



Government of South Australia

Department for Communities
and Social Inclusion

Department for Communities and Social Inclusion

ANNUAL REPORT 2011-12



Feedback on the *Department for Communities and Social Inclusion Annual Report 2011-12* 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 2012-13 financial year.

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

Letter of Transmittal

Hon Ian Hunter MLC

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 2012.

This report highlights the many achievements of the department during 2011-12 and 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 2012

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Chief Executive's Report

The Department for Communities and Social Inclusion (DCSI), formerly the Department for Families and Communities, was created in October 2011 when the Hon Jay Weatherill MP was appointed Premier, and outlined a number of machinery of government reforms.

The new portfolios to the department provide the opportunity to build on existing work and to contribute to the department's focus on social inclusion and to strengthen community capacity and resilience. The department has responsibility to promote the wellbeing of certain population groups including Aboriginal people, youth, women, people with disability, volunteers, older South Australians and those from culturally and linguistically diverse communities. DCSI has policy, program and service delivery functions that make a practical contribution to securing a socially inclusive South Australia.

The work of the department supports the achievement of the South Australian Government's Strategic Priorities in particular: creating a vibrant city; safe communities, healthy neighbourhoods; an affordable place to live; every chance for every child; and realising the benefits of the mining boom for South Australians.

The Office for the Ageing (Ageing Policy, Retirement Villages, Seniors Card and the Aged Care Assessment Program) has transferred to the Department for Health and Ageing while Families SA, excluding Youth Justice, has transferred to the new Department for Education and Child Development.

Further changes to the department occurred in March 2012, with the establishment of the Urban Renewal Authority (URA), now referred to as Renewal SA. This brought together all agencies responsible for land and housing development and resulted in the transfer of 82 Housing SA staff members in April 2012. I look forward to working with Renewal SA to deliver on the State Government's strategic priority, 'an affordable place to live for everyone'.

In June 2012, Housing SA and URA staff celebrated Australia's largest, most successful and nationally significant, multi award winning urban renewal project, Westwood. The last allotment sale in March marked the end of the 12-year partnership between Housing SA and Urban Pacific Limited. More than 1900 households were moved during the project. The relocation process led by Housing SA staff over the project life has been a key factor in the project's success.

Housing SA has continued to achieve targets under the Nation Building – Economic Stimulus Plan with the practical completion of 1367 dwellings as at 30 June 2012, exceeding the milestone target of 1360 dwellings. Construction of the UNO Apartments development at 102 Waymouth Street also reached practical completion on 30 June 2012. Of the 146 residential apartments 30 will comprise a youth homelessness service, with St John's Youth Services Incorporated awarded the tender to initially manage this service.

This year has seen the development of exciting new directions to reform disability services which aims to generate a service delivery system that empowers people with disability with more choice, freedom and control.

Significant funding has been allocated towards the launch and trial of the National Disability Insurance Scheme (NDIS). We will work closely with the Commonwealth Government in the implementation of the NDIS launch, noting that this will inform the move to a national insurance-based approach to disability care and support in the future.

Ultimately our aim is to move disability service provision away from a welfare-based model to a rights-based system. These reforms will offer increased choice, dignity and control and will put the person with disability at the centre of service delivery and ultimately improve the quality of life of people living with disability.

The disability blueprint, *Strong Voices: a Blueprint to Enhance Life and Claim the Rights of People with Disability in South Australia 2010-2020*, was released in October 2011. All recommendations were agreed to in principle and 17 of the 34 recommendations were immediately committed to in full or in part.

The flagship announcement was the State Government's commitment to universal individualised funding over time, and immediate expansion of individualised funding to all people receiving six or more hours of personal support per week.

The disability blueprint reform aligns with South Australia's commitments under the National Disability Strategy, the proposed NDIS and related National Injury Insurance Scheme.

The review of the *Disability Services Act 1993* is completed and the focus is now on the provisions that will be included in a new Disability Act. The *Disability Services Act 1993* sets out funding, research and provision of disability services in accordance with certain principles and objectives. The updated Act will better reflect the United Nations Convention on the Rights of People with Disability and recent developments at the State and national level.

Our service delivery staff are dedicated, professional and caring people supporting some of the most vulnerable members of our community. I am confident that together we can meet the challenges that lay ahead as we begin to roll out these major reforms.

This year DCSI reviewed the department's activities on the Anangu Pitjantjatjara Yankunytjatjara (APY) Lands and acted to strengthen the coordination of services.

The development of a Vulnerable Youth Strategy for South Australia is a key action of *youthconnect South Australia's Youth Strategy 2010-2014*. The strategy will identify and improve the systemic issues that contribute to young people's vulnerability and assist in the identification of young people with multiple and complex needs.

A consultation paper was developed and released to start wider discussions on this issue. Information obtained through the consultation process will contribute to drafting the framework for the vulnerable youth strategy.

The State Volunteer Congress continues to be an important forum in identifying key issues for the ongoing development of volunteering in South Australia. The Office for Volunteers partnered with Volunteering SA&NT to deliver the largest State Volunteer Congress on 5 December 2011, with over 500 people registered to attend.

During 2011-12, the Office for Women has continued to lead work on addressing the issue of violence against women through the expansion of the Family Safety Framework to other metropolitan and regional areas of South Australia. The Office also partnered with the Australian Hotels Association, United Voice, and Consumer and Business Services in the Violence Against Women Awareness and Prevention in the Hotel Industry Project which commenced in July 2011. It released *A Right to Safety: The Next Phase of South Australia's Women's Safety Strategy 2011-2022*, which builds on the reforms undertaken through the Women's Safety Strategy and outlines the South Australian Government's commitment to the *National Plan to Reduce Violence against Women and their Children 2010-2022*.

Northern Connections and the Office for the Southern Suburbs continue to support the implementation of *The 30-Year Plan for Greater Adelaide* to promote economic development and job creation, in order to provide more opportunities for people to both live and work in the respective regions. Multicultural SA has also continued to increase awareness and understanding of diverse cultures to maintain the high rate of South Australians who believe cultural diversity is a positive influence in the community. This is achieved through the Showcasing Multiculturalism Program which encourages the participation of ethnic community organisations in events including the Christmas Pageant, the Australia Day Parade and ANZAC commemorations.

In the coming year, the department will continue to work to improve the wellbeing of South Australians who may be vulnerable and disadvantaged, supported by additional funding provided in the 2012-13 State Budget. Additional funding includes:

- \$106.1 million over five years from 2011-12 to address the growth in the number of people with disability and their carers requiring accommodation support, community support, community access and respite services
- \$61.5 million over four years for housing for people with disability
- \$21.6 million over four years to complete Stage 3 of the Strathmont Centre Redevelopment and Community Living Placements Project
- \$20 million over three years for a National Disability Insurance Scheme launch site in South Australia, commencing in 2013-14
- \$1 million over two years to assist the disability sector respond to the implementation of individualised funding
- \$2.1 million over three years from 2011-12 for fire safety upgrades at the Highgate Park facility
- \$2.3 million over four years for the establishment of an expanded and integrated independent mental health and disability Community Visitors' Scheme
- \$4.2 million over four years to assist lower income households reduce financial hardship associated with rising utilities cost pressures.

In August 2012, the State Government announced the establishment of a Community Safety Directorate to be led by Mr Tony Harrison, as Director General of Community Safety. The Directorate, a division within the department alongside the State Recovery Office, provides the opportunity to have emergency planning, management and recovery functions working side by side on a range of safety issues including fires and natural disasters, while building community resilience.

In October 2011, we were saddened by the passing of Peter Agars who was a member of the South Australian Housing Trust Board Audit and Finance Committee and the DCSI Audit Committee. Peter's contribution to the work of these two committees was characterised by integrity, compassion and intellectual analysis. He brought to the committees years of talent and experience and was generous in his sharing of contemporary perspectives on risk and audit. He will be missed.

I wish to take this opportunity to thank all staff for their contributions toward the department's objectives and to Minister Hunter, Minister Gago and Minister Rankine for their leadership and unwavering commitment to our clients.



Ms Joslene Mazel
Chief Executive
Department for Communities and Social Inclusion

September 2012

About DCSI

Objective

The Department for Communities and Social Inclusion (DCSI) 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.

Our Commitment

The department is committed to delivering better and more connected services to the vulnerable and disadvantaged in our community, 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.

Our Clients

We connect clients to services in:

- accommodation and housing
- disability
- youth justice
- domiciliary care
- financial support and grants
- problem gambling
- disaster relief and recovery
- youth services
- volunteer services
- support for ethnic communities
- information and referral services for women.

Our Values

Connected: We consider the big picture when dealing with 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.

Organisational Structure

The Department for Communities and Social Inclusion (DCSI), formerly the Department for Families and Communities, was established by Premier Weatherill on 21 October 2011 as part of a series of changes to government departments.

As part of the establishment of DCSI, Social Inclusion was transferred into the new department from the Department of the Premier and Cabinet, effective from 1 December 2011.

The Office for the Southern Suburbs and the Office for the Northern Suburbs (Northern Connections) transferred into the department on 1 January 2012 from the former Department of Planning and Local Government, while the following units also transferred into the new department at this time from the Attorney-General's Department:

- the Office for Women
- the Office for Youth
- the Office for Volunteers
- Multicultural SA.

On 1 January 2012, Families SA, including the child protection and family support functions, transferred to the new Department for Education and Child Development (DECD). Youth Justice remains with DCSI. At this time responsibility for the Office for the Ageing (Ageing Policy, Retirement Villages, Seniors Card and the Aged Care Assessment Program) transferred to the Department for Health and Ageing.

This annual report reflects the highlights of the aforementioned units which transferred into DCSI for the whole of the 2011-12 financial year. The activities of Families SA and the Office for the Ageing are to be reported in the annual report of their new 'parent' agency.

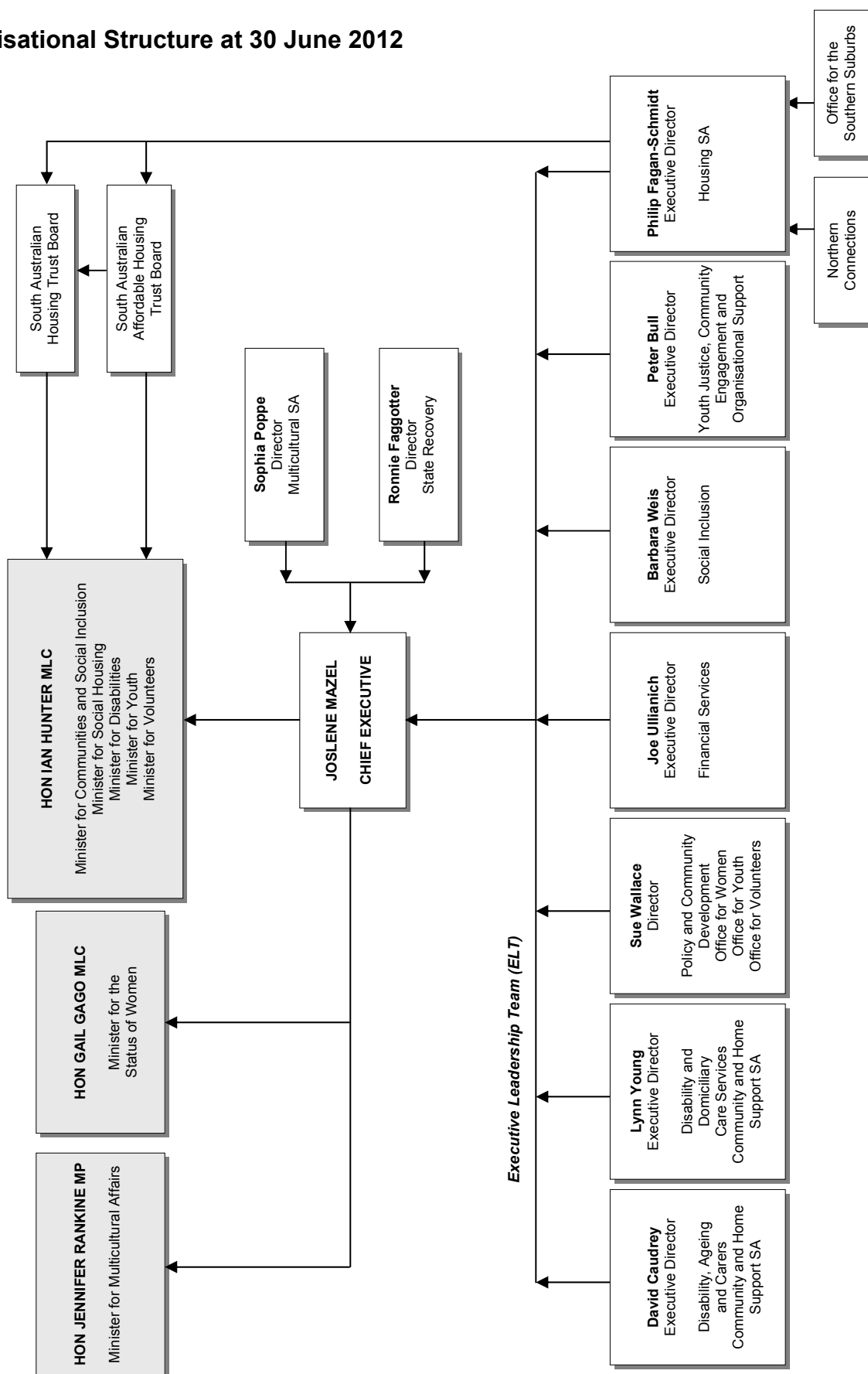
On 16 February 2012, the establishment of the Urban Renewal Authority (URA), now referred to as Renewal SA, was announced in Parliament by the Premier. Commencing on 1 March 2012, the URA brought together all of the South Australian agencies responsible for land and housing development.

Initially, approval was given for the transfer of certain South Australian Housing Trust (SAHT) assets to the URA in the defined redevelopment areas of Woodville West and River Street, Marden. The URA was also granted development access to a third approved redevelopment area, Inner City Playford.

