, as appropriate, which is a change in accounting estimate.

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:

| Class of asset | Depreciation method | Useful life (years) |
|---|---------------------|---------------------|
| • Buildings and Improvements | Straight Line | 4-50 years |
| • Leasehold Improvements | Straight Line | Life of lease |
| • Computing Equipment | Straight Line | 3 years |
| • Motor Vehicles | Straight Line | 3-10 years |
| • Other Plant and Equipment | Straight Line | 2-15 years |
| • Intangible Assets - Computer Software | Straight Line | 3-10 years |

Grants, subsidies and client payments

Grants that are paid to other entities 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.

Resources provided free of charge

Resources provided free of charge are recorded as expenditure in the Statement of Comprehensive Income at their fair value; and in the expense line items to which they relate.

Payments to SA Government

Payments to SA Government include the return of surplus cash pursuant to the cash alignment policy.

2.9 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.

2.10 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 accompanying 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 SA Government introduced a policy with respect to aligning agency cash balances with the appropriation and expenditure authority. During 2012-13 the Department was required to transfer \$14.3m for Concessions which is an Administered Item. During the 2011-12 financial year the Department was required to transfer \$17.9m of its cash balance to the Consolidated Account and \$8.06m for Concessions which is an Administered Item.

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 government 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. An allowance for doubtful debts is raised when there is objective evidence that the Department will not be able to collect the debt. Debts that are known to be uncollectible, after all reasonable attempts have been made to collect the debt, are written off when identified.

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 Assets (or disposal groups) held for sale

Non-current assets (or disposal groups) are classified as held for sale and stated at the lower of their carrying amount fair value less costs to sell if their carrying amount will be recovered principally through a sale transaction rather than through continuing use. This condition is regarded as met only when the sale is highly probable and the asset's sale is expected to be completed one year from date of classification.

Non-current assets classified as held for sale and the assets of a disposal group classified as held for sale and the assets of a disposal group classified as held for sale are presented separately from the other assets in the Statement of Financial Position. The liability of a disposal group classified as held for sale are also presented separately from the other liabilities in the Statement of Financial Position.

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 tangible assets with a value of \$10 000 or greater.

Assets held for sale are separately disclosed and measured at the lower of their carrying amount and fair value less costs to sell.

Works in progress are projects incomplete as at reporting date.

Revaluation of non-current assets

In accordance with Accounting Policy Framework (APF) III *Asset Accounting Framework*, all non-current tangible 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 three 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 tangible 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 surplus, 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 surplus to the extent of the credit balance existing in the revaluation surplus 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 surplus relating to that asset is transferred to retained earnings.

The Department's land and buildings underwent a full site revaluation as at 30 June 2012.

The professional valuer engaged to perform the independent valuations was:

- Mr Fred Taormina, B.App.Sc. (Val.), A.A.P.I. Certified Practising Valuer of Valcorp Pty Ltd

Desktop valuations were carried out by Mr Fred Taormina in 2013 to assess if the carrying amount of land and building assets were impaired or materially different from fair value. This year's desktop valuation did determine an impairment, and these new values were adopted as at 30 June 2013.

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 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 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.

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 surplus for that same class of assets, to the extent that the impairment loss does not exceed the amount in the revaluation surplus 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 useful lives of intangible assets are assessed to be either finite or indefinite. The Department only has intangible assets with finite lives. The amortisation period and the amortisation method for intangible assets is reviewed on an annual basis.

The acquisition of or internal development of software is capitalised when the expenditure meets the asset definition criteria (identifiability, control, and the existence of future economic benefits), the asset recognition criteria (probability of future economic benefit and cost can be reliably measured) and 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

The investment property is 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 asset 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 2013 there was only one investment property reported in the Administered financial statements.

2.11 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, employment on-costs and paid parental leave scheme payable.

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.

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.

Accrued expenses represent 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.

The paid parental leave scheme payable represents amounts which the Department has received from the Commonwealth Government to forward onto eligible employees via the Department's standard payroll processes. That is, the Department is acting as a conduit through which the payment to eligible employees is made on behalf of the Family Assistance Office.

Employment on-costs include superannuation contributions and payroll tax with respect to the outstanding liabilities for salaries and wages, long service leave, annual leave and skills and experience retention allowance.

The Department makes contributions to several superannuation schemes operated by the SA 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. In the unusual event where salary and wages and annual leave are payable later than 12 months, the liability will be measured at present value.

- *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 3% and thereafter 4% (2012: 2.5% for the first year and thereafter 4%) per annum based on the current enterprise bargaining agreement and short-term forecasts
- discounting of 3.24% (2012: 2.7%) per annum based on the gross 6 year (2012: 6 year) Commonwealth Government bonds rate at 30 June 2013.

- *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, a division of SAFA, 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.

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 and Ageing.

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 2013 data. Taylor Fry Consulting Actuaries extrapolate this data to 30 June 2013. For the 2012-13 financial year, the Department has reflected a workers compensation provision of \$37.80 million (2012: \$34.45 million), refer note 26.2 reconciliation of workers compensation.

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 WorkCover 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.

Leases Incentives

All incentives for the agreement of a new or renewed operating lease are recognised as an integral part of the net consideration agreed for the use of the leased asset. Incentives received to enter into operating leases are recognised as a liability.

The aggregate benefits of lease incentives received by the Department in respect of operating leases have been recorded as a reduction of rental expenses over the lease term, on a straight line basis.

Lease incentives in the form of leasehold improvements are capitalised as an asset and depreciated over the remaining term of the lease or estimated useful life of the improvement, whichever is shorter.

2.12 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.

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

The Department did not voluntarily change any of its accounting policies during 2012-13.

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 2013. 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.

There are two prior period adjustments in 2012-13.

The first relates to the adjustment of a total amount of \$0.204m in the asset receivable from the Housing SA relating to employee liabilities from 2008-09 to 2010-11. This was corrected in 2012-13.

The second relates to the understatement of the Provision for Workers Compensation liability and associated expenses in 2011-12, by an amount of \$4.255m. An adjustment was processed in 2012-13 and comparative balances have been restated.

4 Activities of the Department

In achieving its objectives, the Department provides a range of services classified into the following activities for 2012-13 Agency Statements, Budget Paper 4 / Volume 1.

Activity 1: Status of Women

The Office for Women's role is the pursuit of the full and equal participation of women in the social and economic life of the state by providing innovative and balanced public policy advice to government. It also provides high quality statewide information and referral services through the Women's Information Service and provides executive support to the Premier's Council for Women.

Activity 2: Multicultural Services

Multicultural SA works with South Australia's ethnic communities to promote community capacity and community harmony. A key aspect of this work is supporting ethnic communities in their activities in the broader community.

Multicultural SA also provides advice to the government on cultural, linguistic and religious diversity matters and conducts in-depth community consultation sessions to ensure the government has a detailed understanding of the issues currently facing the ethnic communities of South Australia.

Activity 3: Social Housing

The focus of this program is to develop and implement better housing and service responses for people at risk or in high need, and to work with others to expand and improve affordable housing choices across the state.

This program encompasses the management of grants for housing services to low income households, people in high need and supported accommodation assistance for people in crisis. This includes grants for the provision of private rental services, public, Aboriginal and community managed housing, the regulation of community housing and homelessness and support services. The program also provides housing strategy, policy development and advice (including financial advice) to the South Australian Housing Trust (SAHT).

Activity 4: Community and Home Support

Community and Home Support SA aims to improve the lives of South Australians by providing advice and support services for older people, people with disabilities and their carers.

Activity 5: Communities and Partners

To build and maintain solid relationships with the non-government community services sector and other key partners across government to help develop and support strong South Australian families and communities.

Services provided through this program include secure youth training facilities, community youth justice programs, concessions and assisting young people to navigate the transition from adolescence to adulthood.

High level strategy and policy advice is provided across government in the areas of social inclusion, volunteering, carers and issues affecting people of the northern and southern suburbs.

Activity 6: Organisational Capability

To establish and maintain business practices that support the delivery of South Australia's Strategic Plan as it affects the Department, 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. Social innovation and continuous improvement will be fostered and our infrastructure will support connected services.

5 Employee benefit expenses

| | 2013 \$'000 | 2012 \$'000 |
|--|------------------------|------------------------|
| Salaries and wages | 272 321 | 305 649 |
| TVSPs | 1 857 | 941 |
| Long service leave | 4 401 | 20 352 |
| Annual leave | 26 991 | 30 624 |
| Skills and experience retention leave | 1 460 | - |
| Superannuation | 29 761 | 34 421 |
| Workers compensation | 8 678 | 22 966 |
| Payroll tax | 16 741 | 19 758 |
| Other employee related expenses | 1 333 | 2 200 |
| Total employee benefit expenses | 363 543 | 436 911 |
| Targeted voluntary separation packages (TVSPs): | 2013 \$'000 | 2012 \$'000 |
| Amount paid to these employees: | | |
| TVSPs | 1 857 | 941 |
| Annual leave and long service leave paid during the reporting period | 534 | 245 |
| Recovery from the Department of Treasury and Finance* | (1 510) | (2 961) |
| Net cost to the Department | 881 | (1 775) |
| Number of employees that were paid TVSPs during the reporting period | 16 | 9 |

* In 2011-12 recovery exceeded expenses due to \$2.009 million received for June 2011 in July 2011.

| Remuneration of Employees | 2013 No. | 2012 No. |
|---|-------------|-------------|
| The number of employees whose remuneration received or receivable falls within the following bands: | | |
| \$134 000 – 137 999* | N/A | 4 |
| \$138 000 – 147 999 | 10 | 8 |
| \$148 000 – 157 999 | 9 | 7 |
| \$158 000 – 167 999 | 7 | 7 |
| \$168 000 – 177 999 | 5 | 4 |
| \$178 000 – 187 999 | 5 | 3 |
| \$188 000 – 197 999 | 4 | 2 |
| \$198 000 – 207 999 | - | 2 |
| \$208 000 – 217 999 | 3 | - |
| \$218 000 – 227 999 | - | 3 |
| \$228 000 – 237 999 | 2 | - |
| \$248 000 – 257 999 | 2 | 2 |
| \$258 000 – 267 999 | 1 | - |
| \$268 000 – 277 999 | 1 | - |
| \$278 000 – 287 999 | - | 1 |
| \$308 000 – 317 999 | 1 | - |
| \$348 000 – 357 999 | 1 | 1 |
| \$418 000 – 427 999 | 1 | - |
| Total number of employees | 52 | 44 |

* This band has been included for the purposes of reporting comparative figures based on the executive base level remuneration rate for 2011-12.

The table includes all employees who received remuneration equal to or greater than the base executive remuneration level during the year. Remuneration of employees reflects all costs of employment including salaries and wages, payments in lieu of leave, superannuation contributions, fringe benefits tax, any other salary sacrifice benefits and termination payments. The total remuneration received by these employees for the year was \$9.740 million (2012: \$7.744 million).

Remuneration of Employees who transferred into the Department under the Machinery of Government Arrangements in 2011-12

This disclosure is representative of the employee's remuneration for the full year of 2011-12. The Department for Communities and Social Inclusion recognises employee benefit expenditure for these employees from the date of transition. Expenses prior to the date were incurred and recognised by the transferor department.

| | 2012 |
|---|----------|
| | No. |
| The number of employees whose remuneration received or receivable falls within the following bands: | |
| \$130 700 – 133 699* | - |
| \$134 000 – 143 999 | 1 |
| \$144 000 – 153 999 | 2 |
| \$154 000 – 163 999 | 2 |
| \$164 000 – 173 999 | - |
| \$174 000 – 183 999 | - |
| \$184 000 – 193 999 | - |
| \$194 000 – 203 999 | 2 |
| \$204 000 – 213 999 | - |
| \$214 000 – 223 999 | 1 |
| \$224 000 – 233 999 | - |
| Total number of employees | 8 |

* This band has been included for the purposes of reporting comparative figures based on the executive base level remuneration rate for 2010-11.

6 Supplies and services

| | 2013 | 2012 |
|---|----------------|----------------|
| | \$'000 | \$'000 |
| Accommodation and property related | 26 332 | 30 177 |
| Advertising and promotions | 402 | 649 |
| Brokerage care services | 112 023 | 97 720 |
| Business services | 5 489 | 5 310 |
| Client related expenses | 6 480 | 7 382 |
| Communication and computing | 13 775 | 16 352 |
| Contractors and agency staff | 18 510 | 19 013 |
| Consultants | 37 | 429 |
| Drugs and medical supplies | 2 214 | 2 062 |
| Insurance | 1 315 | 1 325 |
| Interpreter and translator fees | 77 | 65 |
| Managed payments | 1 258 | 765 |
| Minor equipment | 7 729 | 9 430 |
| Motor vehicles | 8 156 | 11 489 |
| Printing, stationery, postage and periodicals | 2 133 | 2 978 |
| Seminars, courses and training | 1 021 | 1 517 |
| Travel and accommodation | 1 694 | 2 284 |
| Other administration | 12 140 | 12 836 |
| Total supplies and services (excluding audit fees) | 220 785 | 221 783 |
| Audit fees paid / payable to the Auditor-General's Department relating to the audit of financial statements * | 271 | 298 |
| Total audit fees | 271 | 298 |
| Total supplies and services (including audit fees) | 221 056 | 222 081 |

* There were no other services provided by the Auditor-General's Department

| Supplies and services provided by entities within SA Government | \$'000 | \$'000 |
|---|---------------|---------------|
| Accommodation and property related | 16 337 | 19 224 |
| Advertising and promotions | 14 | 75 |
| Brokerage care services | 768 | 1 301 |
| Business services | 5 470 | 5 297 |
| Client related expenses | 37 | 88 |
| Communication and computing | 1 722 | 3 374 |
| Contractors and agency staff | 2 816 | 2 133 |
| Consultants | - | 32 |
| Drugs and medical supplies | 5 | 3 |
| Insurance | 1 299 | 1 317 |
| Interpreter and translator fees | - | 1 |
| Managed payments | 1 184 | 681 |
| Minor equipment | 1 026 | 876 |
| Motor vehicles | 3 536 | 10 851 |
| Printing, stationery, postage and periodicals | 32 | 539 |
| Seminars, courses and training | 57 | 169 |
| Travel and accommodation | 58 | 46 |
| Other administration | 2 712 | 2 457 |
| Total supplies and services - SA Government (excluding audit fees) | 37 073 | 48 464 |

| | | |
|---|------------|------------|
| Audit fees paid / payable to the Auditor-General's Department relating to the audit of financial statements * | 271 | 298 |
| Total audit fees – SA Government | 271 | 298 |

| | | |
|---|---------------|---------------|
| Total supplies and services – SA Government (including audit fees) | 37 344 | 48 762 |
|---|---------------|---------------|

* There were no other services provided by the Auditor-General's Department

The number and dollar amount of consultancies paid/payable (included in supplies and services) that fell within the following bands:

| | No | 2013 \$'000 | No | 2012 \$'000 |
|--|-----------|------------------------|-----------|------------------------|
| Below \$10 000 | 1 | 8 | 15 | 103 |
| Between \$10 000 and \$50 000 | 2 | 29 | 4 | 145 |
| Above \$50 000 | - | - | 2 | 181 |
| Total paid/payable to the consultants engaged | 3 | 37 | 21 | 429 |

7 Depreciation and amortisation expense

| | 2013 \$'000 | 2012 \$'000 |
|-----------------------------------|------------------------|------------------------|
| <u>Depreciation expense</u> | | |
| Buildings and improvements | 3 964 | 1 538 |
| Computing equipment | 80 | 104 |
| Motor vehicles | 38 | 48 |
| ILEP equipment | 1 245 | 1 032 |
| Other plant and equipment | 234 | 252 |
| Total depreciation expense | 5 561 | 2 974 |

| | 2013 \$'000 | 2012 \$'000 |
|-----------------------------------|------------------------|------------------------|
| <u>Amortisation expense</u> | | |
| Leasehold improvements | 891 | 1 351 |
| Computer software | 10 | 397 |
| Total amortisation expense | 901 | 1 748 |

| | | |
|--|--------------|--------------|
| Total depreciation and amortisation expense | 6 462 | 4 722 |
|--|--------------|--------------|

8 Grants, subsidies and client payments

| Grants, subsidies and client payments by program | 2013 \$'000 | 2012 \$'000 |
|---|----------------|----------------|
| Tax Equivalents Regime | 180 784 | 192 866 |
| Disability Grants | 172 489 | 147 125 |
| National Affordable Housing Agreement (NAHA) | 121 236 | 130 740 |
| Home and Community Care | 30 186 | 131 841 |
| National Partnership Agreement on Homelessness | 21 133 | 17 062 |
| Family and Community Development | 10 110 | 9 754 |
| National Partnership Agreement on Remote Indigenous Housing | 4 748 | 45 465 |
| Supported Residential Facility | 8 074 | 8 456 |
| Social Inclusion Funding | 2 838 | 412 |
| National Rental Affordability Scheme | 2 089 | 994 |
| Office for Youth | 1 526 | 1 288 |
| Parks Community Centre (Local Government Grant) | 1 134 | 1 784 |
| Aboriginal Community Benefit Grants | 1 062 | 996 |
| Concessions | 673 | 1 197 |
| Alternative Care Support Payments | 184 | 36 991 |
| Aged Care Grants | 104 | 2 097 |
| Alternative Care Grants | - | 21 092 |
| National Partnership Agreement on the Nation Building & Jobs Plan | - | 30 709 |
| Stronger Families Safer Children - Early Intervention | - | 4 038 |
| Other | 2 787 | 2 981 |
| Total Grants, Subsidies and Client Payments | 561 157 | 787 888 |

The decrease in grants, subsidies and client payments is due to change in a number of National Partnership Agreements and the transfer of Families SA to the Department for Education and Child Development in 2011-12.