An Inter-Ministerial Agreement is being negotiated to provide a set of principles by which the portfolios of Social Housing and Housing and Urban Development, including the SAHT Board, work together to deliver our Government's objectives in housing affordability.

Effective 23 April 2012, 82 Housing SA staff members were transferred to the URA.

Organisational Structure at 30 June 2012



Five Year Strategic Plan 2009-2013

Our Vision: *a better life for South Australians*

A review of the department's Strategic Plan is currently being undertaken following the changes to government departments announced by Premier Weatherill on 21 October 2011.

As previously reported, on 1 January 2012, Families SA transferred to DECD and the Office for the Ageing transferred to the Department for Health and Ageing.

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

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

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

* KPI is derived from a target of SASP for which the department is the lead agency or a key contributor.

COMMUNITIES AND PARTNERS

Outcomes	KPIs
State of the art contract management for non-government organisations	<ul style="list-style-type: none"> level of compliance with DFC service and master agreements
Solid relationships with communities and partners	<ul style="list-style-type: none"> non-government organisations satisfied with their partnership arrangements other partners satisfied with relationship with DFC
Strengthened non-government organisation sector	<ul style="list-style-type: none"> strong relationships between DFC and the non-government sector improved quality of service successful completion of agreements
Improved family resilience	<ul style="list-style-type: none"> improved safety outcomes for children
Strong and supported communities	<ul style="list-style-type: none"> South Australians receiving government benefits* movement in Community Strength indicators
Carers are recognised and valued	<ul style="list-style-type: none"> level of compliance with <i>Carers Recognition Act 2005</i> requirements
Whole of DFC strategic plan for carers	<ul style="list-style-type: none"> carers satisfaction

Strategies

- strategically address the training needs of non-government organisation sector
- improve contract management system and develop a transparent and robust process to award funding agreements
- develop stronger partnerships to strengthen and support the non-government organisation sector per Australian best practice
- maintain ability to support communities in disaster relief and recovery
- coordinated anti-poverty strategy that addresses poverty alleviation and improves alignment and targeting of existing programs
- launch and implement a community engagement strategy
- develop a strategic plan for carers
- implement a reform agenda for problem gambling help services
- develop stronger relationships with Ministerial Councils, boards and committees.

ORGANISATIONAL CAPABILITY

Outcomes	KPIs
Sound leadership and governance	<ul style="list-style-type: none"> assessment of Business Excellence Framework Category 1: Leadership
Effective resource management	<ul style="list-style-type: none"> ratio of operational to administrative expenditure[†]
Continuous quality improvement culture	<ul style="list-style-type: none"> satisfaction of South Australians with government services[†]
Employer of Choice	<ul style="list-style-type: none"> recruitment and retention rates staff satisfaction

Strategies

- finalise organisational structure and its leadership
- develop a master plan for asset rationalisation and investment for improved service outcomes
- review value for money training options for staff and non-government organisations
- continuously improve systems and processes
- deliver the Workforce Plan
- develop an integrated policy framework that recognises the diversity of our constituencies
- finalise concessions reform program
- provide and maintain a safe working environment.

* KPI is derived from a target of SASP for which the department is the lead agency or a key contributor.

[†] Whole-of-government target of SASP.

Our Performance

Government's Strategic Priorities

The South Australian Government has identified seven strategic priorities for immediate action which will define the legislative agenda of the Government and budget processes, and guide policy and decision making across government. The strategic priorities are:

Strategic priorities	How we will get there
<i>Creating a vibrant city</i>	More people choosing to live in the city centre; City squares and laneways alive with people of all ages; Public art, live music and outdoor dining; Safe and pedestrian-friendly streets.
<i>Safe communities, healthy neighbourhoods</i>	Better walking and cycling options; Visibly safer neighbourhoods; Places to meet and be active; Strong social connections that support older people; Convenient public transport.
<i>An affordable place to live</i>	Affordable homes to rent or buy that cater for range of family needs and income levels; Homes and neighbourhoods designed to conserve energy and water; Support to manage essential costs of living at times of financial hardship.
<i>Every chance for every child</i>	Practical information for all parents; Early intervention and support services to families in need; High quality, affordable child care and preschool offered by trained staff; Schools as service hubs for families.
<i>Growing advanced manufacturing</i>	Highly-skilled workforce; Defence and Mining sectors drive hi-tech manufacturing; Business clusters; Capturing and applying research and development; Build on defence and clean tech industries.
<i>Realising the benefits of the mining boom for all</i>	Mining projects progress to production; Local suppliers to mining projects; Free and subsidised training aligned with jobs; Mining technology innovation; Adelaide and regional towns preferred locations for fly in-fly out workers; Diverse mining workforce; Future Fund.
<i>Premium food and wine from our clean environment</i>	Strong reputation for clean and safe food production; Sustainable use of natural resources; Culinary tourism; Leadership in food research, education.

As stated by His Excellency Rear Admiral Kevin Scarce AC CSC RANR, Governor of South Australia, when opening the second session of the 52nd Parliament, these priorities will be tackled through three approaches to government: a culture of innovation and enterprise; sustainability; and a respect for individuals with a reciprocal responsibility to the community.

The seven strategic priorities have a strong interface with the visions of the revised *South Australia's Strategic Plan*, and will directly assist in the achievement of the Plan's targets by encouraging further action.

South Australia's Strategic Plan

The revised *South Australia's Strategic Plan* (SASP) was launched on 8 September 2011 following an extensive community consultation process. The updated Plan incorporates 100 targets which fit under the categories of; Our Community; Our Prosperity; Our Environment; Our Health; Our Education; and Our Ideas.

Lead Targets

The department is the lead agency for the achievement of 14 SASP targets. The targets, their alignment to the seven strategic priorities of the South Australian Government and the location of reporting against their progress in this annual report are identified in the following table.

DCSI Lead SASP Targets	Alignment to Seven Strategic Priorities	Page Reference
Target 5: Multiculturalism	Creating a vibrant city	76 to 77
Target 7: Affordable housing	An affordable place to live	20 to 21
Target 8: Housing stress	An affordable place to live	21
Target 9: Aboriginal housing	An affordable place to live	21 to 22
Target 10: Homelessness	An affordable place to live	22 to 23
Target 11: Housing for people with disabilities	An affordable place to live	35
Target 16: Economic disadvantage	Realising the benefits of the mining boom for all	55
Target 18: Violence against women	Safe communities, healthy neighbourhoods	70 to 71
Target 23: Social participation	Safe communities, healthy neighbourhoods	55 to 56
Target 24: Volunteering	Safe communities, healthy neighbourhoods	61 to 62
Target 25: Support for people with a disability	Safe communities, healthy neighbourhoods	29 to 30
Target 29: Elections	N/A	71 to 72
Target 30: Boards and committees	N/A	72 to 73
Target 31: Chairs of boards and committees	N/A	73

Whole-of-Government Targets

Throughout this report we also summarise how the department is contributing to the following whole-of-government targets:

- Target 30 – Boards and committees (refer page 105)
- Target 31 – Chairs of boards and committees (refer page 105)
- Target 32 – Customer and client satisfaction with government services (refer page 106)
- Target 50 – People with disability (refer pages 80 and 81)
- Target 52 – Women (refer pages 80 and 81)
- Target 53 – Aboriginal employees (refer pages 80 and 81)
- Target 61 – Energy efficiency – government buildings (refer pages 119 and 122).

The department is also responsible for undertaking actions which contribute to the achievement of Target 6, which seeks to improve the overall wellbeing of Aboriginal South Australians. Examples of actions undertaken by the department include the:

- implementation of the National Partnership Agreement on Remote Indigenous Housing (refer page 25)
- outcomes of the Domiciliary Care Aboriginal and Torres Strait Islander Services Strategy (refer page 42)
- Aboriginal Youth Development Program and Aboriginal Youth Action Committees (refer pages 46 and 47)
- Aboriginal Power Cup (refer page 60)
- annual State Aboriginal Women's Gathering (refer page 75).

Further information regarding SASP is available from www.saplan.org.au.

DCSI Scorecard

The department, as part of the strategic planning and reporting process, monitors its performance against the *Five Year Strategic Plan 2009-2013* through a number of key performance indicators (KPIs). The scorecard provides a succinct summary of those KPIs on a single report.

The scorecard is regularly reviewed and updated. Many KPIs have been modified for reasons such as data quality or availability. Work around selection of KPIs and improvements in the quality of data have been ongoing and will continue in 2012-13.

The following table summarises the KPIs at 30 June 2012.

KEY PERFORMANCE INDICATORS ¹			
Housing	2009-10	2010-11	2011-12
Number of affordable home purchases and rental opportunities provided by Housing SA*	50 974	52 881	52 235
Number of South Australians assisted by Housing SA that are experiencing housing stress*	26 265	29 780	32 234
Percentage of affordable housing secured in all new significant developments*	20.4%	15.4%	16.4%
Number of high needs clients placed in housing by Housing SA*	4 414	5 287	5 905
Percentage of Aboriginal occupied Housing SA dwellings identified as overcrowded*	6.1%	5.6%	4.4%
Disability	2009-10	2010-11	2011-12
Number of community members accessing the Independent Living Centre for information and advice regarding equipment and aids for functional independence	18 919	20 845	22 806
Number of group home places in South Australia*	1 037	1 124	1 306
Percentage of organisations on the Disability Services Provider Panel involved in an accredited quality program	n/a	65.5%	95%

KEY PERFORMANCE INDICATORS¹

Ageing	2009-10	2010-11	2011-12
Number of people accessing community care through Access2HomeCare	2 683	3 598	7 752
Percentage of non-government agencies completing quality certification	100%	100%	100%
Communities and Partners	2009-10	2010-11	2011-12
Percentage of partners engaged in the DCSI Australian Service Excellence Standards	84%	76%	77%
Number of concessions provided to eligible DCSI concessions clients	1 422 418	1 434 842	1 488 161
Percentage of problem gamblers in South Australia accessing Gambling Help Services	n/a	n/a	11%
Organisational Capability	2009-10	2010-11	2011-12
The percentage score on the Customer Satisfaction Measurement survey against SASP Target 32*	83% ²	82%	n/a
Percentage of complaints acknowledged within five working days through the client feedback management process	n/a	n/a	85%
The level of satisfaction reported by staff in the staff survey	62% ³	64.4%	n/a
Staff retention rates	91%	90.3%	91.4%
Number of national qualifications issued to DCSI staff through the College for Learning and Development	1 071	933	775
Percentage of women in executive positions/total executives in DCSI*	57.8%	59.1%	66.7%
Percentage of employees with disability/total employees in DCSI*	4.5%	4.2%	4.2%

* KPI is derived from a target of SASP for which the department is the lead agency or a key contributor

n/a: data not available for this period

¹ Machinery of Government changes have had an effect on the data for some KPIs (ie changes in policies, type of services provided or number of staff). Therefore caution needs to be taken when analysing trends.

² 2008-09 data

³ 2008 data

Source: DCSI Divisions and Business Units (unpublished)

Social Housing



Objective

The focus of Housing SA 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 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.

Housing SA also provides housing strategy, policy development and advice (including financial advice) to the South Australian Housing Trust (SAHT).

Performance Highlights

South Australia's Strategic Plan

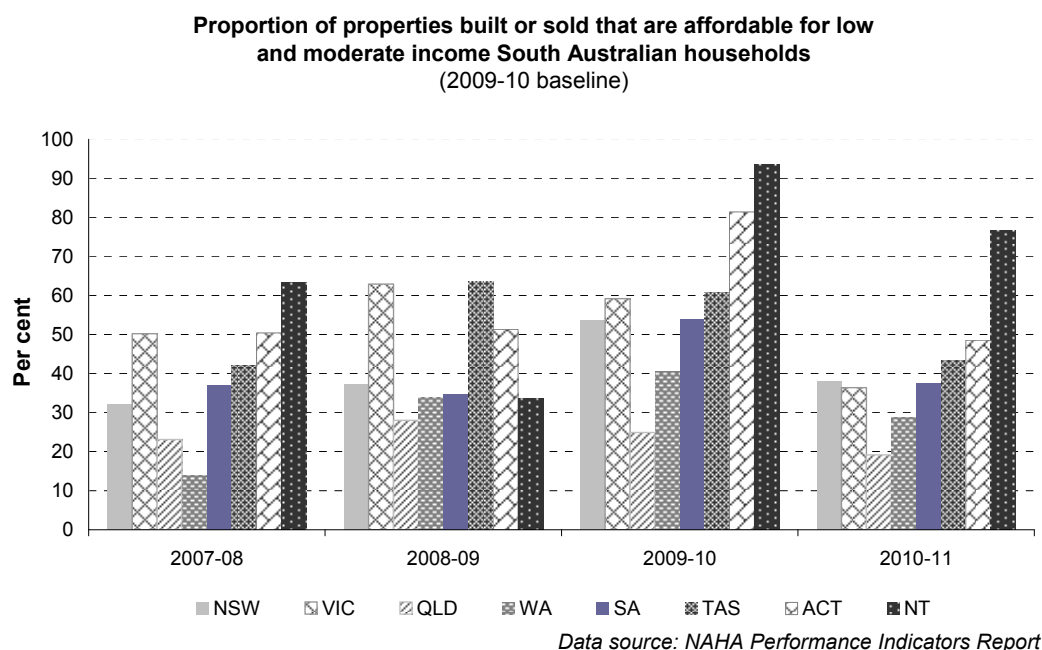
The revised SASP contains four housing related targets which contribute to the provision of affordable and accessible housing.

Target 7: Affordable housing

Target 7 is a revised target that replaces the previous target T6.7, which sought to increase affordable home purchase and rental opportunities by five percentage points by 2014. The aim of the revised Target 7 is for South Australia to lead the nation over the period to 2020 in the proportion of homes sold or built that are affordable to low and moderate income households.