This includes in relation to Home & Community Care, changes to Commonwealth Government funding under the National Partnership Agreement on transitioning responsibilities for Aged Care and Disability Services where the Commonwealth Government now directly fund Non-Government Organisations for services to people aged 65 and over (Aboriginal people aged 50 and over). Transitional arrangements apply for 2012-13 financial year.

Grants, Subsidies and Client Payments by Program Paid/Payable within SA Government

| | 2013 \$'000 | 2012 \$'000 |
|--|----------------|----------------|
| Tax Equivalents Regime | 180 784 | 192 866 |
| National Affordable Housing Agreement (NAHA) | 121 236 | 130 740 |
| National Partnership Agreement on Homelessness | 21 133 | 17 062 |
| Home and Community Care | 7 080 | 32 225 |
| National Partnership Agreement on Remote Indigenous Housing | 4 748 | 45 465 |
| Disability Grants | 3 788 | 3 832 |
| Social Inclusion Funding | 2 533 | 362 |
| National Rental Affordability Scheme | 2 089 | 994 |
| National Partnership Agreement on the Nation Building & Jobs Plan | - | 30 709 |
| Other | 1 076 | 3 228 |
| Total Grants, Subsidies and Client Payments - SA Government | 344 467 | 457 483 |

| Grants, Subsidies and Client Payments by Recipient Type | | 2013 \$'000 | 2012 \$'000 |
|--|-----|----------------|----------------|
| SA Housing Trust | | 329 991 | 417 872 |
| SA Government Entities - Other | | 5 031 | 3 986 |
| SA Health Units | | 9 441 | 35 357 |
| Non-Government Organisations (NGOs) | 8.1 | 206 371 | 267 065 |
| Local Government | | 7 519 | 23 396 |
| Universities | | 697 | 595 |
| Grant -Commonwealth & Other State/Territory Governments | | 912 | 879 |
| Concessions | | 673 | 1 197 |
| Children's Payments and Emergency Financial Assistance* - Government | | 4 | 268 |
| Children's Payments and Emergency Financial Assistance* - Non-Government | | 518 | 37 273 |
| Total Grants, Subsidies and Client Payments | | 561 157 | 787 888 |

* Small payments are made to numerous providers in accordance with the Departmental client payment policies.

8.1 Funding to Non-Government Organisations

| | 2013 \$'000 | 2012 \$'000 |
|---|----------------|----------------|
| Minda Incorporated | 40 424 | 36 869 |
| Community Accommodation & Respite Agency Inc | 18 001 | 15 032 |
| Novita Childrens Services Inc | 12 860 | 11 792 |
| Leveda Incorporated | 11 033 | 9 444 |
| Anglicare SA Inc | 7 219 | 12 767 |
| Spastic Centres of SA Inc | 6 961 | 6 488 |
| Community Living and Support Services Inc | 6 023 | 3 565 |
| Royal District Nursing Service of SA Inc | 5 547 | 18 729 |
| Community Lifestyles Inc | 3 876 | 3 094 |
| Orana Inc | 3 769 | 3 394 |
| Community Living Options Inc | 3 670 | 2 709 |
| Life's for Living Inc | 3 500 | 3 331 |
| Centacare Catholic Family Services | 3 217 | 4 653 |
| Hills Community Options Inc | 3 041 | 2 453 |
| Uniting Communities Inc (previously Uniting Care Wesley Adelaide Inc) | 2 905 | 4 065 |
| The Paraplegic & Quadriplegic Assoc of SA Inc | 2 871 | 1 604 |
| EBL Disability Services Inc | 2 720 | 1 648 |
| Autism Association of SA Inc | 2 718 | 2 568 |
| Royal Society for the Blind of SA Inc | 2 672 | 2 542 |
| Guide Dogs Association of SA and NT Inc | 2 536 | 2 066 |
| Uniting Care Wesley Port Adelaide Inc | 2 147 | 3 174 |
| Bedford Group Inc | 2 073 | 1 920 |
| Community Living Project Inc | 2 010 | 1 872 |
| Disability Living Inc | 1 951 | 1 452 |
| Comrec Australia Pty Ltd | 1 818 | 1 599 |
| Individual Supported Accommodation Services Inc | 1 693 | 1 544 |
| Aboriginal Prisoners and Offenders Support Services Inc | 1 555 | 1 481 |
| Barkuma Inc | 1 541 | 1 749 |
| Sorento Care Ltd | 1 343 | 243 |
| Calvary Home Care Services | 1 223 | 948 |
| Lifestyle Assistance and Accommodation Service Inc | 1 201 | 1 158 |
| Lutheran Disability Services Inc (previously Shimron House) | 1 142 | 586 |
| Barossa Enterprises | 1 134 | 732 |
| Xlent Disability Services | 1 102 | 1 148 |
| Helping Hand Aged Care Inc | 1 091 | 3 650 |
| Northern Carer's Network Inc | 866 | 1 410 |
| Australian Red Cross Society | 744 | 1 561 |
| Carer Support & Respite Centre Inc | 648 | 1 405 |
| Carers Association of SA Inc | 616 | 1 326 |
| KinCare Community Services Ltd (previously Stanhope Healthcare Services (SA) Pty Ltd) | 614 | 1 166 |
| Uniting Care Wesley Port Pirie Inc | 555 | 1 644 |
| Life Without Barriers | 546 | 3 289 |
| Anglican Community Care Inc | 544 | 2 586 |
| Aged Care & Housing Group Inc | 514 | 6 785 |
| Catholic Diocese of Port Pirie | 404 | 1 449 |
| Baptist Care SA Inc | 360 | 3 068 |
| Aboriginal Elders and Community Care Services Inc | 289 | 1 594 |
| Alzheimers Australia SA Inc | 251 | 1 377 |
| Meals on Wheels (SA) Inc | 192 | 2 525 |
| Southern Junction Community Services Inc | 129 | 1 993 |
| Country Home Advocacy Project Inc | 100 | 2 132 |
| Boandik Lodge Inc | 81 | 1 010 |
| Italian Benevolent Foundation (SA) Inc | 70 | 1 742 |
| Resthaven Inc | 26 | 4 839 |
| Aboriginal Family Support Services Inc | - | 3 929 |
| Key Assets SA Ltd | - | 1 263 |
| Masonic Homes Ltd | - | 1 073 |
| Other | 30 235 | 45 830 |
| Total funding to Non-Government Organisations | 206 371 | 267 065 |

Payments to Non-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.

Some changes in payments reflect the transfer of Families SA to the Department for Education and Child Development in 2011-12 and/or changes in National Partnership Agreements including Home & Community Care where payments can be made directly to Non-Government Organisations by the Commonwealth Government.

9 Other expenses

| | 2013 | 2012 |
|---|---------------|---------------|
| | \$'000 | \$'000 |
| Bad and doubtful debts | (33) | 451 |
| Transferred assets | 2 644 | - |
| Donated assets | 8 | 20 |
| Returned funding to the Commonwealth | 175 | - |
| Packaged care & residential care for younger people* | 27 225 | 26 782 |
| Other | - | 6 |
| Total other expenses | 30 019 | 27 259 |
| Other expenses paid/payable to entities within the SA Government | \$'000 | \$'000 |
| Bad and doubtful debts | 106 | (24) |
| Transferred assets | 2 644 | - |
| Donated assets | 8 | - |
| Total other expenses - SA Government | 2 758 | (24) |

* Reimbursement to the Commonwealth arising from the aged care funding reform for persons with a disability who are under 65.

10 Revenue from rent, fees and charges

| | 2013 | 2012 |
|-------------------------------------|----------------|----------------|
| | \$'000 | \$'000 |
| Employee services * | 71 409 | 82 423 |
| Insurance recoveries | 977 | 1 028 |
| Recoveries | 19 685 | 18 904 |
| Business services | 16 053 | 17 037 |
| Fees, fines and penalties ** | 3 662 | 2 016 |
| Rent | 829 | 880 |
| Patient and client fees | 9 595 | 10 446 |
| Total rent, fees and charges | 122 210 | 132 734 |

| | 2013 | 2012 |
|--|----------------|----------------|
| | \$'000 | \$'000 |
| Rent, fees and charges received/receivable from entities within SA Government | \$'000 | \$'000 |
| Employee services * | 71 409 | 82 423 |
| Insurance recoveries | 35 | 22 |
| Recoveries | 12 763 | 12 983 |
| Business services | 16 013 | 17 019 |
| Fees, fines and penalties ** | 266 | 1 500 |
| Rent | 718 | 588 |
| Total rent, fees and charges - SA Government | 101 204 | 114 535 |

* Represents the recovery of costs for the provision of employee related services to Housing SA.

** Includes fees from Multicultural SA, which was transferred to the Department effective 1 January 2012.

11 Commonwealth revenues

| | 2013 \$'000 | 2012 \$'000 |
|------------------------------------|----------------|----------------|
| National Partnership Payments: | | |
| Home & Community Care * | - | 127 007 |
| HACC Services for Veterans | 291 | 1 500 |
| Disability Reform Funding | 22 934 | 41 682 |
| Social Housing | - | 36 |
| Remote Indigenous Housing | 4 748 | 45 465 |
| Nation Building and Jobs Plan | - | 30 709 |
| Aged Care Assessment | - | 5 705 |
| Homelessness | 11 969 | 9 994 |
| Home & Community Care* | 26 563 | - |
| Residential Aged Care | 3 082 | 3 192 |
| Other | 893 | 1 895 |
| Total Commonwealth revenues | 70 480 | 267 185 |

* Reflects changes to Commonwealth Government funding under the National Partnership Agreement on transitioning responsibilities for Aged Care and Disability Services where the Commonwealth Government now directly fund Non-Government Organisations for services to people aged 65 and over (Aboriginal people aged 50 and over). Transitional arrangements apply for 2012-13 financial year.

12 Interest revenues

| | 2013 \$'000 | 2012 \$'000 |
|--------------------------------|----------------|----------------|
| Interest on funds held | 61 | 31 |
| Total interest revenues | 61 | 31 |

13 Net gain/(loss) from disposal of non-current assets

| | 2013 \$'000 | 2012 \$'000 |
|---|----------------|----------------|
| <i>Land and buildings</i> | | |
| Proceeds from disposal | 2 031 | - |
| Less net book value of assets disposed | (2 120) | - |
| Net gain/(loss) from disposal of land and buildings | (89) | - |
| <i>Plant and equipment</i> | | |
| Proceeds from disposal | 39 | 10 |
| Less net book value of assets disposed | (76) | (82) |
| Net gain/(loss) from disposal of plant and equipment | (37) | (72) |
| <i>Other assets</i> | | |
| Proceeds from disposal | - | 700 |
| Net gain/(loss) from disposal of other assets | - | 700 |
| <i>Total assets</i> | | |
| Total proceeds from disposal | 2 070 | 710 |
| Less total value of assets disposed | (2 196) | (82) |
| Total net gain/(loss) from disposal of assets | (126) | 628 |

14 Other revenues

| | 2013 \$'000 | 2012 \$'000 |
|--|----------------|----------------|
| Gain on revaluation of assets | - | 3 897 |
| Other | 1 611 | 3 169 |
| Total other revenues | 1 611 | 7 066 |
| Other Revenues received/receivable from entities within SA Government | \$'000 | \$'000 |
| Other | 677 | 1 570 |
| Total other revenues - SA Government | 677 | 1 570 |

15 Revenues from / (payments to) SA Government

15.1 SA Government appropriation

| | 2013 \$'000 | 2012 \$'000 |
|--|----------------|------------------|
| Appropriations from Consolidated Account pursuant to the Appropriation Act | | |
| General appropriation | 792 516 | 902 800 |
| Department of Treasury and Finance - Contingency Funds | 12 740 | 15 014 |
| Tax Equivalent Regime Reimbursement - Housing SA | 180 784 | 192 866 |
| Total SA Government appropriation | 986 040 | 1 110 680 |

15.2 Grants from SA Government Agencies

| | | |
|---|---------------|---------------|
| State capital grants | 1 039 | 268 |
| Community Development Fund | 3 000 | 3 400 |
| Other | 6 776 | 7 323 |
| Total Grants from SA Government agencies | 10 815 | 10 991 |

15.3 Payments to SA Government

| | | |
|--|----------|-----------------|
| Return of surplus cash pursuant to cash alignment policy | - | (17 938) |
| Total payments to SA Government | - | (17 938) |

| | | |
|--|----------------|------------------|
| Total revenues from / (payments to) SA Government | 996 855 | 1 103 733 |
|--|----------------|------------------|

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 2013, the Department had outstanding funding commitments to the following programs:

| Operating funding commitments | 2013 \$'000 | 2012 \$'000 |
|--|----------------|----------------|
| Utilities Literacy Program | 779 | - |
| Community Passenger Networks | 498 | - |
| National Partnership Agreement on Indigenous Economic Participation (Youth and Family Centre Programs) | 366 | 360 |
| Strathmont - Stage 3 | 273 | - |
| Commonwealth Dept for Health and Ageing CDEP Conversion Program | 209 | 191 |
| Anangu Pitjantjatjara Yankunytjatjara (APY) Lands Disability Support Program | 200 | - |
| APY Lands HACC Program | 168 | - |
| HACC Project Funding | 152 | 1 460 |
| Community Care Innovation Fund | 150 | - |
| Disability - Business Case/Sustainment | 104 | - |
| Magill Decommissioning and Demolition | 73 | - |
| Intervention Orders | 44 | 79 |
| Eastern Collaboration & Western Linkages - Project | 42 | 12 |
| Common Arrangements - Community Care Reforms | 20 | 212 |
| Aboriginal Forum | 20 | - |
| HACC - Commonwealth funding for under 65 | - | 2 576 |
| SA Health - ENU Bilateral funding | - | 635 |
| Common Access Points | - | 436 |
| Property Related Works | - | 257 |
| Building Practical Inclusion and Participation Project | - | 175 |
| Magill Secure Care Sustainment | - | 113 |
| Metropolitan Equipment Scheme HACC Project No. 1542-04 | - | 100 |
| CCIF - Funding for Independent Arts Foundation | - | 50 |
| Office of the Ageing - Home & Community Care Program | - | 12 |
| Total operating funding commitments | 3 098 | 6 668 |

Capital funding commitments

| | | |
|---|--------------|--------------|
| Adelaide Youth Training Facility - Goldsborough Road YTC | 2 727 | 23 |
| Family Wellbeing Centre | 1 430 | 500 |
| Adelaide Youth Training Centre - Upgrade of Jonal Drive | 716 | 277 |
| Domiciliary Care SA - Office Accommodation | 543 | 1 072 |
| Multicultural SA - Accommodation | 403 | - |
| Parks Community Centre Redevelopment | 235 | - |
| Staff Accommodation - Anangu Pitjantjatjara Yankunytjatjara (APY) Lands | 180 | 280 |
| Adelaide Youth Training Centre - Jonal Drive Security Upgrade | 164 | - |
| Disability - Business Case/Sustainment | 134 | - |
| Client Management Engine | 53 | 170 |
| Cavan Sustainment | - | 210 |
| New Seniors Card - Production Equipment | - | 76 |
| Strathmont Centre - Sustainment | - | 41 |
| Total capital funding commitments | 6 585 | 2 649 |
| Total unexpended funding commitments | 9 683 | 9 317 |

17 Cash and cash equivalents

| | 2013 | 2012 |
|--|---------------|---------------|
| | \$'000 | \$'000 |
| Special Deposit Account with the Treasurer | 81 861 | 62 941 |
| Advance Account | 100 | 100 |
| Other Deposits | 843 | 637 |
| Total cash and cash equivalents | 82 804 | 63 678 |

Cash deposits are recognised at their nominal amounts.