This new target retains the intent of the original target, while recognising that there are many influences on the housing market. It also aligns to national reporting and will enable a comparison across jurisdictions.

Homes are assessed as affordable by the National Affordable Housing Agreement (NAHA) when a household spends no more than 30 per cent of their gross income on mortgage payments. Low and moderate income households are those with equivalised disposable incomes (disposable household income adjusted for household size and composition) in the bottom three income quintiles.



At 53.9 per cent, South Australia was the fifth ranked State or Territory for the proportion of homes built or sold that were affordable for low and moderate income households in the baseline year of 2009-10. The leading State or Territory was the Northern Territory with 93.5 per cent. South Australia was again ranked fifth in 2010-11, however, the proportion of homes built or sold that were affordable for low and moderate income households had decreased to 37.6 per cent, in comparison to the Northern Territory which was again the lead State or Territory with 76.7 per cent.

The decline in affordable home purchase and rental opportunities is reflected across all jurisdictions in Australia, as many of the drivers of affordability are influenced by Commonwealth Government policies associated with taxation, interest rates and international finance markets.

During 2011-12, a number of strategies progressed to increase affordable housing options available to South Australians. These include new social housing dwellings constructed through the Nation Building – Economic Stimulus Plan (NBESP) social housing initiative and the National Partnership Agreement on Social Housing, homes funded through the National Rental Affordability Scheme (NRAS), and new dwellings constructed through the Woodville West, Westwood and Playford Alive Urban Renewal Projects.

Target 8: Housing stress

Target 8 is a revised target that replaces the previous target T6.8, which sought to halve the number of South Australians experiencing housing stress by 2014. The aim of the revised Target 8 is for South Australia to lead the nation over the period to 2020 in the proportion of low income households not experiencing housing stress. As with the affordable housing target, this target retains the intent of the original target but recognises the external influences on the housing market.

The NAHA defines the proportion of low income households in rental stress as those rental households in the bottom two income quintiles, based on equivalised disposable household income (disposable household income adjusted for household size and composition) excluding Commonwealth Rent Assistance or other rent assistance, that spend more than 30 per cent of their income on rent. Factors influencing the level of housing stress include a tight private rental market and higher rents, fewer public housing vacancies and increased property values.

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.

Target 9: Aboriginal housing

There has been no change to the Aboriginal housing target in the revised Plan, with Target 9 identical to target T6.9 in the previous iteration of the Plan. Positive movement has been made in reducing the number of overcrowded Aboriginal households in South Australia. In 2002, the baseline year for the target, there were 1344 overcrowded Aboriginal households which decreased to 1212 in 2008.

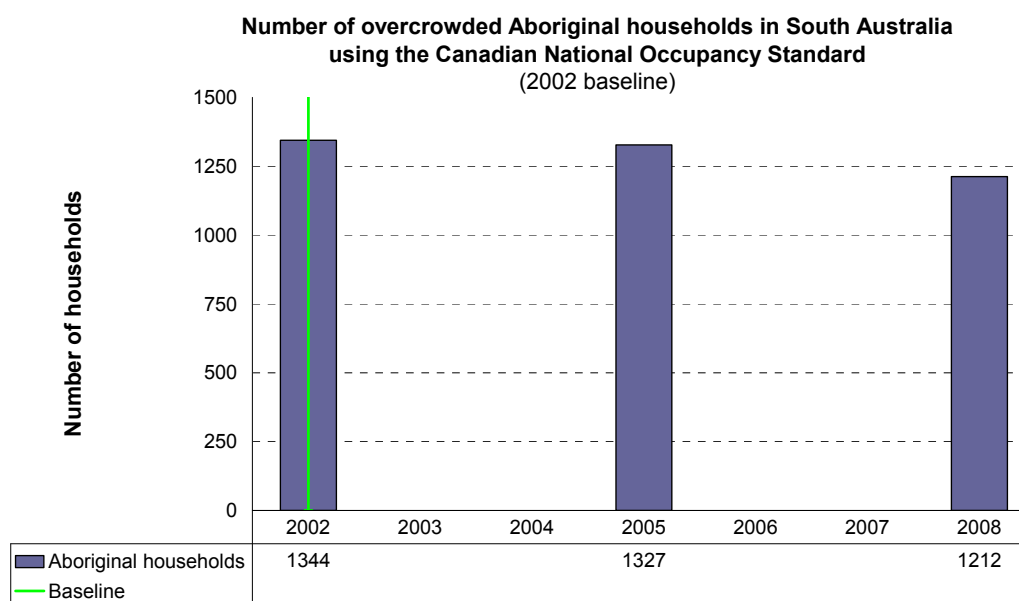
The key measure for the target has changed from the Proxy Occupancy Standard to the Canadian National Occupancy Standard, to align with the NAHA Performance Indicators Report.

Housing SA is implementing a range of strategies to reduce overcrowding in Aboriginal households, including the implementation of the National Partnership Agreement on Remote Indigenous Housing. This ten year agreement, which forms part of the NAHA, focuses on reducing overcrowding, homelessness, poor housing conditions and severe housing shortages in remote Aboriginal communities across the State.

Housing SA has also expanded transitional accommodation programs across key South Australian sites by implementing two Aboriginal Transitional Housing Outreach Services (ATHOS) at Coober Pedy and Adelaide. ATHOS is a homelessness response for transitional Aboriginal people from regional and remote communities who are at risk of sleeping rough, or contributing to overcrowding in existing tenancies.

The implementation of the two services in July and November 2011 respectively, add to existing Aboriginal Transitional Accommodation Centres at Port Augusta (Lakeview) and Ceduna (Wangka Wilurrara).

During 2011-12, Lakeview provided 276 occasions of accommodation to 209 clients and 469 occasions of in-centre support to 181 clients, while Wangka Wilurrara accommodated 502 clients.



Data source:

The 2002 data source is the 2002 National Aboriginal and Torres Strait Islander Social Survey which collected information from August 2002 to April 2003

The 2005 data source was the 2004-05 National Aboriginal and Torres Strait Islander Health Survey which collected information from August 2004 to July 2005

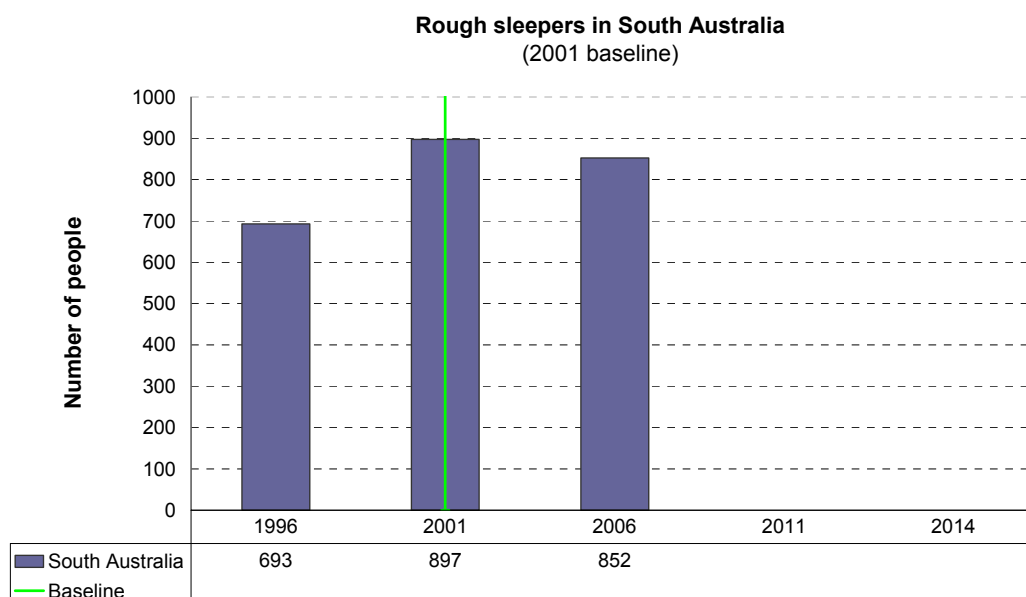
The 2008 data source is the NAHA Performance Indicators Report

Target 10: Homelessness

The homelessness target has been extended from 2010 to 2013, to align with the homelessness target within the NAHA. The previous target aimed to halve the number of 'rough sleepers' in South Australia by 2010 and maintain thereafter.

The National Partnership Agreement on Homelessness has enabled substantial reforms to the homelessness sector in South Australia, including a roll out of expanded services across the State. The homelessness sector is now comprised of 76 specialist homelessness programs, delivered through 97 services throughout South Australia, with targeted regional responses that provide support for adults, families, children, young people, Aboriginal and Torres Strait Islander people and women escaping domestic violence. The new homelessness sector also includes three specialist statewide gateway services that provide intake, assessment and supported referrals to crisis accommodation, local regional specialist homelessness and domestic/Aboriginal family violence services and mainstream services.

The number of rough sleepers in South Australia decreased from 897 in the baseline year of 2001, to 852 in 2006. Data from the 2011 Census is expected to be publicly available in late 2012.



Data source: ABS Census of Population and Housing

Nation Building –Economic Stimulus Plan

In 2009, South Australia was awarded \$434.3 million in funding under the social housing component of the NBESP, for the construction of at least 1360 new social housing dwellings and the upgrade of at least 400 social housing dwellings. The upgrade component of the program was completed in 2010 with the upgrade of 503 properties.

In August 2011, the identification of financial savings allowed South Australia to increase the new build target to 1470 dwellings, to be distributed as follows:

- 617 dwellings will be transferred to Preferred Growth Providers within the community housing sector
- 604 will be retained as public housing stock
- 249 properties have been identified for sale to eligible buyers via the Property Locator and through NRAS, or the general market. The sales proceeds will be reinvested to achieve additional housing dwellings in subsequent years.

As at 30 June 2012, South Australia has achieved practical completion of 1367 dwellings, which exceeds the original milestone target of 1360 dwellings. A further 103 dwellings are under construction and are scheduled for completion by the end of September 2012.

National Partnership Agreement on Social Housing

Commencing on 1 January 2009, the National Partnership Agreement on Social Housing aimed to increase the supply of social housing through new construction, and to contribute to reducing homelessness and improving housing outcomes for homeless Australians. As at 30 June 2012, 120 properties have been completed with the remaining 20 under construction. This includes 37 properties either purchased or constructed to support the relocation of SAHT tenants from within the Woodville West urban renewal project area.

The final project in Elizabeth East, in partnership with Anglicare SA Housing Incorporated, was a late addition to the program. Inclement weather delayed some external works, which are now scheduled for completion in early August 2012.

National Rental Affordability Scheme

NRAS is a Commonwealth Government initiative that 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.

Findon Family Housing Project

The Findon Family Housing project provides ten two-bedroom apartments over three storeys in the western suburb of Findon. It targets young families and children who are homeless or at risk of becoming homeless.

Construction of the apartments commenced in November 2010 and achieved practical completion on 29 February 2012.

The dwellings were transferred to a Housing SA Regional Office which is working in conjunction with Centacare to provide tenant support services. All ten apartments are currently tenanted.

Funding for the project was provided through the Commonwealth Government Homelessness Initiative 'A Place to Call Home' and the Crisis Accommodation Program.

The aim of NRAS is to:

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

South Australia's target of new dwellings under NRAS is 3800, which is based on the State's proportion of the national population. As at 30 June 2012, 3791 incentives had been approved in South Australia and of these, 1200 dwellings had been completed and were either tenanted or available for rent.

Housing Strategy for South Australia

A new Housing Strategy for South Australia is being developed to outline the vision and directions for housing provision in South Australia over the next 30 years. The development of the Housing Strategy for South Australia, which is a whole-of-government strategy, is jointly led by Housing SA and the URA (now referred to as Renewal SA), with a range of agencies across the Government contributing to its development.

The new Strategy will align with the directions of *The 30-Year Plan for Greater Adelaide* and will outline directions to support three of the Government's priorities. These are:

- maintaining our safe communities and healthy neighbourhoods
- creating a vibrant city; and
- an affordable place to live for everyone.

The Housing Strategy for South Australia: Green Paper, released in September 2011, marked the commencement of a three month consultation period to seek public and stakeholder input into the development of the Strategy. Public consultation occurred through the SASP website and social networking sites. Stakeholders were also invited to a series of policy workshops and regional sessions.

More than 700 participants were involved in the consultations, from ordinary South Australians in online forums to leaders in the housing industry including, community housing providers, developers, real estate agents, not-for-profit support providers and local government. Forty submissions were also received and these, along with what was heard during consultation, will inform the new Housing Strategy for South Australia.

National Partnership Agreement on Remote Indigenous Housing

The National Partnership Agreement on Remote Indigenous Housing is one of three partnership agreements, with Homelessness and Social Housing, forming part of the NAHA, agreed by the Council of Australian Governments (COAG) on 29 November 2008.

As at 30 June 2012, South Australia completed construction of 58 new houses, exceeding the 2011-12 new build target of 54. The 2011-12 refurbishment target was also achieved with 39 properties refurbished as at 30 June 2012. Upgraded properties were completed across the seven remote Aboriginal communities of Amata, Mimili, Pukatja, Pipalyatjara, Fregon, Yalata and Koonibba.

During 2011-12, land tenure was secured via a 40 year Deed in the communities of Yalata, Koonibba and Raukkan, with Deeds and Under Leases signed by the former Minister for Housing, the Hon Jennifer Rankine MP, the former Minister for Aboriginal Affairs and Reconciliation, the Hon Grace Portolesi MP, the Chair of the respective community and the Chair of Aboriginal Lands Trust.

On 13 March 2012, the Minister for Social Housing, the Hon Ian Hunter MLC, also signed a Deed with the Point Pearce Aboriginal Corporation securing land tenure in Point Pearce, which will enable the department to commence upgrades and tenancy management in the community.

On 28 March 2012, Minister Hunter also signed a lease agreement with the Dunjiba Community Council which will enable the commencement of upgrades and tenancy management in the community, once land tenure issues have been resolved.