Funds previously held by Health Services Charitable Gift Board

Other deposits include \$0.771m (\$0.559m) which was previously held by the Health Services Charitable Gift Board. During 2012-13, the Department received an additional bequest of \$0.156m for the Strathmont Centre (previously a part of the Intellectual Disability Services Council (IDSC)). This money earned interest of \$0.056m.

The *Health Services Charitable Gifts Act 2011*, as stated in the South Australian Government Gazette, was proclaimed by the Governor on 30 June 2011. The Act (No. 15 of 2011) came into operation on 1 July 2011. The *Public Charities Funds Act 1935* was repealed.

The arrangements whereby donations and bequests were previously vested in the Commissioners on behalf of the former public health entities, IDSC and Metropolitan Domiciliary Care (MDC), ceased as at 30 June 2011.

On 24 May 2013, these funds were transferred to the Department and are currently being held in an external interest bearing trust bank account. For consistency, this balance is reported in Other Deposits while the conditions of the trusts and the accounting treatment are being agreed with the Department of Treasury and Finance.

As at 30 June 2013, the balances of these funds were IDSC, \$0.226m, and MDC \$0.545m.

Special deposit accounts with the Treasurer

Includes funds of \$61.636m (2012: \$42.583m) 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.

18 Receivables

| | 2013 | 2012 |
|---------------------------------------|---------------|---------------|
| | \$'000 | \$'000 |
| Current | | |
| Debtors | 33 591 | 18 546 |
| Less allowance for doubtful debts | (517) | (603) |
| Employee related services recoverable | 10 483 | 12 963 |
| Overpaid salaries | 252 | 192 |
| Sundry | 108 | 136 |
| Grant receivables | 138 | - |
| Prepayments | 779 | 153 |
| Goods and Services Tax receivable | 2 335 | 4 073 |
| Total current receivables | 47 169 | 35 460 |
| Non-current | | |
| Sundry | 144 | 223 |
| Employee related services recoverable | 18 454 | 14 847 |
| Total non-current receivables | 18 598 | 15 070 |
| Total receivables | 65 767 | 50 530 |

| | 2013 | 2012 |
|--|---------------|---------------|
| | \$'000 | \$'000 |
| Receivables from SA Government entities | | |
| Debtors | 7 208 | 14 367 |
| Less allowance for doubtful debts | (118) | (37) |
| Employee related services recoverable | 28 937 | 26 984 |
| Prepayments | 22 | - |
| Total receivables - SA Government | 36 049 | 41 314 |

18.1 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.

| | 2013 | 2012 |
|--|------------|------------|
| | \$'000 | \$'000 |
| <u>Movements in the allowance for doubtful debts (impairment loss)</u> | | |
| Carrying amount at the beginning of the period | 603 | 183 |
| Transfer from administrative restructure | - | 10 |
| Increase/(decrease) in the allowance | (33) | 431 |
| Amounts written off | (53) | (21) |
| Carrying amount at the end of the period | 517 | 603 |

Bad and doubtful debts

The Department has recognised a bad and doubtful debt expense of \$-0.033m (2012: \$0.451m) in the Statement of Comprehensive Income.

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. There is no concentration of credit risk to non-public sector debtors.

Maturity analysis of receivables - refer to Note 29.

Categorisation of financial instruments and risk exposure information - refer to Note 29.

19 Inventories

| | 2013 | 2012 |
|--|------------|------------|
| | \$'000 | \$'000 |
| Current - held for distribution at no or nominal amount | | |
| Inventories held for distribution at cost: | | |
| Stores | 293 | 295 |
| Total current inventories held for distribution at no or nominal amount | 293 | 295 |
| Total inventories | 293 | 295 |

20 Non-current assets classified as held for sale

| | 2013 \$'000 | 2012 \$'000 |
|--|----------------|----------------|
| Land | 2 180 | - |
| Building | 163 | - |
| Total of non-current assets classified as held for sale | 2 343 | - |

21 Property, plant and equipment

| | 2013 \$'000 | 2012 \$'000 |
|--|----------------|----------------|
| Land and buildings | | |
| Vacant land at valuation (fair value) | - | 5 670 |
| Site land at valuation (fair value) | 119 274 | 118 036 |
| Buildings and improvements at valuation (fair value) | 114 804 | 63 476 |
| Less accumulated depreciation - buildings and improvements | (11 729) | (10 714) |
| Total land and buildings | 222 349 | 176 468 |
| Leasehold improvements | | |
| Leasehold improvements at cost (deemed fair value) | 12 140 | 11 190 |
| Less accumulated amortisation - leasehold improvements | (4 507) | (3 539) |
| Total leasehold improvements | 7 633 | 7 651 |
| Plant and equipment | | |
| Computing equipment at cost (deemed fair value) | 710 | 710 |
| Less accumulated depreciation - computing equipment at cost | (682) | (602) |
| Motor vehicles at cost (deemed fair value) | 228 | 410 |
| Less accumulated depreciation - motor vehicles at cost | (127) | (267) |
| ILEP equipment at cost (deemed fair value) | 9 054 | 7 879 |
| Less accumulated depreciation - ILEP equipment at cost | (5 511) | (4 551) |
| Other plant and equipment at cost (deemed fair value) | 3 546 | 3 246 |
| Less accumulated depreciation - other plant and equipment at cost | (2 134) | (2 017) |
| Total plant and equipment | 5 084 | 4 808 |
| Total property, plant and equipment at valuation (fair value) | 234 078 | 187 182 |
| Total property, plant and equipment at cost (deemed fair value) | 25 678 | 23 435 |
| Less total accumulated amortisation | (4 507) | (3 539) |
| Less total accumulated depreciation | (20 183) | (18 151) |
| Total property, plant and equipment | 235 066 | 188 927 |

Valuation of land and buildings

Refer to Note 2.10.

Impairment

There were no indications of impairment of property, plant and equipment and infrastructure for 2012-13 and 2011-12.

21.1 Reconciliation of land, buildings and leasehold improvements

The following table shows the movement of land, buildings and improvements, and leasehold improvements during 2012-13.

| | 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 | 5 670 | 118 036 | 52 762 | 7 651 | 184 119 |
| Purchases | - | - | - | 187 | 187 |
| Disposals - Sales/Writeoffs | - | (1 770) | (350) | - | (2 120) |
| Assets classified as held for sale | - | (2 180) | (163) | - | (2 343) |
| Depreciation and amortisation for the year | - | - | (3 964) | (891) | (4 855) |
| Transfers to other Departments | - | (1 080) | (1 564) | - | (2 644) |
| Transfers between other classes | (5 670) | 5 670 | (48) | 48 | - |
| Transfers from works in progress | - | - | 67 264 | 638 | 67 902 |
| Net revaluation increment/decrement | - | 598 | (10 862) | - | (10 264) |
| Carrying amount at 30 June 2013 | - | 119 274 | 103 075 | 7 633 | 229 982 |

The following table shows the movement of land, buildings and improvements, and leasehold improvements during 2011-12.

| | 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 | 7 010 | 211 715 | 49 048 | 11 385 | 279 158 |
| Purchases | - | - | - | 121 | 121 |
| Depreciation and amortisation for the year | - | - | (1 538) | (1 351) | (2 889) |
| Transfer out through administrative restructures | - | (24 982) | (11 892) | (3 749) | (40 623) |
| Transfers in through administrative restructures | - | - | 72 | 220 | 292 |
| Transfers from works in progress | - | - | - | 1 025 | 1 025 |
| Net revaluation increment/decrement | (1 340) | (68 697) | 17 067 | - | (52 970) |
| Other movements | - | - | 5 | - | 5 |
| Carrying amount at 30 June 2012 | 5 670 | 118 036 | 52 762 | 7 651 | 184 119 |

21.2 Reconciliation of plant and equipment

The following table shows the movement of plant and equipment during 2012-13.

| | 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 | 108 | 143 | 3 328 | 1 229 | 4 808 |
| Purchases | - | - | 1 411 | 51 | 1 462 |
| Disposals | - | (17) | (22) | (37) | (76) |
| Depreciation and amortisation for the year | (80) | (38) | (1 245) | (234) | (1 597) |
| Transfers to other Departments | - | - | - | (7) | (7) |
| Transfers from works in progress | - | 13 | 71 | 410 | 494 |
| Carrying amount at 30 June 2013 | 28 | 101 | 3 543 | 1 412 | 5 084 |

The following table shows the movement of plant and equipment during 2011-12.

| | 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 | 231 | 50 | 2 782 | 1 666 | 4 729 |
| Purchases | 22 | 141 | 1 628 | 104 | 1 895 |
| Assets received/donated for nil consideration | - | - | - | (20) | (20) |
| Disposals | - | - | (50) | (32) | (82) |
| Depreciation and amortisation for the year | (104) | (48) | (1 032) | (252) | (1 436) |
| Transfer out through administrative restructures | (101) | - | - | (272) | (373) |
| Transfers in through administrative restructures | - | - | - | 35 | 35 |
| Transfers from works in progress | 60 | - | - | - | 60 |
| Carrying amount at 30 June 2012 | 108 | 143 | 3 328 | 1 229 | 4 808 |

22 Capital works in progress

| | 2013 | 2012 |
|---|--------------|---------------|
| | \$'000 | \$'000 |
| Property, plant and equipment in progress at cost (deemed fair value) | 3 810 | 68 009 |
| Total capital works in progress | 3 810 | 68 009 |

Reconciliation of capital works in progress

The following table shows the movement of capital works in progress during 2012-13.

| | Total capital WIP |
|--|-------------------|
| | \$'000 |
| Carrying amount at the beginning of the year | 68 009 |
| Purchases | 4 285 |
| Transfers to completed works | (68 428) |
| WIP adjustments | (56) |
| Carrying amount at 30 June 2013 | 3 810 |

The following table shows the movement of capital works in progress during 2011-12.

| | Total capital WIP |
|--|-------------------|
| | \$'000 |
| Carrying amount at the beginning of the year | 18 240 |
| Purchases | 51 603 |
| Transfers to completed works | (1 802) |
| Transfer out through administrative restructures | (32) |
| Carrying amount at 30 June 2012 | 68 009 |

23 Intangible assets

| | 2013 | 2012 |
|---|-----------|----------|
| | \$'000 | \$'000 |
| Computer software at cost (deemed fair value) | 198 | - |
| Less accumulated amortisation - computer software | (176) | - |
| Total Intangible Assets | 22 | - |

Reconciliation of intangible assets

The following table shows the movement of intangible assets during 2012-13.

| | Total intangible assets |
|--|-------------------------|
| | \$'000 |
| Carrying amount at the beginning of the year | - |
| Transfers from works in progress | 32 |
| Amortisation for the year | (10) |
| Carrying amount at 30 June 2013 | 22 |

The following table shows the movement of intangible assets during 2011-12.

| | Total intangible assets |
|--|-------------------------|
| | \$'000 |
| Carrying amount at the beginning of the year | 6 309 |
| Transfer out through administrative restructures | (6 618) |
| Transfers from works in progress | 706 |
| Amortisation for the year | (397) |
| Carrying amount at 30 June 2012 | - |

Impairment

There were no indications of impairment on intangible assets for 2012-13 and 2011-12.

24 Payables

| | 2013 | 2012 |
|-----------------------------------|---------------|---------------|
| | \$'000 | \$'000 |
| Current | | |
| Creditors | 51 592 | 38 006 |
| Accrued expenses | 1 325 | 366 |
| Employee benefit on-costs | 8 284 | 8 299 |
| Other | 531 | 181 |
| Total current payables | 61 732 | 46 852 |
| Non-current | | |
| Employee benefit on-costs | 4 911 | 4 733 |
| Total non-current payables | 4 911 | 4 733 |
| Total payables | 66 643 | 51 585 |

| | 2013 \$'000 | 2012 \$'000 |
|--|----------------|----------------|
| Payables to SA Government entities | | |
| Creditors | 15 054 | 18 765 |
| Accrued expenses | 68 | 60 |
| Employee benefit on-costs | 5 312 | 10 935 |
| Other | 355 | - |
| Total Payables - SA Government Entities | 20 789 | 29 760 |

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 analysis of payables - refer to Note 29.

Categorisation of financial instruments and risk exposure information - refer to Note 29.

25 Employee benefits

| | 2013 \$'000 | 2012 \$'000 |
|--|----------------|----------------|
| Current | | |
| Annual leave | 29 466 | 27 218 |
| Long service leave | 8 443 | 9 171 |
| Skills and experience retention leave | 1 460 | - |
| Accrued salaries and wages | 6 516 | 5 662 |
| Total current employee benefits | 45 885 | 42 051 |
| Non-current | | |
| Long service leave | 51 123 | 50 800 |
| Total non-current employee benefits | 51 123 | 50 800 |
| Total employee benefits | 97 008 | 92 851 |

The liability for long service leave was determined through an actuarial assessment undertaken by Mercer (Australia) Pty Ltd. A salary inflation rate of 3% and thereafter 4% (2012: 2.5%) per annum was used and a discount rate of 3.24% (2012: 2.7%) per annum, based on the gross 6 year (2012: 6 year) Commonwealth Government bonds rate at 30 June 2013. The proportion of leave taken in service for 2012-13 was assumed to be 40% (2012: 40%) in accordance with the percentage set out in APS 5.24.