Access Project

During the 12 months to 30 June 2012, Housing SA has undertaken extensive consultation with the broader housing sector, community service agencies and clients on the policy directions that would make it easier to access housing services and products. There is broad support for its directions of improving client access to a range of housing options, streamlining application and registration systems, establishing a single housing register, reforming the needs assessment process to identify clients with high needs and providing entry points through multiple housing and community service organisations.

The Access Project, to be implemented in 2012-13, is a Housing SA reform project to integrate the public and community housing waiting lists, and to improve client access to the range of social and affordable housing options available. Through the Access Project, clients with high and complex needs will be identified through an improved need assessment process in order for them to receive priority access to highly subsidised social housing.

Clients with affordability needs would be able to register for affordable housing products, including private rental assistance, NRAS, some community housing and affordable home ownership.

Inspire Noarlunga

The Noarlunga Central Affordable Housing Project involved 4.7 hectares of land within the Noarlunga Regional Centre being developed over several stages as a community oriented sustainable development, with particular emphasis on a pedestrian friendly design, environmentally sensitive and affordable housing. Stage 1 of the project consisted of the construction of 27 properties, 26 of which were sold during 2011-12.

The remaining property is under contract with settlement to occur in early 2012-13. Stage 2 consists of a further 34 house and land packages, with 22 sold as at 30 June 2012. Six affordable house and land packages were provided as part of this stage and were released to the market in December 2011 for purchase by eligible persons.

Inner City Youth Crisis Accommodation

The UNO Apartments development at 102 Waymouth Street provide a mixture of social, affordable and general market housing outcomes, in addition to a new dedicated youth service facility. Construction commenced on site in October 2010, with the building reaching practical completion on 30 June 2012. Funding for the development has been provided through the Commonwealth Government NBESP and uncommitted Crisis Accommodation Program funds.

The completed development incorporates 146 apartments over 17 levels. Of the 146 apartments, 30 will comprise a youth homelessness service. St John's Youth Services Incorporated has been awarded the tender to initially manage this service, which will become operational in 2012-13.

In March 2010, approval was given for funding from the NBESP to be utilised in the construction of 23 apartments at the gateway of the project in Stage 3. Construction commenced in July 2010 and was completed in March 2012. Due to the reallocation of NBESP funding, approval was also given for the construction of four homes within Stage 2 and 16 homes on the balance of land in Stage 3. Construction started in August 2011 to meet NBESP requirements for completion by 30 June 2012.

Woodville West Urban Renewal Project

The Woodville West Urban Renewal Project aims to create by 2017 a new neighbourhood of innovative medium and higher density residential redevelopment, for a diverse range of households.

The renewal will ultimately yield at least 425 dwellings. Of these 139 will be sold for affordable home ownership or rental, 69 retained for social housing, with the remainder sold to market purchasers. The project area contained 184 dwellings, of which 143 were owned by the SAHT.

The Commonwealth Government is providing funding through the NBESP, the National Partnership Agreement on Social Housing and the Housing Affordability Fund. The NBESP will provide funds to construct 69 new social housing dwellings. South Australia has been granted \$9.5 million by the Commonwealth Government through the Housing Affordability Fund for the provision of infrastructure upgrading in the project area that will assist in the delivery of affordable homes.

On 23 April 2012, control of the overall project was transferred to the newly created URA.

The project is well advanced in the process of preparing the project area for development. Seventeen private dwellings have been purchased and negotiations for a further 11 properties are progressing. One hundred and twenty-seven public housing tenants have been relocated and 72 per cent of the site has been cleared.

Construction of Stage 1 commenced in February 2011, comprising 69 dwelling outcomes in the project area, all of which are funded through the NBESP (excluding civil works). Stage 1 dwellings will be completed by end of July 2012 and it is anticipated that Stage 1 civil construction will be completed by October 2012.

Westwood Urban Renewal Project

The Westwood Urban Renewal Project Westwood was a joint venture project between the SAHT and Urban Pacific Limited, in conjunction with the Port Adelaide Enfield Council and the City of Charles Sturt Council. The project, which was finalised in March 2012, was one of the largest urban renewal projects in Australia and as a result, is particularly focused on community development activities.

Over the 12 year life of the project, 2325 outdated houses, some of which were more than 50 years old, were redeveloped. The majority of these properties were demolished and replaced by 2345 residential allotments. A further 478 houses were substantially refurbished.

Housing SA retained half of the refurbished houses and continues a new build program on 20 per cent of the newly created allotments

The Westwood project has funded more than \$2 million to deliver community and economic development programs over the last 12 years. The project provided local initiatives to address the employment and training needs of the people living within the project community, and worked in partnership with local businesses to support business development within the project area. A number of programs were facilitated and this has delivered 424 employment outcomes over the project's lifetime.

Playford Alive

Playford Alive, which commenced in 2008, is a major urban regeneration and community renewal initiative being undertaken by the South Australian Government in partnership with the City of Playford and the community. Housing SA's contribution to the initiative is the renewal of all public housing assets in Smithfield Plains (Precinct 1) and Davoren Park (Precinct 2 and 3), and to assist in the facilitation of community engagement and involvement, training and employment outcomes for the local community and improved ways of providing key services to those in need.

As at 30 June 2012, 59 public housing dwellings have been upgraded and 34 are underway, including renovations through Doorways to Construction and BoysTown Social Enterprises.

In Smithfield Plains, Stage 2A civil works are completed with the contractor for Stage 3A to be appointed in July 2012. In Davoren Park, civil works for Lot 362 Peachey Road are completed and landscaping of the reserve has commenced.

As at 30 June 2012:

- 64 new allotments were created, with 50 allotments to be sold and 14 allotments retained for new builds
- 28 new public housing dwellings were constructed and 18 were under construction
- eight new dwellings funded through the NBESP are complete and awaiting confirmation to sell or retain these dwellings
- six affordable housing dwellings were completed and are on the market for sale.

All 28 newly constructed public housing dwellings have been handed over to the Housing SA Northern Region for allocation.

Housing SA's contracts for civil works, renovations, security, landscaping, fencing and crossovers include requirements to create training and employment opportunities for local people. During 2011-12, works on front landscaping of a public housing dwelling was undertaken by Housing SA clients in a training and employment program called 'Blokes on the Block'. Another similar program 'Beauties and Blokes on the Block', was completed in March 2012, and provided job ready skills to long term unemployed men and women aged between 26 and 50.

Framework for the Allocation of Housing Responsibilities

In October 2011, Premier Weatherill announced the Government's intention to create a single body with responsibility for all urban renewal projects across South Australia. On 16 February 2012, the establishment of the URA (now referred to as Renewal SA) was announced in Parliament by the Premier. Commencing on 1 March 2012, the URA brought together South Australian agencies responsible for land and housing development.

Initially, approval was given for the transfer of certain SAHT assets to the URA in the defined redevelopment areas of Woodville West and River Street, Marden. These assets were gazetted on 26 April 2012. Assets attached to a third approved redevelopment area, Inner City Playford, were not gazetted as they were still tenanted, however, the URA was granted development access.

Housing SA retains responsibility for housing policy, remote Indigenous and homelessness services, specialist social housing, tenancy management and maintenance functions. Also, Housing SA retains the new build programs for public, Aboriginal and community housing construction. Service delivery to clients remains unchanged.

An Inter-Ministerial Agreement is being negotiated to provide a set of principles by which the portfolios of Social Housing and Housing and Urban Development, including the SAHT Board, work together to deliver the Government's objectives in housing affordability.

In 2012-13, the department will continue to work closely with Renewal SA to deliver on the South Australian Government's objective of an affordable place to live for everyone, one of the seven strategic priorities. We will also work in partnership with Renewal SA to implement strategies to achieve the SASP housing targets, including Target 7 which aims for South Australia to lead the nation over the period to 2020 in the proportion of homes sold or built that are affordable by low and moderate income households.

Community and Home Support



Disability, Ageing and Carers

Objective

The role of the Disability, Ageing and Carers branch is to:

- lead disability and carers policy development and planning in South Australia
- provide a single port of call for older people, people with disability and their carers that provides clear and easy access from intake through to service delivery
- arrange for funding to go to all service providers by the most effective and transparent means.

Performance Highlights

South Australia's Strategic Plan

In October 2009, the Phase One Self-Managed Funding Initiative commenced in South Australia, providing people with disability the opportunity of transferring their current disability support services into a self-managed funding arrangement. An independent evaluation of the trial was released in March 2012, which reported that the funding model was well received by participants and puts people with disability in control, enabling them to choose the services and support arrangements that best meet their individual needs and circumstances.

The revised SASP includes a new target, Target 25, which aims to triple the number of people with disability able to access self-managed funding by 2016. There were 50 people actively participating in the self-managed funding initiative at the baseline year of 2010-11, equating to a target of 150 people by 2016. As at 30 June 2012, 71 people were working towards self-managed funding.

A key recommendation of the disability blueprint *Strong Voices: A Blueprint to Enhance Life and Claim the Rights of People with Disability in South Australia (2010-2020)*, was that individualised funding must be made available to all new clients of government disability services and those on the Unmet Demand List, from July 2012. The South Australian Government has committed to the immediate expansion of individualised funding, which will mean that everyone in receipt of six hours or more of specialist disability support per week through Disability Services will receive a personalised budget. This model will be implemented in three stages, so that participants can choose to take up the option of managing their personal budgets through direct payments by January 2014.

Strong Voices

The disability blueprint *Strong Voices: A Blueprint to Enhance Life and Claim the Rights of People with Disability in South Australia (2010-2020)*, was publicly released on 19 October 2011. The initial response of the South Australian Government was to agree to all recommendations in principle, with 17 of the 34 recommendations immediately committed to in full or in part.

The Government has now committed to 32 of the 34 recommendations in full or in part. Implementation of the disability reforms is being overseen by the across-government Chief Executives' Disability Reform Committee, which is chaired by the DCSI Chief Executive.

The disability blueprint reform aligns with South Australia's commitments under the National Disability Strategy (NDS), the proposed National Disability Insurance Scheme (NDIS) and related National Injury Insurance Scheme.

Review of the Promoting Independence Strategy

Since its introduction in 2000, the *Promoting Independence Strategy* has ensured that the public sector has become progressively more accessible and inclusive for people with disability.

In March 2011, a review of the *Promoting Independence Strategy* commenced to ensure that the Strategy reflects a number of recently developed State, national and international frameworks. Completed during 2011-12, the review delivered eight recommendations, a number of which related to broadening the strategy to guarantee further improvements in access and inclusion for people with disability.

The key findings and recommendations of the review are consistent with recommendations from the *Strong Voices: A Blueprint to Enhance Life and Claim the Rights of People with Disability in South Australia (2010-2020)* report. *Strong Voices* recommends a more detailed range of systemic responses to the issues of access and inclusion and the barriers to full citizenship for people with lived experience of disability. As a result, the *Promoting Independence Strategy* has been replaced with the implementation of Access and Inclusion Plans.

Access and Inclusion Plans will be agency-based strategies that support improved delivery of services to our diverse population. They will encompass all people, particularly those who are disadvantaged, isolated or vulnerable to exclusion. People with disability will have a particular focus in Access and Inclusion Plans, which will ensure the appropriate level of planning and implementation of strategies is applied, to enable and encourage citizens from all walks of life to access services and participate in community life.

Development of Access and Inclusion Plans aligned to the *Strong Voices* report recommendations will occur during 2012-13.

Review of the Disability Services Act 1993

In 2010-11, the former Minister for Disability announced that a review of the *Disability Services Act 1993* would be undertaken, to ensure that it better reflects the United Nations Convention on the Rights of People with Disability and recent developments at the State and national level. A new Disability Act to replace the existing *Disability Services Act 1993* was also recommended in the Social Inclusion Board's disability blueprint *Strong Voices*.

A Steering Committee was convened to undertake the review. The Steering Committee agreed not to duplicate the consultation process of the former Social Inclusion Board in the development of the *Strong Voices* report. The Executive Officer for the Review had access to the submissions and attended community meetings between 17 August and 23 September 2010. In addition, targeted consultations were undertaken with groups that were not necessarily well represented in the community meetings such as Aboriginal people, people from culturally and linguistically diverse backgrounds and young carers.

A final consultation which commenced on 28 May 2012 and was to conclude on 6 July 2012, specifically focused on seeking the views of people with a lived experience of disability on the provisions in a new Act. This commitment reflected an understanding that previous consultation had not provided an adequate process for the people who are fundamentally central to the Act, to express their views on the proposed provisions in a new Act.

National and State Initiatives

The National Disability Agreement (NDA), which commenced between the Commonwealth, State and Territory Governments on 1 January 2009, provides the national framework and key areas of reform for the provision of government support for people with disability. During 2011-12, South Australia worked with the Commonwealth, State and Territory Governments on the review of the NDA, to accommodate changes stemming from the:

- National Health Reform Agreement
- National Partnerships Agreement on Transitioning Responsibilities for Aged Care and Disability Services
- NDS
- National Carers Strategy
- COAG's commitment to reform disability services in Australia, through a NDIS.

South Australia also contributed to the outcomes of the Agreement by:

- launching the South Australian Disability Register in September 2011, which creates a central resource of consumer feedback to inform the development of disability policy
- releasing the Social Inclusion Board's report *Strong Voices: A Blueprint to Enhance Life and Claim the Rights of People with Disability in South Australia (2010-2020)* in October 2011, following the largest disability community engagement in South Australia.

The NDS, which was signed by First Ministers at the COAG meeting on 13 February 2011, sets out a ten year plan for improving the lives of Australians with disability, their families and carers. Community and Disability Services Ministers are responsible for driving the implementation of the Strategy, which outlines a clear plan to improve the wellbeing, participation, and inclusion of people with disability across a range of fronts.

South Australia contributed to the development of the NDS Implementation Plan during 2011-12 through the NDS Development Officials' Working Group. South Australia is represented on the working group by DCSI and the Department of the Premier and Cabinet. The Commonwealth, State and Territory Governments are working together to outline the approach to implementing actions over the life of the Strategy in *Laying the Groundwork (2011-2014)*, the first of three implementation phases.