26 Provisions

| | | 2013 \$'000 | 2012 \$'000 |
|-------------------------------------|------|----------------|----------------|
| Current | | | |
| Insurance | 26.1 | 89 | 89 |
| Workers compensation | 26.2 | 9 475 | 8 653 |
| Other provisions | | 1 446 | - |
| Total current provisions | | 11 010 | 8 742 |
| Non-current | | | |
| Insurance | 26.1 | 126 | 112 |
| Workers compensation | 26.2 | 28 326 | 30 027 |
| Total non-current provisions | | 28 452 | 30 139 |
| Total provisions | | 39 462 | 38 881 |

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 2012-13

| | Public liability \$'000 | Property \$'000 | Total \$'000 |
|--|----------------------------|--------------------|-----------------|
| Carrying amount at beginning of financial year | 160 | 41 | 201 |
| Increase to provision due to new claims | 50 | 23 | 73 |
| Reduction due to payments | (16) | (18) | (34) |
| Net revision of estimates | (14) | (11) | (25) |
| Carrying amount at 30 June 2013 | 180 | 35 | 215 |

The following table shows the movement of insurance during 2011-12

| | Public liability \$'000 | Property \$'000 | Total \$'000 |
|--|----------------------------|--------------------|-----------------|
| Carrying amount at beginning of financial year | 200 | 50 | 250 |
| Transfers out due to restructure - Families SA | (126) | (13) | (139) |
| Increase to provision due to new claims | 220 | 20 | 240 |
| Reduction due to payments | (18) | (10) | (28) |
| Net revision of estimates | (116) | (6) | (122) |
| Carrying amount at 30 June 2012 | 160 | 41 | 201 |

26.2 Reconciliation of workers compensation

The following table shows the movement of workers compensation during 2012-13

| | 2013 \$'000 |
|--|----------------|
| Carrying amount at beginning of financial year | 34 449 |
| Increase to provision due to revision of estimates | 12 627 |
| Reduction due to payments | (9 275) |
| Carrying amount at 30 June 2013 | 37 801 |

The following table shows the movement of workers compensation during 2011-12

| | 2012 \$'000 |
|--|----------------|
| Carrying amount at beginning of financial year | 40 837 |
| Transfers out due to restructure - Families SA | (11 479) |
| Increase to provision due to revision of estimates | 23 613 |
| Reduction due to payments | (14 291) |
| Carrying amount at 30 June 2012 | 38 680 |

27 Other liabilities

| | 2013 \$'000 | 2012 \$'000 |
|--|------------------------|------------------------|
| Current | | |
| Unclaimed monies | 116 | 116 |
| Unearned revenue | 949 | 32 |
| Lease Incentive | 637 | 637 |
| Total other liabilities - current | 1 702 | 785 |
| Non-current | | |
| Lease Incentive | 4 141 | 4 778 |
| Total other liabilities - non-current | 4 141 | 4 778 |
| Total other liabilities | 5 843 | 5 563 |
| | | |
| Other liabilities with SA Government entities | 2013 \$'000 | 2012 \$'000 |
| Unearned revenue | 256 | 32 |
| Total other liabilities - SA Government | 256 | 32 |

28 Equity

| | 2013 \$'000 | 2012 \$'000 |
|---------------------|----------------|----------------|
| Contributed capital | 74 325 | 74 325 |
| Retained earnings | 59 142 | 50 288 |
| Revaluation surplus | 47 682 | 57 946 |
| Total equity | 181 149 | 182 559 |

The asset revaluation surplus is used to record increments and decrements in the fair value of land, buildings and plant and equipment to the extent that they offset one another. Relevant amounts are transferred to retained earnings when an asset is derecognised.

29 Financial instruments / Financial risk management

29.1 Categorisation of financial instruments

| | Note | Carrying amount 2013 \$'000 | Fair value 2013 \$'000 | Carrying amount 2012 \$'000 | Fair value 2012 \$'000 |
|------------------------------------|--------|--------------------------------------|---------------------------------|--------------------------------------|---------------------------------|
| Financial Assets | | | | | |
| Cash and Cash Equivalents | 17, 33 | 82 804 | 82 804 | 63 678 | 63 678 |
| Receivables * | 18 | 62 653 | 62 653 | 46 457 | 46 457 |
| Total Financial Assets | | 145 457 | 145 457 | 110 135 | 110 135 |
| Financial Liabilities | | | | | |
| Payables ** | 24 | 53 448 | 53 448 | 51 585 | 51 585 |
| Total Financial Liabilities | | 53 448 | 53 448 | 51 585 | 51 585 |

* Receivables amount disclosed here excludes prepayments. Prepayments are presented in Note 18 as trade and other receivables in accordance with paragraph 78 (b) of AASB 101. However, prepayments are not financial assets as defined in AASB 132 as the future economic benefit of these assets is the receipt of good and services rather than the right to receive cash or another financial asset.

** Payables amount disclosed excludes employee oncosts.

The value 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 to the non public sector. The Department does not engage in high risk hedging for its financial assets.

29.3 Ageing analysis of financial assets

The following table discloses the ageing of financial assets, past due including impaired assets past due.

| | Past due by | | | |
|---------------------|--------------------------|-----------------------------|--------------------------|--------------|
| | Overdue for < 30 days | Overdue for 30 - 60 days | Overdue for > 60 days | Total |
| | \$'000 | \$'000 | \$'000 | \$'000 |
| 2013 | | | | |
| Not Impaired | | | | |
| Receivables | 1 050 | 80 | 603 | 1 733 |
| Impaired | | | | |
| Receivables | - | - | (550) | (550) |
| | 1 050 | 80 | 53 | 1 183 |
| 2012 | | | | |
| Not Impaired | | | | |
| Receivables | 1 883 | 555 | 542 | 2 980 |
| Impaired | | | | |
| Receivables | - | - | 603 | 603 |
| | 1 883 | 555 | 1 145 | 3 583 |

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

| | | Contractual Maturity | | |
|------------------------------------|-----------------|----------------------|--------------|---------------|
| | Carrying amount | < 1 Year | 1 - 5 Years | > 5 Years |
| | \$'000 | \$'000 | \$'000 | \$'000 |
| 2013 | | | | |
| Financial Assets | | | | |
| Cash and Cash Equivalents | 82 804 | 82 804 | - | - |
| Receivables | 63 432 | 44 834 | 8 448 | 10 150 |
| Total Financial Assets | 146 236 | 127 638 | 8 448 | 10 150 |
| Financial Liabilities | | | | |
| Payables | 53 448 | 53 448 | - | - |
| Total Financial Liabilities | 53 448 | 53 448 | - | - |
| 2012 | | | | |
| Financial Assets | | | | |
| Cash and Cash Equivalents | 63 678 | 63 678 | - | - |
| Receivables | 46 253 | 31 183 | 6 904 | 8 166 |
| Total Financial Assets | 109 931 | 94 861 | 6 904 | 8 166 |
| Financial Liabilities | | | | |
| Payables | 38 553 | 38 553 | - | - |
| Total Financial Liabilities | 38 553 | 38 553 | - | - |

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 are due to be settled. The Department is funded principally from appropriation by the SA Government. The Department works with the Department of Treasury and Finance to determine the cash flows associated with its government approved program of work and to ensure funding is provided through the SA Government budgetary process to meet the expected cash flows. The Department settles undisputed accounts within 30 days from the date of the invoice or the date the invoice is first received.

The Department considers its liquidity risk is minimal based on past experience and current assessment of risk.

The carrying amount of financial liabilities shown at Note 29.1 represent the Department's maximum exposure to financial liabilities.

29.6 Market Risk

Market risk for the Department is primarily through interest rate risk. Exposure to interest rate risk may arise through interest bearing liabilities, including borrowings. The Department's interest bearing liabilities are managed through SAFA and any movement in interest rates are monitored on a daily basis. Any exposure to foreign currency risks is managed by SAFA.

29.7 Sensitivity disclosure analysis

A sensitivity analysis has not been undertaken for the interest rate risk of the Department as it has been determined that the possible impact on profit and loss or total equity from fluctuations in interest rates is immaterial.

30 Unrecognised contractual commitments

30.1 Capital commitments

| | 2013 \$'000 | 2012 \$'000 |
|--|----------------|----------------|
| Capital expenditure contracted at the reporting date, but not recognised as liabilities in the financial report, are as follows: | | |
| Within one year | 5 148 | 5 678 |
| Total capital commitments | 5 148 | 5 678 |

30.2 Operating lease commitments

| | 2013 \$'000 | 2012 \$'000 |
|---|----------------|----------------|
| Commitments in relation to operating leases contracted for at the reporting date but not recognised as liabilities in the financial report, are payable as follows: | | |
| Within one year | 11 287 | 10 249 |
| Later than one year but not later than five years | 35 848 | 33 119 |
| Later than five years | 20 220 | 27 592 |
| Total operating lease commitments | 67 355 | 70 960 |

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. Some lease agreements have renewal options for a determined period, exercisable by both the lessor and lessee.

The Department also has commitments to provide funding to various Non-Government Organisation's in accordance with negotiated service agreements. The value of these commitments as at 30 June 2013 has not been quantified.

31 Transferred functions

Transferred functions for 2012-13

There were no functions transferred in or out of the Department in the 2012-13 financial year.

Transferred functions for 2011-12

31.1 *Transfers out of the Department*

Note 1.2 Administrative Restructures details the transfers out of the Department. They were:

* Families SA (FSA) effective 1 January 2012.

* Aged Care Assessment Team (ACAT) effective 1 January 2012.

* Ageing and Policy (AGEING) effective 1 January 2012.

* Employees in relation to Urban Renewal Authority (URA) effective 23 April 2012.

The following assets and liabilities were transferred out of the Department during 2011-12:

| | FSA | ACAT | AGEING | URA | Total |
|--------------------------------------|---------------|----------------|---------------|----------------|----------------|
| | \$'000 | \$'000 | \$'000 | \$'000 | \$'000 |
| Current assets | | | | | |
| Cash | 301 | - | - | - | 301 |
| Receivables | 2 523 | - | - | - | 2 523 |
| Total current assets | 2 824 | - | - | - | 2 824 |
| Non-current assets | | | | | |
| Receivables | 149 | - | - | - | 149 |
| Property, plant and equipment | 40 996 | - | - | - | 40 996 |
| Capital works in progress | 32 | - | - | - | 32 |
| Intangible assets | 6 618 | - | - | - | 6 618 |
| Total non-current assets | 47 795 | - | - | - | 47 795 |
| Total assets | 50 619 | - | - | - | 50 619 |
| Current liabilities | | | | | |
| Payables | 10 843 | 58 | 26 | 107 | 11 034 |
| Employee benefits | 13 123 | 432 | 188 | 812 | 14 555 |
| Provisions | 2 866 | - | - | - | 2 866 |
| Total current liabilities | 26 832 | 490 | 214 | 919 | 28 455 |
| Non-current liabilities | | | | | |
| Payables | 1 185 | 56 | 23 | 112 | 1 376 |
| Employee benefits | 13 568 | 642 | 263 | 1 277 | 15 750 |
| Borrowings | 285 | - | - | - | 285 |
| Provisions | 8 752 | - | - | - | 8 752 |
| Total non-current liabilities | 23 790 | 698 | 286 | 1 389 | 26 163 |
| Total liabilities | 50 622 | 1 188 | 500 | 2 308 | 54 618 |
| Total net assets transferred | (3) | (1 188) | (500) | (2 308) | (3 999) |

31.2 *Transfers into the Department*

Note 1.2 Administrative Restructures details the transfers into the Department. They were :

- * Social Inclusion Unit (SIU) effective 1 December 2011.
- * Office for Women (OFW) effective 1 January 2012.
- * Office for Volunteers (OFV) effective 1 January 2012.
- * Office for Youth (OFY) effective 1 January 2012.
- * Multicultural SA (MSA) effective 1 January 2012.
- * Office for Northern Suburbs (OFN) effective 1 January 2012.
- * Office for Southern Suburbs (OFS) effective 1 January 2012.

Opening balance for asset and liabilities transferred to the Department for Communities and Social Inclusion in 2011-12.

| | Assets | Liabilities | Net Assets |
|-----------------------------|--------------|--------------|----------------|
| Social Inclusion Unit | - | 2 749 | (2 749) |
| Office for Women | 246 | 191 | 55 |
| Office for Volunteers | 94 | 262 | (168) |
| Office for Youth | 11 | 388 | (377) |
| Multicultural SA | 537 | 659 | (122) |
| Office for Northern Suburbs | 223 | 85 | 138 |
| Office for Southern Suburbs | - | 67 | (67) |
| Total | 1 111 | 4 401 | (3 290) |

Detailed restructure note per business unit for assets, liabilities, expense and revenues transferred to the Department for Communities and Social Inclusion in 2011-12.

Assets and liabilities transferred in for Social Inclusion Unit as at 1 December 2011:

| | SIU \$'000 | Total \$'000 |
|--------------------------------------|----------------|-----------------|
| Current liabilities | | |
| Payables | 2 449 | 2 449 |
| Employee benefits | 177 | 177 |
| Total current liabilities | 2 626 | 2 626 |
| Non-current liabilities | | |
| Payables | 11 | 11 |
| Employee benefits | 112 | 112 |
| Total non-current liabilities | 123 | 123 |
| Total liabilities | 2 749 | 2 749 |
| Total net assets transferred | (2 749) | (2 749) |

Expense and revenue for Social Inclusion Unit for 2011-12:

| | DPC Jul - Nov \$'000 | DCSI Dec - Jun \$'000 | Total \$'000 |
|---------------------------------------|----------------------------|-----------------------------|-----------------|
| Expenses | | | |
| Employee costs | 916 | 673 | 1 589 |
| Grant payments | 2 452 | 412 | 2 864 |
| Supplies and services | 144 | 684 | 828 |
| Other | 8 | - | 8 |
| Total expenses | 3 520 | 1 769 | 5 289 |
| Income | | | |
| Grants and subsidies revenue | 250 | 250 | 500 |
| Other recoveries | - | 1 | 1 |
| Total income | 250 | 251 | 501 |
| Net cost of providing services | (3 270) | (1 518) | (4 788) |

Assets and liabilities transferred in for Office for Women as at 1 January 2012:

| | OFW \$'000 | Total \$'000 |
|--------------------------------------|---------------|-----------------|
| Current assets | | |
| Cash | 246 | 246 |
| Total current assets | 246 | 246 |
| Total assets | 246 | 246 |
| Current liabilities | | |
| Payables | 10 | 10 |
| Employee benefits | 69 | 69 |
| Total current liabilities | 79 | 79 |
| Non-current liabilities | | |
| Payables | 9 | 9 |
| Employee benefits | 103 | 103 |
| Total non-current liabilities | 112 | 112 |
| Total liabilities | 191 | 191 |
| Total net assets transferred | 55 | 55 |

Expense and revenue for Office for Women for 2011-12:

| | AGD Jul - Dec \$'000 | DCSI Jan - Jun \$'000 | Total \$'000 |
|---------------------------------------|----------------------------|-----------------------------|-----------------|
| Expenses | | | |
| Employee costs | 723 | 775 | 1 498 |
| Grant payments | 7 | 86 | 93 |
| Supplies and services | 159 | 466 | 625 |
| Other | 141 | - | 141 |
| Total expenses | 1 030 | 1 327 | 2 357 |
| Income | | | |
| Grants and subsidies revenue | 110 | 6 | 116 |
| Other recoveries | 1 | 157 | 158 |
| Total income | 111 | 163 | 274 |
| Net cost of providing services | (919) | (1 164) | (2 083) |

Assets and liabilities transferred in for Office for Volunteers as at 1 January 2012:

| | OFV \$'000 | Total \$'000 |
|--------------------------------------|---------------|-----------------|
| Non-current assets | | |
| Property, plant and equipment | 94 | 94 |
| Total non-current assets | 94 | 94 |
| Total assets | 94 | 94 |
| Current liabilities | | |
| Payables | 10 | 10 |
| Employee benefits | 67 | 67 |
| Total current liabilities | 77 | 77 |
| Non-current liabilities | | |
| Payables | 15 | 15 |
| Employee Benefits | 170 | 170 |
| Total non-current liabilities | 185 | 185 |
| Total liabilities | 262 | 262 |
| Total net assets transferred | (168) | (168) |

Expense and revenue for Office for Volunteers for 2011-12:

| | AGD Jul - Dec \$'000 | DCSI Jan - Jun \$'000 | Total \$'000 |
|---------------------------------------|----------------------------|-----------------------------|-----------------|
| Expenses | | | |
| Employee costs | 251 | 267 | 518 |
| Grant payments | 350 | 149 | 499 |
| Supplies and services | 79 | 169 | 248 |
| Other | 12 | - | 12 |
| Depreciation | 10 | 16 | 26 |
| Total expenses | 702 | 601 | 1 303 |
| Income | | | |
| Other recoveries | 6 | 16 | 22 |
| Total income | 6 | 16 | 22 |
| Net cost of providing services | (696) | (585) | (1 281) |

Assets and liabilities transferred in for Office for Youth as at 1 January 2012:

| | OFY \$'000 | Total \$'000 |
|--------------------------------------|---------------|-----------------|
| Non-current assets | | |
| Property, plant and equipment | 11 | 11 |
| Total non-current assets | 11 | 11 |
| Total assets | 11 | 11 |
| Current liabilities | | |
| Payables | 13 | 13 |
| Employee benefits | 90 | 90 |
| Total current liabilities | 103 | 103 |
| Non-current liabilities | | |
| Payables | 24 | 24 |
| Employee benefits | 261 | 261 |
| Total non-current liabilities | 285 | 285 |
| Total liabilities | 388 | 388 |
| Total net assets transferred | (377) | (377) |