Consumer Engagement Strategy for Disability

The department launched its *Consumer Engagement Strategy for Disability* pilot during 2011-12. The pilot, which considered the various mechanisms for communicating with people with disability and their carers, recognises that community engagement is one strategy for encouraging active citizenship for the department's clients who are receiving disability services.

The project paper *Consumer Engagement Strategy for Disability* made recommendations for the development of a 'disability register' for members of the community to provide independent advice on specific topics that concern people living with disability, their families and their carers. The register replaces the role of the Disability Advisory Network SA, with the advantage of a register being that it provides an opportunity for all South Australians with a lived experience of disability to express their views on topics of particular interest to them.

A pilot of the Disability Register was launched in September 2011 to test the new strategy. An evaluation of the pilot in May 2012 recommended that the pilot move to a full launch.

In 2012-13, the department will focus its attention on implementation of the full *Consumer Engagement Strategy for Disability*. The new model of consumer engagement offers a method to measure consumer understanding of the most important issues for people living with disability.

Protecting Vulnerable People with Disabilities

In June 2010, the former Minister for Disability asked the Minister's Disability Advisory Council (MDAC), chaired by Dr Lorna Hallahan, to consider a high-level systems view of safeguarding vulnerable people with disability. The recommendations of the MDAC report *Inclusion & Protection – a dynamic safeguarding scheme for South Australians with disability who are also vulnerable to neglect and abuse*, included the following:

- *Under her responsibility for all-of-government policy in this area, the Minister commissions an immediate detailed audit of the current system of safeguarding in order to identify existing gaps.*
- *The current review of the Disability Services Act (SA) 1993 considers safeguarding as a major component of its brief, especially looking at current Victorian legislation.*

While South Australia already has a range of measures in place to protect people with disability from abuse and neglect, a detailed audit of the current system of safeguarding has been undertaken to identify any gaps. The review of the South Australian *Disability Services Act 1993* is underway, and has examined safeguarding measures as part of its considerations.

In December 2010, all Disability Ministers agreed to develop a national consistent approach to protecting vulnerable people with disability. South Australia is co-leading this work with Victoria to develop new Standards for Disability Services and a Quality and Safeguard Framework.

The proposed national Quality and Safeguards Framework will enable a clearer focus on strengthening and auditing requirements for non-government disability service providers. In the first instance, the performance review process for non-government agencies will focus on assessing the adequacy of procedures and arrangements in all funded agencies in relation to access to, and handling of, client monies, consent to restrictive practices and management of complaints.

Home and Community Care Program

The Home and Community Care (HACC) program funds basic maintenance and support services for frail older people, younger people with disability and their carers. The services include personal care, domestic assistance, delivery of meals, home maintenance and modifications, respite care, social support and transport. These services support independence and community connections.

HACC program funding increased from \$174.3 million in 2010-11 to \$177.7 million in 2011-12. The \$177.7 million was allocated to over 160 funded agencies.

Approximately 100 700 people were assisted by HACC services in South Australia during 2011-12, compared with 98 100 in 2010-11.

Access2HomeCare

Access2HomeCare operates a centralised free telephone service on behalf of the Commonwealth Government, for easier access to community care services for frail older people and their carers. This is achieved by trained staff conducting a telephone based screening of eligibility for HACC services, and also providing information and referral to HACC services.

To further streamline entry to the community care service system, Access2HomeCare was expanded to cover all of metropolitan Adelaide in October 2011. Community and Home Support SA, through Disability, Ageing and Carers, now operates Access2HomeCare for the entire metropolitan Adelaide region, and Country Health SA Local Health Network Incorporated for the country areas of Lower North, Gawler, Barossa and Yorke Peninsula.

Between 1 July 2011 and 30 June 2012, 17 178 people contacted Access2HomeCare, with 14 447 (84 per cent) of enquiries from metropolitan Adelaide and 2731 (16 per cent) from country South Australia. Access2HomeCare made 17 478 referrals to service providers to enable people to access the services they required. People can receive more than one service and from more than one service provider.

Community Passenger Networks

Community Passenger Networks coordinate, broker and provide transport services for eligible HACC clients and transport people who are disadvantaged. They ensure that people with disability in regional areas, who cannot access or use existing transport options, do not become isolated in their homes and have access to social supports.

Community Passenger Networks are funded by the department and the Department of Planning, Transport and Infrastructure (DPTI) through the HACC program, and cover 13 rural and two metropolitan regions. The metropolitan regions are northern metropolitan (Salisbury and Playford) and southern metropolitan (Onkaparinga).

During 2011-12, Community Passenger Networks reported the transportation of 47 226 individual one-way passenger trips, 12 437 vehicle trips and the transportation of 9967 different clients. It must be noted that some Community Passenger Networks have not collected all the required data for the 2011-12 financial year, therefore the number of trips reported is less than the actual outcome.

In addition to direct transport provision, the Community Passenger Networks responded to 3544 general transport enquiries and referrals, coordinated the changing of 5814 appointments on behalf of clients to fit in with existing available transport and brokered 8520 services to commercial public transport in which the Community Passenger Network had partially or wholly financially contributed towards that service.

Negotiations have commenced with councils in the inner southern and eastern metropolitan regions, to determine the feasibility and requirements of Community Passenger Networks in those regions.

National Disability Insurance Scheme

On 19 August 2011, COAG agreed to establish a Select Council of Treasurers and Disability Ministers to consider the recommendations of the Productivity Commission's report on Disability Care and Support, and to commence work immediately on foundational reforms for a NDIS. The NDIS proposal represents a fundamental shift in the way disability services are provided as it will ensure that an appropriate level of funding is available for disability support services in a fair and equitable way. It will also enable people to make choices about how this support is provided.

During 2011-12, South Australia, along with other jurisdictions and the Commonwealth Government, has been participating in discussions about options for funding and governance of a NDIS, as well as its overall design. To assist in preparing for a NDIS, South Australia established a NDIS Taskforce to provide advice to the State Government on reforms necessary to establish a functional and efficient NDIS in South Australia. The Taskforce comprises key government and non-government sector officials, as well as invited individuals with lived experience of disability and relevant expertise and knowledge of the disability services sector.

On 30 April 2012, the Prime Minister announced the first stage of a NDIS, commencing on 1 July 2013. Approximately 10 000 people with significant and permanent disability will start to receive support under the scheme in two launch sites, rising to 20 000 people by July 2014 in four launch sites. The Commonwealth Budget, released on 8 May 2012, contained \$1 billion over four years for the first stage of a NDIS, while the 2012-13 South Australian budget provided \$20 million over three years commencing 2013-14 for a NDIS launch in South Australia.

Disability Services

Objective

Disability Services is the South Australian Government's service provider for people with disability. The division is responsible for providing services across the State, including supported accommodation, service coordination for adults and children, families and carers, specialist services including allied health, therapy and community nursing and services for children including the early childhood program, the school age and youth program and child and youth specialist services.

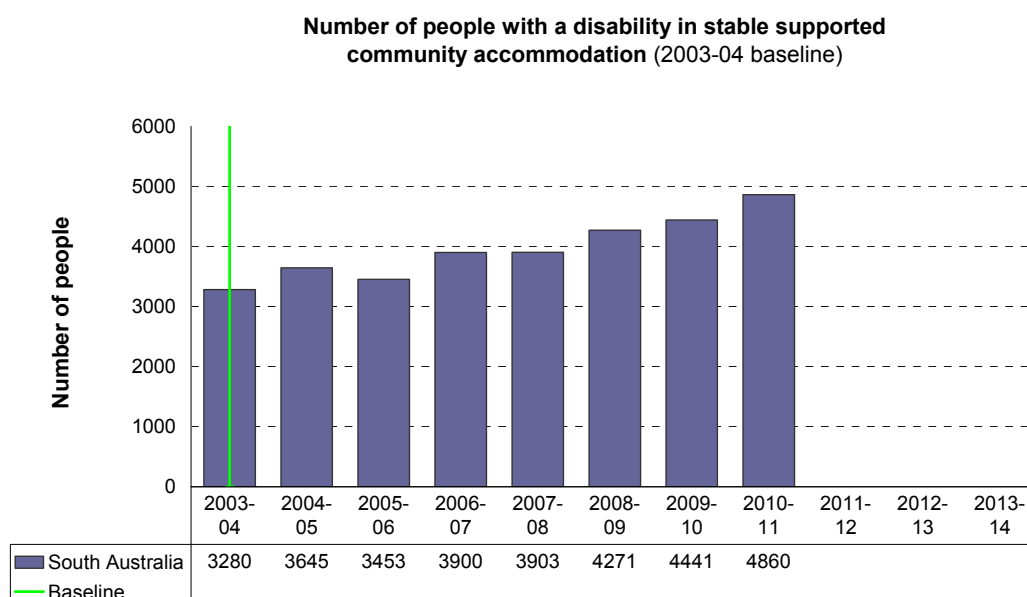
Performance Highlights

South Australia's Strategic Plan

Target 11 of the revised SASP is a new target which seeks to increase the number of people with disability in stable, supported community accommodation to 7000 by 2020. Stable supported community accommodation includes those people with disability supported to live in their homes as well as other forms of community based accommodation, excluding people accommodated in institutions or hostels.

The achievement of this target is supported by various activities including the relocation of the remaining residents of the Strathmont Centre to community purpose built group homes and the Disability Housing Project, which will provide 137 new client accommodation places.

As reflected in the following graph, from 2003-04 to 2010-11 the annual average growth rate in the number of people with disability in stable supported accommodation was 5.78 per cent. This represents an increase from 3280 in the baseline year of 2003-04 to 4860 as at 30 June 2011.



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

Relocation of Strathmont Centre Residents

The Strathmont Centre Redevelopment and Community Living Project commenced in 2006, to relocate the residents to community purpose built group homes. During 2011-12, a total of 32 residents were moved to eight houses at six sites, built under the Commonwealth Government's NBESP.

The 32 residents were relocated as part of Stage 2 of the project, which was completed in December 2011. As at 30 June 2012, there were 26 residents at the Strathmont Centre, compared to 249 in 2005.

The report *Strong Voices: A Blueprint to Enhance Life and Claim the Rights of People with Disability in South Australia (2010-2020)* recommended that priority action be taken to close the Strathmont Centre, with all people to transition into suitable and appropriate housing by no later than April 2013. Funding to complete Stage 3 of the Strathmont Centre Redevelopment and Community Living Placements Project was announced in the 2012-13 State Budget. A total of \$21.6 million over four years has been provided which includes a capital grant to the SAHT for the Community Living Placements Project of \$13.5 million (over three years) for the purchase of land and the construction of houses.

Stage 3 will lead to the final 26 residents being assisted to move to supported community housing. The department is working with the remaining residents, and their families where possible, to identify individualised preferences for community living and to determine appropriate support and suitable housing options.

Disability Housing Project

The Disability Housing Project, which has total Commonwealth Government capital funding of \$30.45 million, is on track to deliver 61 new disability accessible homes, providing 137 new client accommodation places. These outcomes are being achieved by combining two capital works programs to deliver efficiencies and more cost effective outcomes in all stages of the project.

Through economies of scale, the NBESP will deliver a total of 41 dwellings providing 90 new places, and the Supported Accommodation for People with Disability with Ageing Carers Program a total of 20 homes providing 47 new supported accommodation places.

As at 30 June 2012, the NBESP has delivered 33 purpose-built dwellings for people with disability across metropolitan Adelaide, Port Augusta and Mount Gambier. A further eight apartments are still under construction at Woodville West which are due for completion by 31 July 2012.

The Supported Accommodation for People with Disability with Ageing Carers Program has completed construction for 37 client places across metropolitan Adelaide, Loxton, and Yalata. A further ten client places are under construction in Minlaton which are scheduled for completion by the end of July 2012.

Primary Health Care Model

While clients with disability often have complex health needs, their ability to access appropriate health professionals is often overshadowed by their disability, such as their ability to communicate. Disability Services supports people with disability to access mainstream health services through the Primary Health Care model which involves clients, their family, general practitioner and other health providers to maximise clients' health and wellbeing.

Community nurses support the complex health needs of Disability Services' accommodation clients by assessing and planning health care in partnership with clients, their family, carers and health practitioners. The Centre for Disability Health also offers specialist holistic service for people with disability who have complex health needs. The Centre operates from three sites, with two based at the accommodation sites of Highgate Park and Strathmont Centre. The third site, the North East Clinic, is located on the grounds of the Modbury Hospital.

Nurses and doctors assess people with disability either in their home, at the Centre for Disability Health or may see a client in a place that is the most appropriate to make the best assessment, such as at school. The community nursing service and the Centre for Disability Health nurses and doctors work with clients and their families to access general practitioners, dental care, mental health care and other health services such as x-rays.

During 2011-12, community nurses made 4398 visits to accommodation clients and undertook 5742 health interventions whilst visiting clients.

In addition, community nurses (excluding continence nurse advisors) attended 381 medical appointments with clients, in collaboration with accommodation services staff, to advocate for clients with complex health needs.

Adolescent Transition to Adulthood

Leaving school is a significant time in the life of a young person with disability and their family. It is a time of great change, of leaving behind the familiar environment of school, beginning life as an adult and exploring new challenges and opportunities. To assist adolescents with disability, strategies have been implemented to support their transition to adulthood.

Children's Service Model

During 2011-12, the Child and Youth Services directorate was established to provide a dedicated focus on the needs of children and young people with disability and their families, and the quality of services provided to them. The directorate has commenced implementation of a revised service delivery model aimed at maximising developmental outcomes for children and young people, and strengthening families to assist them in the care of their children.

Features of the revised service delivery model include:

- the establishment of a welcome program which provides support and information to families following the diagnosis of their child's disability
- targeted, evidence-based therapeutic interventions with an increased focus on the use of group programs.

During 2011-12, Disability Services developed the information sheet *Leaving School and planning for the future*, which provides important points to consider when planning for transition and a brief overview about the range of post-school pathways and options available. The resource, which is available from the South Australian Government website, includes links to websites that will provide more detailed information, including eligibility and referral.

Disability Services also developed a guide and presentation pack for Disability Services staff, to raise awareness of transition planning and provide a best practice guide for staff involved in transition planning.

It is important that there is a coordinated and independent approach to the provision of targeted information for students with disability, parents and teachers about the range of post-school pathways and options. Disability Services has worked in partnership with the education sector and established transition networks across the State to provide a number of information sessions and expos about post-school pathways.

In November 2011, Disability Services commenced the development of a Community Living Initiative entitled *Next Steps – Community Living*. The program is designed to support people with disability to move from the family home to their own home in the community. The department will work with individuals, families and carers to plan what is required for the person to live a good life in their new place. The program will provide for approximately 12 to 16 participants and is on target to be operational by December 2012.

Human Rights Framework

Person Centred Active Support is a model for supporting people living with disability to be actively involved, and participate, in their own lives, driven by the principles of choice, decision-making, engagement, empowerment, inclusion and citizenship. The model is part of a broader human rights and person-centred framework, and is an ongoing and evolving process of continual listening and learning about what is important to, and for, the individual, now and into the future. Delivery of the model involves training staff at all levels in the areas of choice-making, community presence and participation, supporting people to develop personal competence and relationships with others.

During 2011-12, a review was undertaken of the content of Stage 1 (Foundations of Inclusion), which has a strong focus on human rights considerations in supporting people living with disability, and the value and ethic of being person centred. Stage 1 training and education was delivered to 420 accommodation staff from April to June 2012. Research on human rights and the development of a framework for disability services, to enhance the sustainability of the Person-Centred Active Support model was also undertaken.

Unmet Need

Disability 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. Services are directed to individuals on a priority basis, according to the urgency of need.

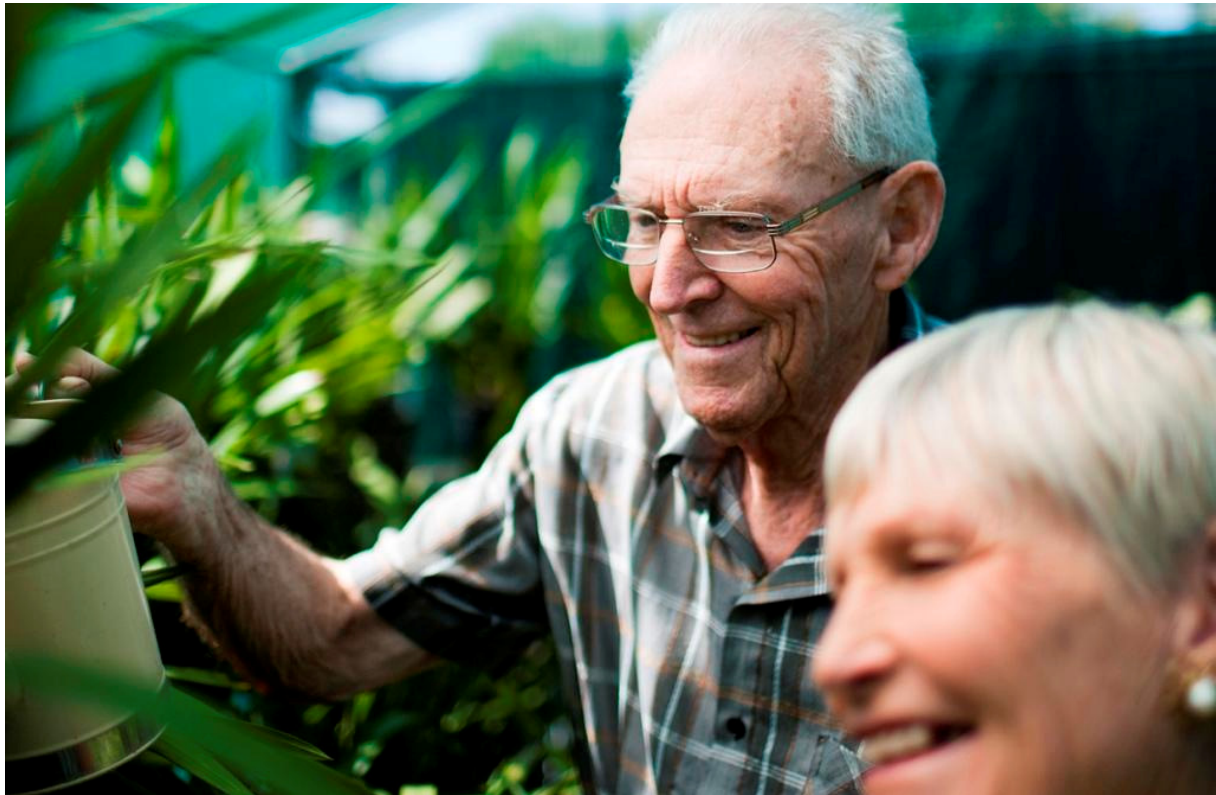
Since December 2008 unmet need data was published and updated every six months. From June 2011, the unmet need data has been published monthly on the South Australian Government website. South Australia is the only State to publish such comprehensive data regarding people waiting for disability services.

Disability Services Unmet Need as at 30 June 2012

	UNMET NEED				Total All Categories	Services Provided 2010–11
	Category 1	Category 2	Category 3	Category 4		
	Total Services	Total Services	Total Services	Total Services	Total Services	Total Services
1. Accommodation Support						
Supported Accommodation						
Basic	63	88	57	35	243	
Moderate	341	167	113	85	706	
High	122	39	35	52	248	
Intensive	17	2	2	2	23	
Total Supported Accommodation	543	296	207	174	1 220	
Total Supported Accommodation – Unique Clients	543	296	207	174	1 220	
Personal Support						
Basic	86	118	142	46	392	
Moderate	96	84	53	15	248	
High	133	42	35	16	226	
Intensive	23	9	2	2	36	
Total Personal Support	338	253	232	79	902	
Total Personal Support – Unique Clients	338	253	232	79	902	
Total Accommodation Support	881	549	439	253	2 122	6 400
Total Accommodation Support – Unique Clients	840	530	419	246	1 934	5 468
2. Community Support						
Therapy Services	177	489	162	30	858	
Behavioural Intervention	24	52	15	7	98	
Counselling	14	12	14	6	46	
Parents with Disability	5	4	0	0	9	
Total Community Support	220	557	191	43	1 011	24 504
Total Community Support – Unique Clients	164	382	139	38	686	16 727
3. Community Access						
Learning and Life Skills Development	25	35	23	29	112	
Recreation Holiday Programs	32	41	39	44	156	
Day Options	45	25	12	10	92	
Total Community Access	102	101	74	83	360	9 380
Total Community Access – Unique Clients	91	88	61	65	301	6 719
4. Respite						
Own Home	68	41	23	5	137	
Out Of Home/After School/School Holidays	211	118	39	22	390	
Total Respite	279	159	62	27	527	2 194
Total Respite – Unique Clients	263	156	56	24	494	1 735
GRAND TOTAL	1 482	1 366	766	406	4 020	42 478
Total Unique Clients	1 190	1 028	595	330	2 763	21 822

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. 'Services Provided' are those provided under the National Disability Agreement (NDA), excluding employment services for the period 2010-11 (latest available data) from the Disability Services National Minimum Data Set (NMDS).
 3. Clients with an unmet need may also have received a service in 2010-11 or be currently receiving a service.
- 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)

Domiciliary Care



Objective

Domiciliary Care works to increase peoples' 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, case management and personal care services, as well as respite and support for carers.

Performance Highlights

Performance Indicators

As at 30 June 2012, Domiciliary Care had 7206 active clients, including palliative, rehabilitation and equipment only clients. Changes in client profile has seen an increase in the proportion of clients over the age of 80 years, from 50 per cent in 2010-11 to 57.4 per cent in 2011-12, and a reduction in those living alone from 48 per cent to 43.3 per cent.

Of the total active clients, 1316 (18.3 per cent) were from a culturally and linguistically diverse background. This is an increase from 1128 clients (17.7 per cent) in 2010-11 and exceeds the HACC target of 17.5 per cent of total active clients.

As at 30 June 2012, there were 154 Aboriginal and Torres Strait Islander clients which equates to 2.14 per cent of total active clients. While this is a small decrease from 2.2 per cent as at 30 June 2011, it is above the HACC target of 1.5 per cent of total active clients.

Domiciliary Care delivered 417 247 hours of direct service during 2011-12, exceeding the target of 410 000 hours. As at 30 June 2012, an average of 6.3 hours of direct service per client per month has been provided. Personal care, domestic assistance, social support, centre based day care and case management were the top five service types provided for the year.

Establishing new short term reablement services, increasing and realigning dementia services, implementing a client outcome measurement tool and improving home base respite services have been achieved during 2011-12.

Prevention of Abuse of Older People

The *Response to the Abuse of Older People Strategy 2008-2010*, provides Domiciliary Care staff with an ongoing framework to respond effectively to older people at risk of harm. The strategy is based on work in response to *Our Actions to Prevent the Abuse of Older South Australians*, an outcome of *Improving with Age: Our Ageing Plan for South Australia*.

During 2011-12, a formal evaluation of the strategy was undertaken to assess its impact on:

- the ability to improve support to older clients experiencing abuse
- staff dealing with complex family situations
- the extent of reporting of elder abuse.

The evaluation identified that knowledge, systems and resources to address abuse were highly valued by staff. Supporting staff through consultation, communication and collaboration were seen as critical factors in achieving good responses, and managers and supervisors felt confident that this had been improved following the project initiatives.

It was noted that ways to include brokerage staff in a team based response to abuse require further development. Senior managers and external collaborators highlighted the wider leadership role in the field taken by Domiciliary Care.

The project presented an opportunity to observe and participate in discussions on differences and similarities that exist between the domestic violence sector and the abuse of older people sector. One area to be considered in the new plan is how to further develop relationships and understandings between these two sectors.

As a result of the evaluation an ongoing portfolio role was established to consolidate and extend implementation of the Strategy.

DCSI Equipment Program

The statewide DCSI Equipment Program services the equipment and home modification needs of clients of Disability Services, Novita Children's Services and Minda Incorporated.

Assessment and prescription is undertaken within the specialist services 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.

The equipment program exceeded 2010-11 levels in equipment, home modifications and equipment modifications provided to people across all age groups for 2011-12. A total of 7349 items of equipment (including 2647 new items), 3137 consumable items, 1135 equipment modifications and 635 home modifications were supplied to clients of Disability Services and Novita. For clients of Domiciliary Care, 15 006 items of equipment (2987 new items), 4768 consumable items, 35 equipment modifications and 2713 home modifications were supplied.

Average equipment supply times (once a prescription was received at DES) were 4.2 days for stock items and 2.3 days for consumable items. Supply of customised items averaged 42 days, with powered wheelchairs averaging 110 days.

The target for repairs completed in 2011-12 was for less than 6800 repairs for clients of Disability Services and Novita. As at 30 June 2012, the Equipment Program had completed 6777 repairs, meeting the target.

In the previous 12 months the Equipment Program extended its equipment services to also service clients of Minda Incorporated. As at 30 June 2012, 326 items of equipment and 114 consumable items were supplied to Minda clients.

Aboriginal and Torres Strait Islander Services Strategy

When Domiciliary Care launched its Aboriginal and Torres Strait Islander Services Strategy in 2008-09, one per cent of all clients were of Aboriginal or Torres Strait Islander background. As at 30 June 2012, 2.14 per cent of active clients were of Aboriginal or Torres Strait Islander background, exceeding the HACC target of 1.5 per cent of total active clients.

Key outcomes of the Aboriginal and Torres Strait Islander Services Strategy during 2011-12 include:

- improving Domiciliary Care's client service model following a comprehensive review process, specifically to the cultural needs of Aboriginal and Torres Strait Islander clients
- four Domiciliary Care Aboriginal Services Advisors completed Certificate 4 in HACC, to support an increased role in service coordination for Aboriginal and Torres Strait Islander clients
- inter-agency collaboration with Aboriginal service providers to explore the dementia needs of the Aboriginal community, with a view to developing an Aboriginal-specific Dementia Day program which Domiciliary Care clients will be able to access
- the facilitation of a Cultural Training Needs Survey to inform the further development of an Aboriginal cultural competency training program for staff
- identification of Domiciliary Care's OPS2 Paramedical Aide positions as a 'target role' for the DCSI Aboriginal Employment Pool, as a means of increasing the number of Aboriginal Paramedical Aides in Domiciliary Care
- increased Aboriginal client representation on Domiciliary Care's Consumer Advisory Committee, to promote improved engagement of Aboriginal clients and carers
- improved visibility of Domiciliary Care's services amongst the wider Aboriginal community, through attendance at significant Aboriginal events such as Reconciliation Week and the National Aborigines and Islanders Day Observance Committee (NAIDOC) Week, resulting in increased referrals to Domiciliary Care services.

Preventing Falls and Harm from Falls in Older People

In 2010, a detailed review was undertaken of Domiciliary Care's knowledge and practice regarding falls prevention. The aim of the project was to achieve best practice in this important area of client safety in the home and community, in line with Domiciliary Care's clinical governance framework. The project has resulted in the identification and implementation of a standardised and evidence based screening tool for use at the point of client entry assessment and review.

During 2011-12, all common falls risk factors within the National Guidelines for Falls Prevention have been identified and a referral and management pathway for each has been established. A 'Multi-Disciplinary falls referral matrix' has been developed to guide and inform allied health staff and management. Allied health referral and assessment tools have also been reviewed to ensure timely identification of falls risk factors, and that clinical management is aligned to the National Guidelines for Falls Prevention and with other community and centre based falls services.