Expense and revenue for Office for Youth for 2011-12:

| | AGD Jul - Dec \$'000 | DCSI Jan - Jun \$'000 | Total \$'000 |
|---------------------------------------|----------------------------|-----------------------------|-----------------|
| Expenses | | | |
| Employee costs | 762 | 785 | 1 547 |
| Grant payments | 553 | 1 257 | 1 810 |
| Supplies and services | 87 | 366 | 453 |
| Other | 97 | - | 97 |
| Depreciation | 1 | 1 | 2 |
| Total expenses | 1 500 | 2 409 | 3 909 |
| Income | | | |
| Grants and subsidies revenue | 100 | - | 100 |
| Commonwealth revenue | 29 | - | 29 |
| Other recoveries | 39 | 190 | 229 |
| Total income | 168 | 190 | 358 |
| Net cost of providing services | (1 332) | (2 219) | (3 551) |

Assets and liabilities transferred in for Multicultural SA as at 1 January 2012:

| | MSA \$'000 | Total \$'000 |
|--------------------------------------|---------------|-----------------|
| Current assets | | |
| Receivables | 537 | 537 |
| Total current assets | 537 | 537 |
| Total assets | 537 | 537 |
| Current liabilities | | |
| Payables | 26 | 26 |
| Employee benefits | 177 | 177 |
| Total current liabilities | 203 | 203 |
| Non-current liabilities | | |
| Payables | 37 | 37 |
| Employee benefits | 419 | 419 |
| Total non-current liabilities | 456 | 456 |
| Total liabilities | 659 | 659 |
| Total net assets transferred | (122) | (122) |

Expense and revenue for Multicultural SA for 2011-12:

| | AGD Jul - Dec \$'000 | DCSI Jan - Jun \$'000 | Total \$'000 |
|---------------------------------------|----------------------------|-----------------------------|-----------------|
| Expenses | | | |
| Employee costs | 2 154 | 2 039 | 4 193 |
| Grant payments | 154 | 832 | 986 |
| Supplies and services | 333 | 659 | 992 |
| Other | 67 | - | 67 |
| Total expenses | 2 708 | 3 530 | 6 238 |
| Income | | | |
| Appropriation from SA Government | - | - | - |
| Fees and charges | 1 848 | 1 218 | 3 066 |
| Grants and subsidies revenue | 22 | - | 22 |
| Other recoveries | 2 | 771 | 773 |
| Total income | 1 872 | 1 989 | 3 861 |
| Net cost of providing services | (836) | (1 541) | (2 377) |

Assets and liabilities transferred in for Office for Northern Suburbs as at 1 January 2012:

| | OFN \$'000 | Total \$'000 |
|--------------------------------------|---------------|-----------------|
| Current assets | | |
| Receivables | 1 | 1 |
| Total current assets | 1 | 1 |
| Non-current assets | | |
| Property, plant and equipment | 222 | 222 |
| Total non-current assets | 222 | 222 |
| Total assets | 223 | 223 |
| Current liabilities | | |
| Payables | 5 | 5 |
| Employee benefits | 35 | 35 |
| Provisions | 6 | 6 |
| Total current liabilities | 46 | 46 |
| Non-current liabilities | | |
| Payables | 2 | 2 |
| Employee benefits | 18 | 18 |
| Provisions | 19 | 19 |
| Total non-current liabilities | 39 | 39 |
| Total liabilities | 85 | 85 |
| Total net assets transferred | 138 | 138 |

Expense and revenue for Office for Northern Suburbs for 2011-12:

| | DPLG Jul - Dec \$'000 | DCSI Jan - Jun \$'000 | Total \$'000 |
|---------------------------------------|-----------------------------|-----------------------------|-----------------|
| Expenses | | | |
| Employee costs | 216 | 203 | 419 |
| Grant payments | - | 88 | 88 |
| Supplies and services | 58 | 64 | 122 |
| Depreciation | 20 | - | 20 |
| Total expenses | 294 | 355 | 649 |
| Income | | | |
| Appropriation from SA Government | 238 | - | 238 |
| Grants and subsidies revenue | - | 56 | 56 |
| Other recoveries | - | 17 | 17 |
| Total income | 238 | 73 | 311 |
| Net cost of providing services | (56) | (282) | (338) |

Assets and liabilities transferred in for Office for Southern Suburbs as at 1 January 2012:

| | OFS \$'000 | Total \$'000 |
|--------------------------------------|-----------------------|-------------------------|
| Current liabilities | | |
| Payables | 5 | 5 |
| Employee benefits | 33 | 33 |
| Total current liabilities | 38 | 38 |
| Non-current liabilities | | |
| Payables | 3 | 3 |
| Employee benefits | 26 | 26 |
| Total non-current liabilities | 29 | 29 |
| Total liabilities | 67 | 67 |
| Total net assets transferred | 67 | 67 |

Expense and revenue for Office for Southern Suburbs for 2011-12:

| | DPLG Jul - Dec \$'000 | DCSI Jan - Jun \$'000 | Total \$'000 |
|---------------------------------------|--------------------------------------|--------------------------------------|-------------------------|
| Expenses | | | |
| Employee costs | 148 | 107 | 255 |
| Supplies and services | 18 | 12 | 30 |
| Total expenses | 166 | 119 | 285 |
| Income | | | |
| Appropriation from SA Government | 157 | - | 157 |
| Total income | 157 | - | 157 |
| Net cost of providing services | (9) | (119) | (128) |

32 Contingent assets and liabilities

The Department is not aware of any contingent assets or liabilities.

33 Cash flow reconciliation

| | 2013 \$'000 | 2012 \$'000 |
|--|------------------|--------------------|
| Reconciliation of cash and cash equivalents at the end of the reporting period: | | |
| Statement of Cash Flows | 82 804 | 63 678 |
| Statement of Financial Position | 82 804 | 63 678 |
| Reconciliation of net cash provided by/ (used in) operating activities to net cost of providing services: | | |
| Net cash provided by /(used in) operating activities | 25 661 | 60 738 |
| Less SA Government appropriation | (986 040) | (1 110 680) |
| Less grants from SA Government agencies | (10 815) | (10 991) |
| Payments to SA Government | - | 17 938 |
| | (971 194) | (1 042 995) |
| Add/less non cash items | | |
| Depreciation | (5 561) | (2 974) |
| Amortisation | (901) | (1 748) |
| Donated & Transferred Assets | (2 652) | (20) |
| Gain/(loss) from disposal of non-current assets | (126) | 628 |
| Revaluation increments | - | 3 897 |
| Bad and doubtful debts | 33 | (451) |
| WIP adjustment | (56) | - |
| Transferred in for administrative restructures | - | 3 863 |
| Transferred out for administrative restructures | - | (51 661) |
| Changes in assets and liabilities | | |
| Increase/(decrease) in receivables | 15 204 | (6 192) |
| Increase/(decrease) in inventories | (2) | 11 |
| Increase/(decrease) in other assets | 2 343 | - |
| Decrease/(increase) in payables and provisions | (15 639) | 4 331 |
| Non-current assets accrued in payables | (4 376) | 4 480 |
| Decrease/(increase) in employee benefits | (4 157) | 17 647 |
| Decrease/(increase) in other liabilities | (917) | (33) |
| Net cost of providing services | (988 001) | (1 071 217) |

34 Remuneration of board and committee members

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:

Risk Management and Audit Committee

| | |
|--------------------|-------------|
| Bull, Peter | Member |
| Patetsos, Mary * | Chairperson |
| Rantanen, Nicole * | Member |
| Sneddon, Yvonne * | Member |
| Young, Lynn | Member |

* The Committee shall comprise of at least 3 external members (including the Chair).

The Risk Management and Audit Committee is responsible for overseeing risk management, internal controls, financial reporting, auditing and monitoring compliance with laws, policies and relevant codes of conduct, and reports to the Chief Executive.

Charitable and Social Welfare Fund Board (Community Benefit SA)

| | |
|--------------------------|--------|
| Andrews, Declan Jonathan | Member |
| Ashworth, Letitia | Member |
| Birch, Christina Pauline | Member |
| Jones, Michelle Lee-Anne | Member |
| Storkey, Gary David | Chair |

Ministerial Advisory Group on Volunteering

| | |
|--------------------------|-------------|
| Bettison, Zoe | Chairperson |
| Cream, Claudia | Member |
| Feszczak, Michael Egbert | Member |
| Gillett, Emma | Member |
| Haren, John Gerard | Member |
| Heath, Georgia | Member |
| Izzett, Sabah | Member |
| Katsambis, Con | Member |
| Larsen, Sophie | Member |
| Mitchell, David Edward | Member |
| O'Dwyer, Lisel Alice | Member |
| O'Loughlin, Evelyn | Member |
| Piccolo, Antonio (Tony) | Chairperson |
| Sutherland, Jan Lynette | Member |
| Thorley, Wayne Brian | Member |
| Weiser, Sonya | Member |
| Whitfield, Mark Kennett | Member |

Minister's Disability Advisory Council

| | |
|-------------------------------|------------|
| Annear, Katharine Elisabeth | Chair |
| Beard, Jacqueline Elise | Member |
| Caudrey, David | Ex Officio |
| Daniels-Mayes, Sheelagh Maree | Member |
| Kalaizidi, Evdokia | Member |
| Kimpton, Kyra Beth | Member |
| Oldfield, Wayne Noel | Member |
| Sheppard, Lorraine Amanda | Member |
| Taggart, Michael John | Member |
| Vandepeer, Tracy Lee | Member |

Minister's Youth Council

| | |
|------------------------------|--------------------|
| Al-Khafaji, Mohammad | Member |
| Attwood, Cassandra | Member |
| De Cure, Henry | Member |
| Elsayed, Sarah | Member |
| Fitzgerald, Paul | Member |
| Hanley, Kye | Member |
| Hensman, Lulu | Member |
| Kimm, Lauren | Chair |
| Lane, Jake William | Member |
| Lim, Nai Heak | Member |
| Manning, Thomas James (Thom) | Member |
| Morphett, Georgina Frances | Deputy Chairperson |
| Nelson, Sarah Jean | Member |

Premier's Council for Women

| | |
|---------------------------|----------------|
| Adair, Alison Frances | Member |
| Aston, Eunice Elizabeth | Member |
| Edwards, Anne Rosalie | Co-Chairperson |
| Gould, Kate Jean | Co-Chairperson |
| Haebich, Elizabeth Anne | Member |
| Hagias-Tramontin, Maria | Member |
| Hayes, Anne-Marie | Member |
| Hildyard, Katrine Anne | Member |
| Jensen, Elizabeth | Member |
| Mundkur, Anuradha (Anu) | Member |
| Romeo, Sonia | Member |
| Saunders, Nerida Michelle | Member |
| Silva, Miriam Amena | Member |
| Stock, Louise Kathryn | Member |
| Webb-Dennis, Katrina Lea | Member |
| Zeitz, Christine | Member |

South Australian Multicultural and Ethnic Affairs Commission

| | |
|-----------------------------|--------------------|
| Conesa, Daniela Valentina | Member |
| Dieu, Michelle (Swee Ming) | Member |
| Drapac, Vesna | Member |
| King, Branka | Member |
| Kritas, Stamatiki | Deputy Chairperson |
| Le, Hieu Van | Chairperson |
| Madan, Vikram | Member |
| Masika, Joseph Julius | Member |
| Nowak, Teresa | Member |
| Ppiros, Peter | Member |
| Schueler, Norman Anthony | Member |
| Silva, Miriam Amena | Member |
| Skaka, Sumeja | Member |
| Skalban, Malgorzata (Gosia) | Member |
| Totino, Domenico (Don) | Member |

State Emergency Relief Fund

| | |
|------------------------------|--------|
| Chooi, Angela | Member |
| Faggotter, Veronica Margaret | Member |
| Goldsworthy, Sherree Lee | Member |
| Grear, Barry Joseph | Chair |
| Kowalski, Danielle Melanie | Member |
| Lamont, Helen Kay | Member |
| Nechvoglod, Raina Nella | Member |

Supported Residential Facilities Advisory Committee

| | |
|-----------------------------------|-----------------------------|
| Anderson, Frances Ellen | Member |
| Armstrong, Alister Lyndon | Member |
| Boisvert, Jennifer Sue | Deputy Member (Whetstone) |
| Bouwens, Carol (Sheila) | Deputy Member (Duke) |
| Brideoake, Sylvia Marga Maria | Member |
| Chapman, Barbara (Jane) | Chair |
| Duke, Kevin John | Deputy Member (Whittington) |
| Fox, Shaunee | Deputy Chair |
| Heysen, Peter David Hans | Member |
| Hill, Adrian | Member |
| Kitchin, Neville Edward | Member |
| McNamara, Mariann Rose | Member |
| Megaw, Evanne Margaret (Anne) | Deputy Member (Anderson) |
| Mellows, Devon Anne | Deputy Member (Hill) |
| Moat, Kirin Louise | Deputy Member (Brideoake) |
| Nikolettos, Paul | Member |
| Petrys, Debra Ruth | Deputy Member (Chapman) |
| Richards, Melissa Joy | Member |
| Richardson, Penelope | Member |
| Whetstone, Debra Anne (Deb) | Member |
| Whittington, Susan Margaret (Sue) | Member |
| Whittaker, Jillian Yvonne | Member |
| Wigg, Carolyn Ann | Deputy Member (Wright) |
| Wilson, Gary Lynn | Deputy Member (McNamara) |
| Wright, Helen | Deputy Member (Whittaker) |

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 \$0.188 million (2012: \$0.160 million)

The number of Members whose income from the entity falls within the following bands is:

| | 2013 No. of Members | 2012 No. of Members |
|---------------------|------------------------|------------------------|
| \$0 | 40 | 51 |
| \$1 - \$9 999 | 70 | 96 |
| \$10 000 - \$19 999 | 1 | 2 |
| \$20 000 - \$29 999 | - | - |
| \$30 000 - \$39 999 | 1 | - |
| Total | 112 | 149 |

In accordance with Department of the 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 \$0.013 million (2012: \$0.010 million).

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 *Aged Care Act 1997* (the Act) provides for the regulation and funding of aged care services. Persons who are approved under the Act to provide aged care services (approved providers) can be eligible to receive subsidy payments in respect of the care they provide to approved care recipients.

In accordance with the Act, the Department must prepare an audited General Purpose Financial Report (GPFR) for the residential aged care facilities provided at Highgate and Northgate.

The financial statements for the regulated aged care services reflect an allocation of the Department's income, expenses, assets and liabilities, as recorded in the Department's financial records, to the regulated activities. The financial statements have been prepared using the Department's accounting policies described in Note 2.

The former Julia Farr Services (JFS) was an approved provider of residential aged care (RAC) with 32 places licensed by the Commonwealth Department of Health and Ageing. Effective 1 July 2007, the Governor proclaimed the dissolution of JFS and all assets and liabilities vested in or held by JFS were transferred or assigned to or vested in the Minister for Disability. Certain assets held by the former JFS 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 Ageing. 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.

STATEMENT OF COMPREHENSIVE INCOME for the year ended 30 June 2013

| | Residential Aged Care | |
|---------------------------------------|-----------------------|------------------------|
| | Highgate | Northgate |
| | Disability SA | Disability Services SA |
| NAPS ID*: | 1021 | 3051 |
| RACS ID**: | 6402 | 6203 |
| | \$'000 | \$'000 |
| Expenses | | |
| Employee benefit expenses | 4 026 | 2 611 |
| Supplies and services | 2 550 | 1 108 |
| Depreciation and amortisation | 1 | 139 |
| Total expenses | <u>6 577</u> | <u>3 858</u> |
| Income | | |
| Rent, fees and charges | 1 505 | 740 |
| Commonwealth revenues | 1 279 | 1 803 |
| Total income | <u>2 784</u> | <u>2 543</u> |
| Net cost of providing services | <u>(3 793)</u> | <u>(1 315)</u> |
| Net result | <u>(3 793)</u> | <u>(1 315)</u> |

* National Approved Provider System (NAPS)

** Residential Aged Care Service (RACS)

STATEMENT OF FINANCIAL POSITION
for the year ended 30 June 2013

| | Residential Aged Care | |
|---|-----------------------|------------------------|
| | Highgate | Northgate |
| | Disability SA | Disability Services SA |
| NAPS ID: | 1021 | 3051 |
| RACS ID: | 6402 | 6203 |
| | \$'000 | \$'000 |
| Current assets | | |
| Receivables | 67 | 1 |
| Total current assets | 67 | 1 |
| Non-current assets | | |
| Receivables | 3 | 2 |
| Property, plant and equipment | - | 8 959 |
| Total non-current assets | 3 | 8 961 |
| Total assets | 70 | 8 962 |
| Current liabilities | | |
| Payables | 181 | 134 |
| Employee benefits | 744 | 450 |
| Provisions | 136 | 94 |
| | 1 061 | 678 |
| Liabilities directly associated with non-current assets held for sale | | |
| Total current liabilities | 1 061 | 678 |
| Non-current liabilities | | |
| Payables | 47 | 37 |
| Employee benefits | 508 | 398 |
| Provisions | 491 | 338 |
| Total non-current liabilities | 1 046 | 773 |
| Total liabilities | 2 107 | 1 451 |
| Net assets | (2 037) | 7 511 |

* Cash deficits in residential aged care are funded by contributions from SA Government.

STATEMENT OF COMPREHENSIVE INCOME
for the year ended 30 June 2012

| | Residential Aged Care | |
|---------------------------------------|-----------------------|------------------------|
| | Highgate | Northgate |
| | Disability SA | Disability Services SA |
| NAPS ID*: | 1021 | 3051 |
| RACS ID**: | 6402 | 6203 |
| | \$'000 | \$'000 |
| Expenses | | |
| Employee benefit expenses | 4 269 | 3 374 |
| Supplies and services | 2 831 | 1 210 |
| Depreciation and amortisation | 1 | 143 |
| Total expenses | <u>7 101</u> | <u>4 727</u> |
| Income | | |
| Rent, fees and charges | 1 154 | 720 |
| Commonwealth revenues | 1 452 | 1 740 |
| Total income | <u>2 606</u> | <u>2 460</u> |
| Net cost of providing services | <u>(4 495)</u> | <u>(2 267)</u> |
| Net result | <u>(4 495)</u> | <u>(2 267)</u> |

* National Approved Provider System (NAPS)

** Residential Aged Care Service (RACS)

STATEMENT OF FINANCIAL POSITION
for the year ended 30 June 2012

| | Residential Aged Care | |
|--|-----------------------|------------------------|
| | Highgate | Northgate |
| | Disability SA | Disability Services SA |
| NAPS ID: | 1021 | 3051 |
| RACS ID: | 6402 | 6203 |
| | \$'000 | \$'000 |
| Current assets | | |
| Cash and cash equivalents* | - | - |
| Receivables | 42 | 21 |
| Inventories | - | - |
| | <u>42</u> | <u>21</u> |
| Non-current assets classified as held for sale | | |
| Total current assets | <u>42</u> | <u>21</u> |
| Non-current assets | | |
| Receivables | 5 | 4 |
| Property, plant and equipment | - | 9 008 |
| Total non-current assets | <u>5</u> | <u>9 012</u> |
| Total assets | <u>47</u> | <u>9 033</u> |
| Current liabilities | | |
| Payables | 216 | 233 |
| Employee benefits | 677 | 481 |
| Provisions | 170 | 144 |
| Other liabilities | - | - |
| Total current liabilities | <u>1 063</u> | <u>858</u> |
| Non-current liabilities | | |
| Payables | 46 | 37 |
| Employee benefits | 497 | 400 |
| Provisions | 596 | 505 |
| Total non-current liabilities | <u>1 139</u> | <u>942</u> |
| Total liabilities | <u>2 202</u> | <u>1 800</u> |
| Net assets | <u>(2 155)</u> | <u>7 233</u> |

* Cash deficits in residential aged care are funded by contributions from SA Government.

DEPARTMENT FOR COMMUNITIES AND SOCIAL INCLUSION

STATEMENT OF ADMINISTERED COMPREHENSIVE INCOME

for the year ended 30 June 2013

| | Note | 2013 \$'000 | 2012 \$'000 |
|--|------|------------------|------------------|
| Administered expenses | | | |
| Employee benefit expenses | | 314 | 294 |
| Supplies and services | | 1 679 | 1 374 |
| Gain/(Loss) on revaluation of investment property | | - | 1 374 |
| Depreciation and amortisation expense | | 1 644 | 761 |
| Grants, subsidies and client payments | A6 | 175 914 | 162 514 |
| Client Trust Fund payments | A4 | 13 779 | 13 514 |
| Total administered expenses | | 193 330 | 179 831 |
| Administered income | | | |
| Grants and contributions | | 10 424 | 10 354 |
| Revenue from rent, fees and charges | | 1 043 | 1 022 |
| Interest revenues | | 675 | 911 |
| Client Trust Fund receipts | A4 | 14 371 | 13 270 |
| Other Income | | 348 | 372 |
| Total administered income | | 26 861 | 25 929 |
| Net cost of providing services | | (166 469) | (153 902) |
| Revenues from / (payments to) SA Government | | | |
| SA Government appropriation | | 165 350 | 160 000 |
| Payment to SA Government under Cash Alignment Policy | A7 | (14 300) | (8 060) |
| Total revenues from / (payments to) SA Government | | 151 050 | 151 940 |
| Net result | | (15 419) | (1 962) |
| Other comprehensive income | | | |
| Revaluation surplus | | 466 | (4 016) |
| Total other comprehensive income | | 466 | (4 016) |
| Total comprehensive result | | (14 953) | (5 978) |

The above statement should be read in conjunction with the accompanying notes.

DEPARTMENT FOR COMMUNITIES AND SOCIAL INCLUSION

STATEMENT OF ADMINISTERED FINANCIAL POSITION

for the year ended 30 June 2013

| | Note | 2013 \$'000 | 2012 \$'000 |
|---|-------|----------------|----------------|
| Administered current assets | | | |
| Cash and cash equivalents | | 39 803 | 61 676 |
| Receivables | | 161 | 294 |
| Total current assets | | 39 964 | 61 970 |
| Administered non-current assets | | | |
| Property, plant and equipment | A10.1 | 30 150 | 31 328 |
| Investment property | A10.2 | 1 220 | 1 220 |
| Capital works in progress | A10.3 | 662 | - |
| Total non-current assets | | 32 032 | 32 548 |
| Total assets | | 71 996 | 94 518 |
| Administered current liabilities | | | |
| Payables | | 7 134 | 14 704 |
| Overdraft | | 24 | 23 |
| Total current liabilities | | 7 158 | 14 727 |
| Total liabilities | | 7 158 | 14 727 |
| Net assets | | 64 838 | 79 791 |
| Administered equity | | | |
| Retained earnings | | 38 186 | 53 605 |
| Revaluation surplus | | 26 652 | 26 186 |
| Total equity | | 64 838 | 79 791 |

The above statement should be read in conjunction with the accompanying notes.

DEPARTMENT FOR COMMUNITIES AND SOCIAL INCLUSION

STATEMENT OF ADMINISTERED CHANGES IN EQUITY

for the year ended 30 June 2013

| | Asset Revaluation Surplus \$'000 | Retained Earnings \$'000 | Total \$'000 |
|--|---|---|-------------------------|
| Balance at 30 June 2011 | 30 202 | 55 391 | 85 593 |
| Net result for 2011-12 | - | (1 962) | (1 962) |
| Gain/(loss) on revaluation of property, plant and equipment during 2011-12 | (4 016) | - | (4 016) |
| Total comprehensive result for 2011-12 | (4 016) | (1 962) | (5 978) |
| Transactions with SA Government as owner | | | |
| Net assets received from an administrative restructure | - | 176 | 176 |
| Balance at 30 June 2012 | 26 186 | 53 605 | 79 791 |
| Net result for 2012-13 | - | (15 419) | (15 419) |
| Gain/(loss) on revaluation of property, plant and equipment during 2012-13 | 466 | - | 466 |
| Total comprehensive result for 2012-13 | 466 | (15 419) | (14 953) |
| Balance at 30 June 2013 | 26 652 | 38 186 | 64 838 |

The above statement should be read in conjunction with the accompanying notes.

DEPARTMENT FOR COMMUNITIES AND SOCIAL INCLUSION

STATEMENT OF ADMINISTERED CASH FLOWS

for the year ended 30 June 2013

| | | 2013 Inflows (Outflows) \$'000 | 2012 Inflows (Outflows) \$'000 |
|---|------|---|---|
| | Note | | |
| Cash flows from operating activities | | | |
| Cash outflows | | | |
| Payments to SA Government | | (14 300) | (8 060) |
| Employee benefit payments | | (314) | (292) |
| Concessions | | (155 996) | (130 267) |
| Payments of grants, subsidies and client payments | | (27 522) | (24 311) |
| Payments for supplies and services | | (1 676) | (1 501) |
| Client Trust Fund payments | | (13 779) | (13 514) |
| Other payments | | - | (10) |
| Cash used in operations | | (213 587) | (177 955) |
| Cash inflows | | | |
| Receipts from SA Government | | 165 350 | 160 000 |
| Rent, fees and charges | | 934 | 1 025 |
| Grants and contributions | | 10 673 | 10 631 |
| Interest received | | 590 | 949 |
| Client Trust Fund receipts | | 14 371 | 13 270 |
| Other receipts | | 457 | 370 |
| Cash generated from operations | | 192 375 | 186 245 |
| Net cash provided by operating activities | A12 | (21 212) | 8 290 |
| Cash flows from investing activities | | | |
| Cash outflows | | | |
| Purchase of property, plant and equipment | | (662) | - |
| Cash used in investing activities | | (662) | - |
| Net cash (used in) investing activities | | (662) | - |
| Cash flows from financing activities | | | |
| Cash outflows | | | |
| Cash overdraft | | 1 | - |
| Cash used in financing activities | | 1 | - |
| Cash inflows | | | |
| Cash from Administrative Restructure | | - | 166 |
| Cash generated from financing activities | | - | 166 |
| Cash provided by financing activities | | 1 | 166 |
| Net increase in cash and cash equivalents | | (21 873) | 8 456 |
| Cash and cash equivalents at the beginning of the period | | 61 676 | 53 220 |
| Cash and cash equivalents at the end of the period | A12 | 39 803 | 61 676 |

The above statement should be read in conjunction with the accompanying notes.

DEPARTMENT FOR COMMUNITIES AND SOCIAL INCLUSION
SCHEDULE OF ADMINISTERED EXPENSES AND INCOME
for the year ended 30 June 2013

| | 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 | Duke of Edinburgh Trust | Personal Alert Rebate Scheme | Consumer Advocacy & Research | Total |
|--|----------------------------|------------------------------------|---------------------------------|---|-----------------------------|----------------------|------------------|-------------------------------------|-----------------------------------|-------------------------------|---------------------------------------|---------------------------------------|------------------|
| | 9961 | 9962 | 9963 | 9965 | 9966 | 9967 | 9971 | 9972 | 9973 | 9974 | 9975 | 9976 | 2013 |
| | 2013 | 2013 | 2013 | 2013 | 2013 | 2013 | 2013 | 2013 | 2013 | 2013 | 2013 | 2013 | 2013 |
| | \$'000 | \$'000 | \$'000 | \$'000 | \$'000 | \$'000 | \$'000 | \$'000 | \$'000 | \$'000 | \$'000 | \$'000 | \$'000 |
| Administered expenses | | | | | | | | | | | | | |
| Employee benefit expenses | - | - | - | - | - | 297 | - | - | - | 17 | - | - | 314 |
| Supplies and services | 1 144 | 200 | 274 | - | - | - | - | - | - | 61 | - | - | 1 679 |
| Gain/(Loss) on revaluation of investment property | - | - | - | - | - | - | - | - | - | - | - | - | - |
| Depreciation and amortisation expense | - | - | 1 644 | - | - | - | - | - | - | - | - | - | 1 644 |
| Grants, subsidies and client payments | 5 262 | 2 502 | 427 | - | - | - | 148 392 | 18 071 | - | - | 1 260 | - | 175 914 |
| Client Trust Fund payments | - | - | - | - | 13 779 | - | - | - | - | - | - | - | 13 779 |
| Total administered expenses | 6 406 | 2 702 | 2 345 | - | 13 779 | 297 | 148 392 | 18 071 | - | 78 | 1 260 | - | 193 330 |
| Administered income | | | | | | | | | | | | | |
| Grants and contributions | 5 863 | 4 000 | - | - | - | 297 | 14 | - | - | - | - | 250 | 10 424 |
| Revenue from rent, fees and charges | 319 | 64 | 536 | - | - | - | - | - | - | 124 | - | - | 1 043 |
| Interest revenues | 12 | - | 268 | 1 | 390 | - | - | - | 2 | 2 | - | - | 675 |
| Revaluation of investment property | - | - | - | - | - | - | - | - | - | - | - | - | - |
| Client Trust Fund receipts | - | - | - | - | 14 371 | - | - | - | - | - | - | - | 14 371 |
| Other income | 160 | - | - | 1 | - | - | - | - | - | 187 | - | - | 348 |
| Total administered income | 6 354 | 4 064 | 804 | 2 | 14 761 | 297 | 14 | - | 2 | 313 | - | 250 | 26 861 |
| Net cost of providing services | (52) | 1 362 | (1 541) | 2 | 982 | - | (148 378) | (18 071) | 2 | 235 | (1 260) | 250 | (166 469) |
| Revenues from / (payments to) SA Government | | | | | | | | | | | | | |
| SA Government appropriation | 41 | - | - | - | - | - | 145 692 | 18 071 | - | - | 1 546 | - | 165 350 |
| Payment to SA Government under Cash Alignment Policy | - | - | - | - | - | - | (14 300) | - | - | - | - | - | (14 300) |
| Total revenues from / (payments to) SA Government | 41 | - | - | - | - | - | 131 392 | 18 071 | - | - | 1 546 | - | 151 050 |
| Net result | (11) | 1 362 | (1 541) | 2 | 982 | - | (16 986) | - | 2 | 235 | 286 | 250 | (15 419) |

DEPARTMENT FOR FAMILIES AND COMMUNITIES (2012 - DEPARTMENT FOR COMMUNITIES AND SOCIAL INCLUSION)
SCHEDULE OF ADMINISTERED EXPENSES AND INCOME
for the year ended 30 June 2012

| | 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 | Duke of Edinburgh Trust | Personal Alert Rebate Scheme | Consumer Advocacy & Research | Total |
|--|----------------------------|------------------------------------|---------------------------------|---|-----------------------------|----------------------|------------------|-------------------------------------|-----------------------------------|-------------------------------|---------------------------------------|---------------------------------------|------------------|
| | 9961 | 9962 | 9963 | 9965 | 9966 | 9967 | 9971 | 9972 | 9973 | 9974 | 9975 | 9976 | 2012 |
| | 2012 | 2012 | 2012 | 2012 | 2012 | 2012 | 2012 | 2012 | 2012 | 2012 | 2012 | 2012 | 2012 |
| | \$'000 | \$'000 | \$'000 | \$'000 | \$'000 | \$'000 | \$'000 | \$'000 | \$'000 | \$'000 | \$'000 | \$'000 | \$'000 |
| Administered expenses | | | | | | | | | | | | | |
| Employee benefit expenses | - | 9 | - | - | - | 279 | - | - | - | 6 | - | - | 294 |
| Supplies and services | 853 | 162 | 315 | - | - | - | 2 | - | - | 42 | - | - | 1 374 |
| Gain/(Loss) on revaluation of investment property | - | - | 1 374 | - | - | - | - | - | - | - | - | - | 1 374 |
| Depreciation and amortisation expense | - | - | 761 | - | - | - | - | - | - | - | - | - | 761 |
| Grants, subsidies and client payments | 5 814 | 775 | 414 | - | - | - | 138 203 | 17 308 | - | - | - | - | 162 514 |
| Client Trust Fund payments | - | - | - | - | 13 514 | - | - | - | - | - | - | - | 13 514 |
| Total administered expenses | 6 667 | 946 | 2 864 | - | 13 514 | 279 | 138 205 | 17 308 | - | 48 | - | - | 179 831 |
| Administered income | | | | | | | | | | | | | |
| Grants and contributions | 5 845 | 4 001 | - | - | - | 277 | 232 | - | - | - | - | - | 10 354 |
| Revenue from rent, fees and charges | - | 151 | 491 | - | - | - | 330 | - | - | 50 | - | - | 1 022 |
| Interest revenues | 24 | - | 369 | 1 | 514 | - | - | - | 3 | - | - | - | 911 |
| Revaluation of investment property | - | - | - | - | - | - | - | - | - | - | - | - | - |
| Client Trust Fund receipts | - | - | - | - | 13 270 | - | - | - | - | - | - | - | 13 270 |
| Other income | 310 | - | - | 2 | - | - | - | - | - | 60 | - | - | 372 |
| Total administered income | 6 179 | 4 151 | 860 | 3 | 13 784 | 277 | 562 | - | 3 | 110 | - | - | 25 929 |
| Net cost of providing services | (488) | 3 205 | (2 004) | 3 | 270 | (2) | (137 643) | (17 308) | 3 | 62 | - | - | (153 902) |
| Revenues from / (payments to) SA Government | | | | | | | | | | | | | |
| SA Government appropriation | - | - | - | - | - | - | 142 692 | 17 308 | - | - | - | - | 160 000 |
| Payment to SA Government under Cash Alignment Policy | - | - | - | - | - | - | (8 060) | - | - | - | - | - | (8 060) |
| Total revenues from / (payments to) SA Government | - | - | - | - | - | - | 134 632 | 17 308 | - | - | - | - | 151 940 |
| Net result | (488) | 3 205 | (2 004) | 3 | 270 | (2) | (3 011) | - | 3 | 62 | - | - | (1 962) |

DEPARTMENT FOR COMMUNITIES AND SOCIAL INCLUSION

NOTES TO ADMINISTERED ITEMS FINANCIAL STATEMENTS

for the year ended 30 June 2013

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.