Falls Portfolio Holder roles have been established within each client services team to undertake ongoing education on falls prevention and to promote use of the Domiciliary Care falls clinical pathways. Establishment of a falls team site and multi-disciplinary Journal Club have further promoted availability of information to staff on evidence based falls prevention.

The Client Incident Reporting System (RiskMan) has also assisted in the systematic review of falls related events, actions and outcomes on a quarterly basis. A set of client profiles and clinical reporting examples for falls events have been developed to promote staff reporting of falls.

Communities and Partners



Community Connect

Objective

Community Connect coordinates and promotes initiatives that improve service delivery of non-government community service agencies funded by the department and reports on funding provided to community organisations. 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, Dame Roma Mitchell grants, 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.

Performance Highlights

Family and Community Development Program

The Family and Community Development Program is a State Government funded program for investing in a strong community services sector. The 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 2011-12, the department allocated funding of approximately \$9 million to non-government organisations and local government authorities to provide a range of community-based services, including parenting skills classes, financial budget and family counselling, youth support, community engagement projects, home visiting services and mobile crèches.

Currently 63 agencies are funded through 108 service agreements, with the majority concluding on 30 June 2012. Of these agencies, 97 per cent have achieved the agreed outcomes described in their service agreements.

The Family and Community Development Program is undergoing a reform to align the program with the current community services environment and benefit individuals, families, communities and service providers. During the reform process, service agreements with funded agencies that have met their obligations have been extended to 30 June 2013.

Dame Roma Mitchell Trust Fund for Children and Young People

The Dame Roma Mitchell Trust Fund for Children and Young People was established in 2003 by the South Australian Council of Social Service and the South Australian Government to provide support to children and young people who are, or who have been in State care.

Three deeds for the Trust Fund have been established:

- the original deed
- a deed for children and young people with a disability
- a deed to create the Dame Roma Mitchell Foundation for Children and Young People which raises funds through donations, general fundraising and workplace-giving.

Income from investments plus one tenth of the balance of the DRMTF capital may be made available for distribution annually. The department administers the fund and distributes grants to individuals bi-annually.

During 2011-12, a total of \$209 909 was granted to 155 applicants to provide development opportunities, contribute to health and wellbeing and assist the child or young person to achieve personal goals. This included \$92 104 to children and young people with disability and \$7535 through the Foundation.

In September 2012, administration of the Dame Roma Mitchell Trust Fund will be transferred to DECD and the Minister for Education and Child Development will be responsible for the Trust Fund.

Community Benefit SA

The department administers the Community Benefit SA program, which was established under the *Gaming Machines Act 1992* as the Charitable and Social Welfare Fund. Under the Act, the program receives \$4 million per annum from gaming machine taxes for distribution in the form of grants to charitable and social welfare organisations.

Grants are provided to organisations to improve the quality of life, wellbeing, community participation and life management skills of disadvantaged individuals, families and communities in South Australia.

In December 2011, the program distributed funds totalling \$664 140 for 120 equipment grants to benefit community service organisations. In May 2012, community organisations were invited to submit grant applications and with the aim of approving a further \$3.2 million in the 2012 calendar year.

During 2011-12, the program operations were also reviewed to assist in reducing red tape, improve access and simplify the application process for community service organisations.

Aboriginal Youth Action Committees

Aboriginal Youth Action Committees act as a forum for engaging Aboriginal young people on relevant key issues through partnerships with schools, Aboriginal-led youth services and other regional networks. The Committees have contributed to the development of young Aboriginal leaders who are now working in leadership roles within the education, government, arts and community sectors.

Funding for Aboriginal Youth Action Committees is provided to 17 rural, remote and regional Aboriginal communities. All Service Agreements expire on 30 June 2012, however, a 12 month extension has been approved to accommodate the review of service agreements.

Australian Service Excellence Standards

The diverse and complex community services sector is supported in improving organisational quality and performance through the DCSI Australian Service Excellence Standards, which incorporates a set of internationally accredited community service standards that assist non-government organisations to improve their business systems, management practices and service delivery.

Quality improvement in non-government organisations ensures that funded service providers meet quality requirements within service agreements. It also assists the department to achieve its objectives by increasing the number of non-government organisations that are assessed as capable providers in planning and governance, financial and contract management, risk management and occupational health safety and welfare, human resources and cultural diversity, customer satisfaction and complaints and service outcomes.

During 2011-12, 230 South Australian organisations funded by the department were engaged in the Australian Service Excellence Standards. Following an extensive review of the Standards, the third version of the Quality Improvement Standards for the Health and Community Services Sector was officially launched in December 2011.

To assist in reducing the regulatory burden on non-government organisations, the department is also undertaking a process of mapping key Commonwealth Government community standards against the Australian Service Excellence Standards to identify gaps and reduce duplication.

Aboriginal Youth Development Program

The Aboriginal Youth Development Program employs community based youth workers and provides funds to promote positive engagement for young Aboriginal people in recreational, cultural and life skill development activities.

Dedicated funding is provided to support and provide youth workers with access to accredited and culturally appropriate Youth Worker training. Relationships Australia is funded by the department to provide training, which enhances the community development and youth work skills and confidence of the youth workers in delivering programs within their communities. Qualifications take two years of study to complete.

Youth workers are provided with a career pathway and undertake studies to achieve:

- Certificate IV in Youth Work
- Diploma in Youth, and
- Certificate in Training and Assessment.

Community Support Services

Objective

Services are provided by the department that directly or indirectly support South Australians on low incomes and their communities; including a range of State concessions, help with the cost of public transport, spectacles, funerals and personal alert systems. Service planning for problem gambling interventions is also provided, including gambling help services funded through the Gamblers Rehabilitation Fund.

The department is also responsible for coordinating State disaster recovery and relief, and the registering and mobilising of volunteers for emergency recovery. This also includes ensuring a consistent approach to the management of volunteers engaged directly by the department or by organisations receiving departmental grants, and working to increase the number of volunteers.

Performance Highlights

Personal Alert Systems Rebate Scheme

The Personal Alert Systems Rebate Scheme was launched on 8 April 2011, to assist frail older South Australians who live alone and are at risk of falls or medical emergencies, to obtain a personal alert system. The Scheme provides a rebate of up to \$380 to approved applicants aged 75 years or more for the purchase and installation of an approved personal alert system, and up to \$250 per year to help pay for monitoring services.

Personal alert systems are devices that enable people to call for help in an emergency, if they are unable to access or use a telephone. These systems generally consist of a lightweight pendant, worn on the wrist or around the neck that can be activated to alert someone of the emergency, such as a neighbour, relative, friend, or monitoring centre.

As at 30 June 2012, the department had received 3503 applications since the commencement of the Scheme in April 2011.

Medical Heating and Cooling Concession

The South Australian Government's Medical Heating and Cooling Concession, which commenced on 1 January 2012, is available to South Australians who are on a low income or pension and have a qualifying medical condition, such as multiple sclerosis or Parkinson's disease, and require the use of air conditioning because they have a verified medical need for close control of environmental temperature due to an inability to self regulate body temperature.

The concession is provided to eligible applicants, in addition to the current energy concession, to help with the higher costs of electricity or gas incurred because of the frequent need to use air conditioning in the home to regulate body temperature. It is also available to the eligible parents or guardians of a child who has a qualifying medical condition.

In 2011-12, the concession payment was \$158 per annum, paid quarterly. This increases to \$165 per annum on 1 July 2012. In the first year, the concession is backdated to 1 July 2011 for eligible applicants.

As at 30 June 2012, 2548 applications were received. Of these, 1276 were approved with 1148 concessions paid, and 1096 applicants assessed as not currently eligible for the concession. 176 applications were being validated or followed up with either the applicant or their medical practitioner for further details to support the application.

Funeral Assistance Program

The Funeral Assistance Program provides financial help to eligible applicants to cover the cost of basic funeral expenses. The income, assets and liabilities of the deceased person and their immediate relatives are assessed in determining eligibility for assistance.

Two types of financial assistance are provided:

- full contract assistance for the cost of a basic funeral where a private funeral director has not already been contracted
- after-the-event payment of up to \$625, directly to the funeral director, to assist with the cost where a private funeral director has already been contracted.

In the 12 months to 30 June 2012, assistance was provided for 272 funerals, comprising 260 'full contract' funerals and 12 'after the event' grants. Most support provides for cremations, however, burials are provided in limited circumstances, for example, if the deceased cannot be identified or if a burial is required for cultural/religious reasons. During 2011-12, 75 burials and 185 cremations have received support through the Program.

Gamblers Rehabilitation Fund

The Gamblers Rehabilitation Fund was established under the *Gaming Machines Act 1992* to provide a statewide systematic approach to gambling counselling, specialist financial counselling and therapeutic services for people impacted by problem gambling. The Fund is administered by the Office for Problem Gambling and has an annual budget of \$5.9 million, which comprises \$3.8 million from the State Government and \$2.1 million from institutional members of the gaming industry – Australian Hotels Association, Licensed Clubs of SA and the Skycity Adelaide Casino.

Through the Gamblers Rehabilitation Fund, service providers are funded to provide services for problem gamblers. The service providers are non-government organisations, government service providers, as well as private suppliers that are used for information products and advertising services. During 2011-12, gambling help services continued to be provided across the 12 State regions, offering free and confidential gambling and financial counselling services and referral to therapeutic services.

Funding is also provided for special purpose services for culturally and linguistically diverse communities, including Aboriginal, Chinese, Vietnamese and Cambodian populations.

Services are also offered to people who are, or are at risk of entering the criminal justice system.

The Statewide Gambling Therapy Service provides therapeutic gambling help services, including Cognitive Behavioural and Expose Therapy. It delivers specialist therapeutic interventions to clients experiencing problem gambling, including culturally and linguistically diverse and Aboriginal populations throughout South Australia. Additional funding was provided to the Service in 2011-12 to refine gambling assessment tools for use with Aboriginal people, to improve access to gambling help services.

During 2011-12, an additional \$300 000 was also provided from the Gamblers Rehabilitation Fund to Relationships Australia (SA) and Anglicare to trial four specialised financial gambling counsellors across South Australia which will be evaluated in 2013.

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 and arrangements are ready to operate in a disaster. The Office also supports the Assistant State Coordinator Recovery (if appointed) and/or Chair of the State Recovery Committee, in coordinating all recovery activity across the State.

During 2011-12, the State Recovery Office facilitated five multi-agency discussion exercises to explore issues associated with urban earthquake recovery. Topics for discussion included 'Environment' and 'Infrastructure and Economy'. Identified issues requiring further work are being addressed.

The State Recovery Office manages an online system to allocate volunteers who offer to lend a hand to help disaster affected communities in recovery operations. This system, known as VERIS (Volunteer Emergency Recovery Information System), is activated and promoted only when volunteers are needed. During October 2011, VERIS was tested in a mock bushfire exercise. Trained staff processed registrations over the telephone and via the internet from members of the public sector in a successful exercise.

The Stockport community has continued to be supported following the severe storm and flooding that affected the township in December 2010. In particular, the State Recovery Office assisted the Local Recovery Committee to complete community recovery projects identified by the community. Projects that were completed, utilising \$100 000 allocated by the State Government, included an upgrade of the Stockport Institute, provision of a post office facility and a sporting facility upgrade.

During 2011-12, the State Recovery Office obtained funding to undertake the following projects:

- the development of the National Guidelines for Managing Donated Goods. The Guidelines were launched on 27 April 2012 by the Hon Nicola Roxon MP, Attorney-General and Minister for Emergency Management, and the Hon Jennifer Rankine MP, Minister for Emergency Services. Funding was carried over into the 2011-12 financial year for editing, publishing, undertaking a national launch and disseminating the completed guidelines
- a vulnerability project to provide a definition of vulnerable people; information on geographic locations of vulnerable people and hazard prone areas; a list of products, services, projects and/or programs provided to vulnerable people. The aim of the project was to make recommendations regarding identified gaps in service provision to vulnerable people.

As part of the Business Continuity Coordination program, the State Recovery Office developed an Extreme Events Management Policy and an Extreme Events Plan for the department. These documents take an 'all hazards' approach and focus on services delivered by the department to clients. They provide an overarching framework for pre-existing plans for bushfire preparedness, extreme heat and pandemic influenza.

Community Services Functional Service

The Community Services Functional Service establishes and manages immediate relief and recovery services for affected community members. Emergency Relief and Recovery Centres are established as 'one-stop shops' to provide direct assistance. The Community Services Functional Service also gathers information about community needs and provides an active referral service to promote the uptake of a wide range of recovery services. As a result of the machinery of government changes, Families SA transferred to DECD on 1 January 2012.

Families SA retained responsibility for the Community Services Functional Service for the remainder of 2011-12 while a transition program to Housing SA was implemented.

In October 2011, a major emergency management exercise was conducted by the Community Services Functional Service. Participants included 91 departmental staff and over 100 volunteers from participating non-government agencies. Altogether over 200 people participated in the mock recovery centre exercise.

In the 12 months to 30 June 2012, staff of the department:

- attended the Zone Emergency Centre and community meetings associated with the Wilmington Bushfire in January 2012
- provided Emergency Relief Centre services during the Wallaroo Silo fire in February 2012
- were activated during the Wingfield industrial fire in March 2012
- were activated in May 2012 to assist the community during the Whyalla gas outage
- assisted the community following severe weather in the Adelaide metropolitan area in June 2012.

Carers Recognition Act 2005

To further the intent of the *Carers Recognition Act 2005*, the Office for Carers has conducted promotional work such as the Gateways Project which provides information for carers and service providers at service points where carers can be expected to present in relatively high numbers. The aim of this is to increase the awareness of the significant health impact for carers in undertaking this role, and to facilitate referral of carers to carer support services.

The focus to date has been on rural South Australian regions. Rollout of the project in the metropolitan area is now underway.

Volunteering

During 2011-12, the department was assisted by approximately 1450 volunteers in Disability Services, Domiciliary Care, Housing SA and the Office for Women. Volunteers contributed many hours by transporting children and people with disability, supporting older people with social activities, appointments and shopping.