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
Duke of Edinburgh Trust **
Personal Alert Rebate Scheme***
Consumer Advocacy & Research 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 A15.

** Under the Public Sector (Reorganisation of Public Sector Operations) Notice 2011, from 1 January 2012 the Attorney-General's Department transferred responsibility for the Administered Item - Duke of Edinburgh Trust to the Department for Communities and Social Inclusion. Assets and liabilities relating to these business units were transferred into the Department for Communities and Social Inclusion as at 1 January 2012.

*** The Personal Alert Systems Rebate Scheme is a rebate scheme to provide older South Australians who live alone with assistance regarding the cost of purchase, installation and ongoing maintenance of a monitored personal alert system.

**** Refer Note A5

A4 Client Trust Accounts

The Department for Communities and Social Inclusion acts as trustee of client trust accounts, including 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 as at 30 June 2013 was \$12.536m (2012 \$11.554m). These amounts cannot be used by the Department to achieve its own objectives, and accordingly are not included in the controlled financial statements.

| | 2013 | 2012 |
|-------------------------|----------|----------|
| | \$'000 | \$'000 |
| Opening Balance 1 July | 11 554 | 11 284 |
| Add Receipts | 14 761 | 13 784 |
| Less Expenses | (13 779) | (13 514) |
| Closing Balance 30 June | 12 536 | 11 554 |

A5 Consumer Advocacy & Research Fund

This fund was established under the *Water Industry Act 2012* part 10, section 87. The fund commenced on 1 July 2012 and supports research or advocacy that promotes the interests of consumers with a disability, on a low income or located in a regional area of the state.

| | 2013 | 2012 |
|-------------------------|--------|--------|
| | \$'000 | \$'000 |
| Opening Balance 1 July | - | - |
| Add Receipts | 250 | - |
| Less Expenses | - | - |
| Closing Balance 30 June | 250 | - |

A6 Grants, subsidies and client payments

| | 2013 | 2012 |
|--|----------------|----------------|
| | \$'000 | \$'000 |
| Gamblers Rehabilitation | 5 262 | 5 814 |
| Community Benefit SA Program | 2 502 | 775 |
| Home for Incurables Trust | 427 | 414 |
| Concessions | 148 392 | 138 203 |
| Community Service Obligations | 18 071 | 17 308 |
| Personal Alert Rebate Scheme | 1 260 | - |
| Total Grants, Subsidies and Client Payments | 175 914 | 162 514 |

Concessions

| | | |
|--------------------------|----------------|----------------|
| Water & sewerage rates | 45 018 | 34 859 |
| Council rates | 32 994 | 32 951 |
| Energy | 31 648 | 30 728 |
| Transport | 29 947 | 31 758 |
| Emergency services levy | 7 296 | 6 909 |
| Other | 1 489 | 998 |
| Total Concessions | 148 392 | 138 203 |

A7 Payments to SA Government

| | 2013 | 2012 |
|--|---------------|---------------|
| | \$'000 | \$'000 |
| Concessions (Cash Alignment Policy transfer) | 14 300 | 8 060 |
| Total Payments to SA Government | 14 300 | 8 060 |

A8 Consultancies

There were no consultants engaged in the 2011-12 and 2012-13 financial years.

A9 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 2013, the Department had outstanding funding commitments to the following programs:

| | 2013 | 2012 |
|---|---------------|---------------|
| | \$'000 | \$'000 |
| Community Benefits SA Program | 4 694 | 3 396 |
| Gambler's Rehabilitation Fund | 422 | 782 |
| Home for Incurables Trust (Fire Upgrade of Highgate Building) | - | 40 |
| Personal Alert Rebate Scheme | 286 | - |
| Consumer Advocacy and Research Fund | 250 | - |
| Total operating funding commitments | 5 652 | 4 218 |
| Highgate Park Facilities Works | 738 | - |
| Total capital funding commitments | 738 | - |
| Total unexpended funding commitments | 6 390 | 4 218 |

A10 Property, plant and equipment

A10.1 Property, plant and equipment

| | 2013 \$'000 | 2012 \$'000 |
|---|----------------|----------------|
| Land and buildings | | |
| Site land (fair value) | 13 510 | 13 510 |
| Buildings and improvements (fair value) | 16 640 | 17 818 |
| Total land and buildings | 30 150 | 31 328 |

Reconciliation of Land and Buildings

The following table shows the movement of land and buildings and improvements during 2012-13.

| | Site land \$'000 | Buildings and Improvements \$'000 | Total Land & Buildings \$'000 |
|--|---------------------|---|--|
| Carrying amount at the beginning of the year | 13 510 | 17 818 | 31 328 |
| Depreciation and amortisation for the year | - | (1 644) | (1 644) |
| Revaluation increment | - | 466 | 466 |
| Carrying amount at 30 June 2013 | 13 510 | 16 640 | 30 150 |

Reconciliation of Land and Buildings

The following table shows the movement of land and buildings and improvements during 2011-12.

| | Site land \$'000 | Buildings and Improvements \$'000 | Total Land & Buildings \$'000 |
|--|---------------------|---|--|
| Carrying amount at the beginning of the year | 14 621 | 21 484 | 36 105 |
| Depreciation and amortisation for the year | - | (761) | (761) |
| Revaluation increment | (1 111) | (2 905) | (4 016) |
| Carrying amount at 30 June 2012 | 13 510 | 17 818 | 31 328 |

A10.2 Investment property

| | 2013 \$'000 | 2012 \$'000 |
|---|----------------|----------------|
| Investment building | 786 | 925 |
| Revaluation decrement | - | (139) |
| Fair Value at 30 June | 786 | 786 |
| | | |
| | 2013 \$'000 | 2012 \$'000 |
| Investment land | 434 | 1 669 |
| Revaluation decrement | - | (1 235) |
| Fair Value at 30 June | 434 | 434 |
| | | |
| Total Investment Property at 30 June | 1 220 | 1 220 |

A10.3 Capital works in progress

| | 2013 \$'000 | 2012 \$'000 |
|--|----------------|----------------|
| Property, plant and equipment (Fire upgrade) | 662 | - |
| Total capital works in progress | 662 | - |

Reconciliation of capital works in progress

The following table shows the movement of capital works in progress during 2012-13.

| | Total capital WIP \$'000 |
|--|-----------------------------|
| Carrying amount at the beginning of the year | - |
| Purchases | 662 |
| Carrying amount at 30 June 2013 | 662 |

A11 Transferred functions

There were no functions transferred in the 2012-13 financial year.

Transferred functions for 2011-12

Transfer of Administered Item in to the Department

* Duke of Edinburgh Trust (DET) transferred into the Department from Attorney-General's Department effective 1 January 2012.

On transfer the Department recognised the following assets and liabilities in 2011-12:

| | DET \$'000 | Total \$'000 |
|-------------------------------------|---------------|-----------------|
| Current assets | | |
| Cash | 166 | 166 |
| Receivables | 14 | 14 |
| Total current assets | 180 | 180 |
| Total assets | 180 | 180 |
| Current Liabilities | | |
| Employee Benefits | 4 | 4 |
| Total current liabilities | 4 | 4 |
| Total net assets transferred | 176 | 176 |

Total income and expenses attributable to the Duke of Edinburgh Trust for 2011-12 were:

| | AGD Jul - Dec \$'000 | DCSI Jan - Jun \$'000 | Total \$'000 |
|---------------------------------------|----------------------------|-----------------------------|-----------------|
| Expenses | | | |
| Employee Costs | 17 | 6 | 23 |
| Grant payments | 2 | - | 2 |
| Supplies and Services | 81 | 42 | 123 |
| Total expenses | 100 | 48 | 148 |
| Income | | | |
| Fees and charges | - | 50 | 50 |
| Other Recoveries | 85 | 60 | 145 |
| Total income | 85 | 110 | 195 |
| Net cost of providing services | (15) | 62 | 47 |

A12 Cash flow reconciliation

| | 2013 \$'000 | 2012 \$'000 |
|---|-----------------|----------------|
| Reconciliation of cash and cash equivalents - cash at year end as per: | | |
| Statement of Administered Cash Flows | 39 803 | 61 676 |
| Statement of Administered Financial Position | 39 803 | 61 676 |
| Reconciliation of net cash provided by operating activities to net result: | | |
| Net cash provided by operating activities | (21 212) | 8 290 |
| Add/Less non cash items | | |
| Depreciation and amortisation | (1 644) | (761) |
| Revaluation of investment property | - | (1 374) |
| Changes in assets and liabilities | | |
| (Decrease) in receivables | (133) | (306) |
| Increase/(decrease) in other assets | | - |
| (Increase) in payables | 7 571 | (7 799) |
| Adjustment for administrative restructures | - | (10) |
| (Increase) in other liabilities | (1) | (2) |
| Net result | (15 419) | (1 962) |

A13 Administered contingent assets and liabilities

The Department has no administered contingent assets and liabilities.

A14 Supported Residential Facilities Indemnity Fund

| | 2013 \$'000 | 2012 \$'000 |
|--------------------------------|----------------|----------------|
| Opening Balance 1 July | 37 | 34 |
| Add Receipts: | | |
| Fees - Councils (1) | 1 | 2 |
| Interest | 1 | 1 |
| Closing Balance 30 June | 39 | 37 |

This note has been prepared to meet the requirements of section 56 (11) of the *Supported Residential Facilities Act 1992* in reporting upon the operations of the Supported Residential Facilities Indemnity Fund. This note meets the specific requirements of the Act.

(1) Under the *Supported Residential Facilities Act 1992*, certain premises which provide residential accommodation are required to be licensed. That licence fee is payable to the local councils who monitor the residential accommodation. The Act requires the councils to remit 10% of fees collected for deposit in the Fund within 28 days after the end of the financial year in which the fees are received.

A15 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, Expenses, 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.

Schedule of Expenses and Income - Home for Incurables Trust for the year ended 30 June 2013

| | 2013 \$'000 | 2012 \$'000 |
|--|----------------|----------------|
| Expenses | | |
| Supplies and services | 274 | 315 |
| Grants, subsidies and client payments | 427 | 414 |
| Loss on revaluation of investment property | - | 1 374 |
| Depreciation and amortisation | 1 644 | 761 |
| Total Expenses | 2 345 | 2 864 |
| Income | | |
| Rental income | 536 | 491 |
| Interest | 268 | 369 |
| Total Income | 804 | 860 |
| Net result | (1 541) | (2 004) |
| Other comprehensive income | | |
| Revaluation surplus | 466 | (4 016) |
| Total comprehensive income | 466 | (4 016) |
| Total comprehensive result | (1 075) | (6 020) |

**Schedule of Assets and Liabilities - Home for Incurables Trust
for the year ended 30 June 2013**

| | 2013 | 2012 |
|----------------------------------|---------------|---------------|
| | \$'000 | \$'000 |
| Current assets | | |
| Cash and cash equivalents | | |
| Deposits with the Treasurer | 322 | 238 |
| Deposits with SAFA | 6 774 | 7 515 |
| Receivable | 85 | - |
| Total cash and cash equivalents | 7 181 | 7 753 |
| Total current assets | 7 181 | 7 753 |
| Non-current assets | | |
| Property, plant and equipment | 30 150 | 31 328 |
| Investment property | 1 220 | 1 220 |
| Capital works in progress | 662 | - |
| Total non-current assets | 32 032 | 32 548 |
| Total assets | 39 213 | 40 301 |
| Current Liabilities | | |
| Payables | - | 13 |
| Total Current Liabilities | - | 13 |
| Total Liabilities | - | 13 |
| Net assets | 39 213 | 40 288 |

**Schedule of Changes in Equity - Home for Incurables Trust
for the year ended 30 June 2013**

| | Revaluation Surplus | Retained Earnings | Total |
|--|--------------------------------|------------------------------|----------------|
| | \$'000 | \$'000 | \$'000 |
| Balance at 30 June 2011 | 30 202 | 16 106 | 46 308 |
| Net result for 2011-12 | - | (2 004) | (2 004) |
| Gain/(loss) on revaluation of property, plant and equipment during 2011-12 | (4 016) | - | (4 016) |
| Total comprehensive result for 2011-12 | (4 016) | (2 004) | (6 020) |
| Balance at 30 June 2012 | 26 186 | 14 102 | 40 288 |
| Net result for 2012-13 | - | (1 541) | (1 541) |
| Gain/(loss) on revaluation of property, plant and equipment during 2012-13 | 466 | - | 466 |
| Total comprehensive result for 2012-13 | 466 | (1 541) | (1 075) |
| Balance at 30 June 2013 | 26 652 | 12 561 | 39 213 |

**Schedule of Administered Cash Flows - Home for Incurables Trust
for the year ended 30 June 2013**

| | 2013 Inflows (Outflows) \$'000 | 2012 Inflows (Outflows) \$'000 |
|--|---|---|
| Cash Flows from Operating Activities | | |
| Cash Inflows | | |
| Interest revenue | 183 | 401 |
| Rental revenue | 536 | 491 |
| Total Cash Inflows | <u>719</u> | <u>892</u> |
| Cash Outflows | | |
| Supplies and services | (287) | (302) |
| Grants, subsidies and client payments | (427) | (414) |
| Total Cash Outflows | <u>(714)</u> | <u>(716)</u> |
| Net Cash Inflows from Operating Activities | <u>5</u> | <u>176</u> |
| Cash Flows from Investing Activities | | |
| Cash Outflows | | |
| Payments for Plant, Equipment and Investments | 662 | - |
| Total Cash Outflows | <u>662</u> | <u>-</u> |
| Net Cash Outflows from Investing Activities | <u>(662)</u> | <u>-</u> |
| Net Increase in cash | <u>(657)</u> | <u>176</u> |
| Cash at the beginning of the reporting period | <u>7 753</u> | <u>7 577</u> |
| Cash at the end of the reporting period | <u>7 096</u> | <u>7 753</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 is measured at nominal value.

Reconciliation of Property Plant and Equipment - Home for Incurables Trust

| <u>Property, plant and equipment</u> | 2013 | 2012 |
|---|---------------|---------------|
| | \$'000 | \$'000 |
| Land and buildings | | |
| Site land (fair value) | 13 510 | 13 510 |
| Buildings and improvements (fair value) | 16 640 | 17 818 |
| Total land and buildings | 30 150 | 31 328 |

Reconciliation of Land and Buildings - Home for Incurables Trust

The following table shows the movement of land and buildings and improvements for the HFI Trust during 2012-13.

| | Site land | Buildings and Improvements | Total Land, Buildings |
|--|------------------|-----------------------------------|------------------------------|
| | \$'000 | \$'000 | \$'000 |
| Carrying amount at 30 June 2012 | 13 510 | 17 818 | 31 328 |
| Depreciation and amortisation for the year | - | (1 644) | (1 644) |
| Revaluation increment | | 466 | 466 |
| Carrying amount at 30 June 2013 | 13 510 | 16 640 | 30 150 |

The following table shows the movement of land and buildings and improvements for the HFI Trust during 2011-12.

| | Site land | Buildings and Improvements | Total Land, Buildings |
|--|------------------|-----------------------------------|------------------------------|
| | \$'000 | \$'000 | \$'000 |
| Carrying amount at 30 June 2012 | 14 621 | 21 484 | 36 105 |
| Depreciation and amortisation for the year | - | (761) | (761) |
| Revaluation increment | (1 111) | (2 905) | (4 016) |
| Carrying amount at 30 June 2013 | 13 510 | 17 818 | 31 328 |

| Capital works in progress | 2013 | 2012 |
|--|---------------|---------------|
| | \$'000 | \$'000 |
| Property, plant and equipment (Fire upgrade) | 662 | - |
| Total capital works in progress | 662 | - |

Reconciliation of capital works in progress

The following table shows the movement of capital works in progress during 2012-13.

| | Total capital WIP |
|--|--------------------------|
| | \$'000 |
| Carrying amount at the beginning of the year | - |
| Purchases | 662 |
| Carrying amount at 30 June 2013 | 662 |

| <u>Investment Property - Home for Incurables Trust</u> | 2013 | 2012 |
|---|---------------|---------------|
| | \$'000 | \$'000 |
| Investment Building | 786 | 925 |
| Revaluation decrement | - | (139) |
| Fair Value at 30 June | 786 | 786 |

| | 2013 | 2012 |
|--|---------------|---------------|
| | \$'000 | \$'000 |
| Investment Land * | 434 | 1 669 |
| Revaluation decrement | - | (1 235) |
| Fair Value at 30 June | 434 | 434 |
| Total Investment Property at 30 June 2013 | 1 220 | 1 220 |

* The land valued was based on the foot print of the investment building not the surrounding land.

Our Locations and Contact Details

Housing SA

For general enquiries telephone 131 299

For maintenance enquiries telephone 131 288

Metropolitan Offices

Adelaide
120 Flinders Street
Adelaide SA 5000

Elizabeth
Level 1, Raleigh Chambers
Elizabeth City Centre SA 5112

Gawler
Unit 1/4 Seventh Street
Gawler South SA 5118

Marion
235 Sturt Road
Sturt SA 5047

Modbury
100 Reservoir Road
Modbury SA 5092

Noarlunga
1st Floor, Noarlunga House
Ramsay Place
Noarlunga Centre SA 5168

The Parks
Building 4
The Parks Community Centre
2-46 Cowan Street
Angle Park SA 5010

Port Adelaide
296 St Vincent Street
Port Adelaide SA 5015

Salisbury
1 Ann Street
Salisbury SA 5108

Country Offices

Berri
29 Vaughan Terrace
Berri SA 5343

Ceduna
22 McKenzie Street
Ceduna SA 5690

Coober Pedy
Lot 334 Hutchinson Street
Coober Pedy SA 5723

Limestone Coast Connected
Service Centre
9 Elizabeth Street
Mount Gambier SA 5290

Murray Bridge
Mobilong House
Seventh Street
Murray Bridge SA 5253

Port Augusta
13 Mackay Street
Port Augusta SA 5700

Port Lincoln
10 Hallett Place
Port Lincoln SA 5606

Port Pirie
76 Florence Street
Port Pirie SA 5540

Whyalla
173 Nicolson Avenue
Whyalla Norrie SA 5608

APY Lands – Umuwa Office

PMB 227 Umuwa via
Alice Springs NT 0872
Telephone: 8954 8188

Disability Offices

Disability Services Central Office

103 Fisher Street
Fullarton SA 5063
Telephone: 8272 1988

Disability Information and Referrals

For information about disability services in South Australia or to make a referral
Telephone: 1300 786 117
(9.00 am to 5.00 pm weekdays)

Independent Living Centre

11 Blacks Road
Gilles Plains SA 5086
Telephone: 8266 5260
Telephone: 1300 885 886
(SA/NT callers only)

Metropolitan Offices

Central Adelaide

Gilles Plains
21 Blacks Road
Gilles Plains SA 5086
Telephone: 8366 7333

Regency Park
171 Days Road
Regency Park SA 5010
Telephone: 8348 6000

Northern Adelaide

Gilles Plains
31 Blacks Road
Gilles Plains SA 5086
Telephone: 8366 7300

Salisbury
46 Commercial Road
Salisbury SA 5108
Telephone: 8282 5500

57 Park Terrace
Salisbury SA 5108
Telephone: 8182 1560

Southern Adelaide

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

Northgate Aged Care Service
78-96 Dumfries Avenue
Northgate SA 5076
Telephone: 8266 8000

Highgate Park
103 Fisher Street
Fullarton SA 5063
Telephone: 8272 1988

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

Country Offices – Greater Adelaide

Angaston
c/- Barossa and Area
Community Health Service
29 North Street
Angaston SA 5353
Telephone: 8625 8544

Gawler
Shop 32, Level 2
Gawler Central Complex
Corner Murray and Cowan
Streets
Gawler SA 5118
Telephone: 8521 4700

Kangaroo Island
20 Dauncey Street
Kingscote
Kangaroo Island SA 5223
Telephone: 8553 2270

Mount Barker
23 Mann Street
Mount Barker SA 5251
Telephone: 7424 7888

Victor Harbor
10 Crozier Road
Victor Harbor SA 5211
Telephone: 8555 8100

Country Offices – Country North

Ceduna
c/- Housing SA
22 McKenzie Street
Ceduna SA 5690
Telephone: 8625 2896

Clare
Office 1/17 Lennon Street
Clare SA 5453
Telephone: 8842 3744

Kadina
4a Draper Street
Kadina SA 5554
Telephone: 8821 0200

Port Augusta
40 Flinders Terrace
Port Augusta SA 5700
Telephone: 8641 1600

Port Lincoln
Second Floor
10 Hallett Place
Port Lincoln SA 5606
Telephone: 8683 2170

Port Pirie
76 Florence Street
Port Pirie SA 5540
Telephone: 8638 4981

Whyalla
c/- Level 5
Whyalla Hospital
20 Wood Terrace
Whyalla SA 5600
Telephone: 8648 8686

Country Offices – Country South

Berri
28 Kay Avenue
Berri SA 5343
Telephone: 8582 2400

Limestone Coast Connected
Service Centre
9 Elizabeth Street
Mount Gambier SA 5290
Telephone: 8735 1800

Murray Bridge
Level 2
Corner Seventh Street and
South Terrace
Murray Bridge SA 5253
Telephone: 8535 6160

Domiciliary Care

Central Administration
Building 2
300 Richmond Road
Netley SA 5037

Domiciliary Care Referrals
(9.00 am to 5.00 pm)
Via Access2HomeCare
Telephone: 1300 130 551

Therapy Solutions
(9.00 am to 5.00 pm)
Telephone: 1300 296 812

Domiciliary Care Enquiries
(8.30am to 5.00pm)
Telephone: 1300 295 673

Domiciliary Equipment Service
(9.00 am to 5.00 pm)
Telephone: 1300 295 786

Client Service Offices

Hampstead
207-255 Hampstead Road
Northfield SA 5085
Telephone: 8304 6200

Noarlunga
3 James Clark Road
Noarlunga SA 5168
Telephone: 8392 0000

Park Holme
670 Marion Road
Park Holme SA 5043
Telephone: 8277 3366

Mawson Lakes
First Floor, Innovation House
1 First Avenue
Mawson Lakes SA 5095
Telephone: 8162 4000

Oakden
696-710 Grand Junction Road
Oakden SA 5086
Telephone: 8256 8500

Woodville
19-21a Belmore Terrace
Woodville SA 5011
Telephone: 8440 6700

Youth Justice

Youth Justice Directorate
Central Office
GPO Box 292
Adelaide SA 5001
Telephone: 1300 021 829

Community Youth Justice
PO Box 3502 Rundle Mall
Adelaide SA 5000
Telephone: 8463 6488

Adelaide Youth Training Centre (AYTC)
AYTC is comprised of two campuses:

Jonah Drive Campus
1 Jonah Drive
Cavan SA 5094

Goldsborough Road Campus
26-56 Goldsborough Road
Cavan SA 5094

PO Box 2616
Regency Park SA 5942

Telephone: 8169 1444

Psychological Services
108 Kermode Street
North Adelaide SA 5006
Telephone: 8267 7101

Interpreting and Translating Centre

Postal Address: GPO Box 292, Adelaide SA 5001
Telephone: 8226 1990 (Interpreting)
Telephone: 8226 1980 (Translating)
Email: itc@sa.gov.au
Website: www.translate.sa.gov.au

Multicultural SA

Postal Address: GPO Box 292, Adelaide SA 5001
Telephone: 8226 1944
Toll free: 1800 063 535
Email: multicultural@sa.gov.au
Website: www.multicultural.sa.gov.au

Northern Connections

Postal Address: PO Box 275, Elizabeth SA 5112
Telephone: 8252 0544
Email: DCSI.NorthernConnections@sa.gov.au

Office for the Southern Suburbs

Postal Address: GPO Box 292, Adelaide SA 5001
Telephone: 8207 0602
Website: www.oss.sa.gov.au

Office for Volunteers

Postal Address: GPO Box 292, Adelaide SA 5001
Telephone: 1300 014 712
Email: ofv@sa.gov.au
Website: www.ofv.sa.gov.au

Office for Women

Postal Address: GPO Box 292, Adelaide SA 5001
Telephone: 8303 0961
Email: officeforwomen@dcsi.sa.gov.au
Website: www.officeforwomen.sa.gov.au

Office for Youth

Postal Address: GPO Box 292, Adelaide SA 5001
Telephone: 8207 0452
Email: OfficeforYouth@sa.gov.au
Website: www.officeforyouth.sa.gov.au

State Recovery Office

Postal Address: GPO Box 292, Adelaide SA 5001
Telephone: 841 54302
Email: staterecoveryoffice@dcsi.sa.gov.au

Acronyms

| | |
|---------------|---|
| ABS | Australian Bureau of Statistics |
| ADANSA | Aboriginal Disability Advisory Network for South Australia |
| AIME | Australian Indigenous Mentoring Experience |
| ARACY | Australian Research Alliance for Children and Youth |
| ASSIST | Adult Specialist Services Intervention and Support Team |
| AYACs | Aboriginal Youth Action Committees |
| AYDP | Aboriginal Youth Development Program |
| BCIS | Boards and Committees Information System |
| CAARS | Common Approach to Assessment, Referral and Support |
| CDH | Centre for Disability Health |
| CHRIS | Complete Human Resource and Information System |
| COAG | Council of Australian Governments |
| DCSI | Department for Communities and Social Inclusion |
| DECD | Department for Education and Child Development |
| DES | Domiciliary Equipment Service |
| DFEEST | Department of Further Education, Employment, Science and Technology |
| DMITRE | Department for Manufacturing, Innovation, Trade, Resources and Energy |
| DPTI | Department of Planning, Transport and Infrastructure |
| ELT | Executive Leadership Team |
| FTE | Full-Time Equivalent |
| GoGO | Greening of Government Operations |
| HACC | Home and Community Care |
| HEPP | Higher Education Participation and Partnerships Program |
| ICT | Information and Communication Technology |
| ILC | Independent Living Centre |
| KPIs | Key Performance Indicators |
| LTI | Lost Time Injury |
| MOAA | Memorandum of Administrative Agreement |
| NAHA | National Affordable Housing Agreement |
| NBESP | Nation Building – Economic Stimulus Plan |

| | |
|---------------|--|
| NDIA | National Disability Insurance Agency |
| NDIS | National Disability Insurance Scheme |
| NDS | National Disability Strategy |
| NPAH | National Partnership Agreement on Homelessness |
| NPY | Ngaanyatjarra Pitjantjatjara Yankunytjatjara |
| NRAS | National Rental Affordability Scheme |
| OPA | Office of the Public Advocate |
| OSCAR | Online System for Comprehensive Activity Reporting |
| PCD | Policy and Community Development |
| PPP | Performance Partnership Plan |
| PSC | Protective Security Committee |
| SAES | South Australian Executive Service |
| SAHT | South Australian Housing Trust |
| SAMEAC | South Australian Multicultural and Ethnic Affairs Commission |
| SAMIS | Strategic Asset Management Information System |
| SASP | South Australia's Strategic Plan |
| SIMS | Self Insurance Management System |
| SPGC | Strategic Procurement and Grants Committee |
| STEM | Science Technology, Engineering and Mathematics |
| TACSI | The Australian Centre for Social Innovation |
| VERIS | Volunteer Emergency Recovery Information System |
| WACA | Workforce Analysis and Comparison Application |
| WIC | Workforce Information Collection |
| YCO | Youth Justice, Community Engagement and Organisational Support |

Addendum to 2012-13 Annual Report

This is an addendum to the department's 2012-13 annual report which was lodged with the Minister for Communities and Social Inclusion on 30 September 2013.

Energy Efficiency Action Plan

As at 30 September 2013, data on the department's 2012-13 energy efficiency performance was not available due to changes in the methodology used to calculate energy usage. Data is now available and presented in this addendum to the annual report.

A small reduction in energy efficiency has occurred between 2011-12 (349.36 MJ/m²) and 2012-13 (372.63 MJ/m²). This is due to Families SA transferring to the Department for Education and Child Development and the closure of the Youth Justice Training Centre at Magill. The opening of the new youth training centre at Goldsborough Road, Cavan, has resulted in higher energy usage due to the centre's state-of-the-art security and building management system.

| | Energy Use (GJ) ¹ | Business Measure ² (Area – m ²) | Energy Efficiency: MJ per m ² |
|---|---|---|---|
| Base Year 2000-01: | | | |
| DCSI Corporate ³ | 19 515 | 40 777 | |
| Disability SA | 28 069 | 58 651 | |
| Housing SA | 2 826 | 5 905 | |
| Domiciliary Care SA | 3 760 | 7 856 | |
| Portfolio Total | 54 170 | 113 189 | 478.58 |
| 2012-13: | | | |
| DCSI Corporate | 20 523 | 40 777 | |
| Disability Services | 17 145 | 58 651 | |
| Housing SA | 2 618 | 5 905 | |
| Domiciliary Care | 1 892 | 7 856 | |
| Portfolio Total | 42 178 | 113 189 | 372.63 |
| Portfolio Result (for 2012-13) | 372.63 MJ per m ² (22.1% improvement from base year) | | |
| Final Portfolio Target (for 2020) | 335.01 MJ per m ² (30% improvement from base year) | | |

¹ Energy use data (expressed in gigajoules (GJ)) is the sum of all fuel types used (i.e. electricity, natural gas, bottled gas). To obtain a mega joules (MJ) figure multiply GJ by 1000.

² The energy efficiency calculation method has been changed from measuring FTE to using the Area (m²) as the business measure, which is the preferred method when calculating energy efficiency. The baseline and subsequent years' data have been adjusted to reflect this.

³ It is acknowledged that portfolio structures change over time. Therefore the portfolio baseline will be adjusted if necessary to represent the structure of the portfolio in the given reporting period. Baseline and successive years' data have been adjusted to reflect the transfer of Families SA to the Department for Education and Child Development.