The annual Volunteer Recognition Awards ceremony was held in December 2011 at the Adelaide Zoo. The contribution made to the activities of the department by over 40 volunteers was recognised with the presentation of certificates and gifts.

In addition, a special award was presented to Mr Dave McNally who has volunteered with Disability Services in South Australia for over 50 years.

The department was also a Research Partner in a national research project on young carers, led by Professor Bettina Cass of the University of New South Wales. The final report *Young Carers: Social policy impacts of the caring responsibilities of children and young adults*, was publicly released in December 2011 and is available from the website of the Social Policy Research Centre at the University of New South Wales.

A forum to present the findings and implications for South Australia was conducted on 5 June 2012. Government, non-government and organisations with an interest in young people who undertake the caring role were invited to attend, with the findings to be incorporated into the development of a South Australian Carers Policy.

There is a legislative requirement to review the operation of the *Carers Recognition Act 2005* after five years. During 2011-12, the Office for Carers completed this review.

Youth Justice

Objective

Youth Justice provides services to assist children and young people who have offended to reduce the risk of re-offending, facilitate the restitution to victims and communities as appropriate and provide secure youth training facilities for young people who are detained.

Performance Highlights

New Youth Training Centre

On 23 September 2009, the South Australian Government announced that a new Youth Training Centre would be built at Goldsborough Road, Cavan, to replace the Magill Youth Training Centre. The new purpose-built secure facility will safely and securely accommodate 60 children and young people within an open-campus style environment.

The new facility, which will reflect up-to-date national and international Juvenile Justice Conventions and Standards, aims to:

- provide a safe and secure environment for staff, visitors and residents
- prevent escape
- alert staff to emergency situations and incidents
- control and promote positive behaviour of young people
- prevent self harm and monitor residents at risk to themselves and others
- protect and keep the community safe.

Site works commenced on the new Youth Training Centre at Goldsborough Road in January 2011. In the 12 months to 30 June 2012, structural steel works were completed to all buildings, with roofing, brickwork and wall cladding close to completion. The fit-out and furnishing of buildings commenced, while ongoing work was undertaken to complete the 5.5 metre perimeter precast wall with anti-climb drum on top. The development of an integrated commissioning plan to support the move into the new facility was also developed, with implementation of the plan commencing in April 2012.

Construction of the new Youth Training Centre will be completed by the end of August 2012, which will be followed by a brief period of business transitioning before full operational commencement.

New Service Model at Youth Training Centres

The construction of the new Youth Training Centre provides an opportunity to develop a new philosophy and service model for South Australia's juvenile custodial context. The New Directions Framework developed by Youth Justice introduces a new way of working with children and young people in detention. It lays the foundation for a new model of service delivery which emphasises that community safety is at the core of how we provide a through-care rehabilitation and reintegrative approach to custodial care.

Alongside the New Directions Framework, a new model has also been developed to better identify, assess and manage behaviour problems that will lead to improved support for both staff and young people. This new behaviour management approach will be augmented by state of the art security systems within the new Youth Training Centre. All security initiatives will be unobtrusive with a main focus of guiding and proactively managing children and young people.

Magill Youth Training Centre Sustainment Works

During 2011-12, the department continued to implement sustainment works at the Magill Youth Training Centre, to ensure it remained operational until its closure. To ensure an improved quality of life for residents and to resolve safety issues, only works relating to occupational health safety and welfare issues were undertaken.

In the 12 months to 30 June 2012, works at the Magill Youth Training Centre included the upgrade of the ablutions area, installation of air-conditioning, improved lighting and a new bedroom monitoring system.

Community Based Orders

Young people on community based orders include those who are on supervised bail, probation or parole. During 2011-12, the number of youth who had one or more community order starts was 655, compared to 643 in 2010-11.

During 2011-12, Youth Justice implemented a Train the Trainer package in the Changing Habits and Reaching Targets (CHART) individual program, for use with sentenced offenders. This is now the principal offence focused intervention for youth on community based orders. Ongoing skills development opportunities were also provided to staff in all core requirements of their business area, as well as opportunities to access training in specialist areas such as Aboriginal mental health specific training.

Following the machinery of government changes, Youth Adventure and Recreation Services now delivers services to youth involved in the criminal justice system and youth under Guardianship or care of the Minister. Programs for youth in the criminal justice system include social development and life skill enhancement training, and provision of opportunities to make a contribution to the community.

New programs, specifically for Aboriginal youth, are being developed. These programs will focus on developing youth leadership skills and enabling youth to recognise their responsibility to their community.

Social Inclusion

Objective

Social Inclusion focuses on harnessing the department's efforts in diverse areas to achieve the kind of communities we all want to live in, where everyone feels they belong. It forges strong partnerships between government and the community to ensure that people are not overlooked. Social Inclusion leads selected whole of department and whole of government work where a collaborative effort is required to address significant social exclusion issues.

Performance Highlights

South Australia's Strategic Plan

The revised SASP includes a modified target and a new target to create an inclusive State where everyone has the opportunity to shape and be part of our community.

Target 16: Economic disadvantage

Target 16 is a modified target which seeks to increase by two percentage points the share of total household income earned by low income South Australians by 2020. Positive movement has been made against the target as the income share of the low income group in South Australia in 2009-10 was 10.5 per cent, compared to ten per cent recorded in 2007-08. The data source to measure progress against this target is the Australian Bureau of Statistics (ABS) publication *Household Income and Income Distribution, Australia* (Cat. No 6523.0), with low income being defined as persons in the second and third income deciles.

Strategies being implemented to achieve Target 16 include increasing participation in vocational education and training and pathways to employment. This is being achieved through various programs including:

- the implementation of Skills for All, which commenced in 2011-12, with all South Australians over 16 years of age on a prescribed vocational education and training (VET) pathway eligible for a South Australian Government funded training subsidy to meet individual needs and industry demand
- South Australia Works, which is being delivered by the Department of Further Education, Employment, Science and Technology, which is delivering projects across all State Government regions, engaging over 10 000 participants who are disconnected from or facing disadvantage in the labour market. Participants progress onto pathways to training, connecting to opportunities under Skills for All, or directly to employment.

Social and community support for vulnerable people, to enable increased access to income, is also provided through the Medical Heating and Cooling Concession Scheme and the Low Income Support component of the Family and Community Development Program.

Target 23: Social participation

This is also a new target which aims to increase the proportion of South Australians participating in social, community and economic activities by 2020. The data source to measure progress against the target is the SASP Household Survey, with the 2012 Household Survey establishing the baseline data.

The survey found that 71.5 per cent of survey respondents were considered to be participating in a range of social and community activities.

Progress against Target 23 is being achieved through various programs including:

- the Family and Community Development Program which was established under the provisions of the *Family and Community Services Act 1972*, 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' and consists of five sub-programs: Families with Children, Neighbourhood Development, Young People, Low Income Support and Industry Support and Development
- Community Benefit SA which distributes small grants to support community activity and community development projects, particularly amongst disadvantaged people and communities
- the *youthconnect South Australia's Youth Strategy 2010-2014* which focuses on the four interconnected priority areas for action of health and wellbeing, education, employment and skill development, engagement and participation, and better connections which provide a strong foundation for young people to achieve positive life outcomes.

Strong Voices: A Blueprint to Enhance Life and Claim the Rights of People with Disability in South Australia (2010-2020)

In December 2009, the Premier referred to the Commissioner for Social Inclusion and the Social Inclusion Board the task to develop a blueprint for the way people with disability, their families and carers are supported in South Australia. *Strong Voices: A Blueprint to Enhance Life and Claim the Rights of People with Disability in South Australia (2010-2020)*, was released on 19 October 2011.

The report promotes the following six key areas of reform: creating accessible and inclusive communities; providing choice, taking control; strengthening rights, protection, advocacy and safeguards; investing early; diversifying housing choices; and shaping accessible and inclusive services.

The South Australian Government has committed to 32 of the 34 recommendations of the report in full or in part.

Premier's Mining Roundtable

In 2010, the Premier requested the Social Inclusion Board to provide advice on ways to ensure that disadvantaged South Australians share in the predicted economic benefits of mining in the State. In November 2010, *Digging Deep – the social benefits of mining in South Australia* was published. It highlighted the social benefits from mining for South Australians and also recognised the mining sector's contributions in delivering outcomes in areas such as Aboriginal employment, training and other corporate social responsibility initiatives.

On 22 September 2011, the Premier and the incoming Premier hosted a Mining Roundtable dinner for senior mining executives at Parliament House, to build on the success of the social benefit initiatives published in *Digging Deep*. Ongoing discussions have focused on ways of ensuring that the flow-on benefits from South Australia's mining industry improve the social and economic wellbeing of communities.

In response to a request from the mining sector for a single contact point, the Department for Manufacturing, Innovation, Trade, Resources and Energy (DMITRE) is now the lead agency for the mineral and energy sector to link with appropriate government services, as the sector pursues the achievement of social benefits for the South Australian community.

Adult Offending Reference

During 2011-12, Social Inclusion, in conjunction with the University of Adelaide, undertook research to identify those factors which influence recidivism of female offenders. The Department for Correctional Services supported the research with access to data, senior staff and clinicians involved with women in correctional facilities.

The research report *Rehabilitation or Recidivism: best practice for female offenders* was published in October 2011 and is available from the South Australian Policy Online website, which is hosted by the University of Adelaide.

The issue of female offenders continues to be addressed by the Department for Correctional Services as part of its core responsibility.

Office for Youth



Objective

The role of the Office for Youth is to assist young people between the ages of 12 to 25 to successfully navigate the transition from adolescence to adulthood, and to support 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.

Performance Highlights

Vulnerable Youth Framework

The *youthconnect South Australia's Youth Strategy 2010-2014*, proposed the development of a strategy to help ensure that vulnerable young South Australians receive the support and services they need to overcome the difficulties they face and realise their potential. The proposed Vulnerable Youth Framework will underpin all policy developments related to vulnerable young South Australians. It will become the mechanism by which efforts can be concentrated across government to create consistent responses and coordinated approaches, both locally and across the State.

A consultation paper was developed to start wider discussions and to seek input and ideas from government departments, non-government youth sector organisations and the wider community, around the key elements for inclusion in the strategy. The paper was released for consultation in June 2012 until late August 2012. It was distributed through the youth sector and was available on the Office for Youth's website.

Safer Social Networking Education and Awareness Campaign

In 2010-11, the Office for Youth conducted the Safer Social Networking Education and Awareness Campaign to highlight the risks to young people online. As part of the campaign, during 2011-12 the Office for Youth:

- maintained the one-stop-shop Cyber Safety Information Portal to provide young people and their parents/carers with a range of up-to-date information on cyber safety
- gave evidence to the Commonwealth Government Joint Select Committee on Cyber Safety
- partnered with the Australian Human Rights Commission to support the roll-out of the National Cyberbullying and the Bystander Project in South Australia.

The Office for Youth worked with the Australian Human Rights Commission to support their Cyberbullying and the Bystander Project. The project responded directly to a number of issues that were raised by young people through the campaign including: education and awareness of what happens online; young people being bullied and harassed online; and a lack of support for young people who experience bullying and harassment.

The project has a number of elements including a social media campaign and a competition for young people that will enable them to develop short films around the impact of cyberbullying and portraying the positive consequences of bystander behaviour.

Youth Advisory Committees

Youth Advisory Committees (YACs) provide advice to local councils, organise National Youth Week events and local community activities, and develop resources for young people. During 2011-12, \$180 000 was provided to 60 local councils as operational funding for the 60 YACs operating across the State. This was the first year of a three year grant funding agreement intended to provide greater stability for the YACs and to help strengthen the program. During the year approximately 900 young people participated and contributed to decision making within their local communities.

Geared2Drive

During 2011-12, the Office for Youth provided \$40 000 to the Service to Youth Council (SYC) for its Geared2Drive pilot initiative. This funding was provided to enable SYC to purchase two vehicles and customise them to dual control. Smiths Holden also joined the program as a sponsor, providing a third car for customisation.

The SYC program supports disadvantaged young people to obtain their provisional driver's licence. Each participant is partnered with a community mentor and receives 70 hours of supervised driving, in addition to five hours of supervised driving they undertake with a qualified driving instructor.

Geared2Drive participants will also undertake training in safe driving, risk management, communication, and managing peer relationships, in order to minimise the risks they face on the roads.

A statewide consultation was undertaken with young people and youth workers to inform the development of a strengthened YAC program. The consultation process included 12 regional forums and an online survey, with a total of 504 young people and youth workers participating.

In 2012-13, the Office for Youth will work in partnership with local councils and the Local Government Association to develop a plan for strengthening the YAC program. This will include a review of the different YAC models currently in operation to identify their relevance to delivering high quality advice to both the State Government and local governments.

youthconnect Grants Program

youthconnect South Australia's Youth Strategy 2010-2014 is a whole-of-government strategy for young people aged between 12 and 25 years. The *youthconnect* grants support the implementation of the strategy.

During 2011-12, 17 organisations were awarded a total of \$499 862 for a range of projects in the areas of health and wellbeing, engagement and participation, education, employment and skill development, and better connections.

Duke of Edinburgh's Award Scheme

The Duke of Edinburgh's Award is an international youth development program open to all young people aged 14 to 25 years.

In the 12 months to 30 June 2012, there were 87 licenced operators involved in delivering the Award across South Australia, with a total of 3632 young people participating in the Award, including 1651 new participants.

Aboriginal Power Cup

The Aboriginal Power Cup was developed in response to key recommendations from the *To Break the Cycle* report on youth offending. Through sporting activities, the program engages young Aboriginal people at risk and encourages them to continue with their education and make positive life choices.

The 2012 program was conducted in terms one and two of school, with participants required to complete one of two South Australian Certificate of Education (SACE) units. In total, 274 students from 25 secondary education sites participated in the program. As part of the Aboriginal Power Cup carnival held in May 2012, students participated in a football tournament, career expo, skill development workshops and cultural activities.

The Aboriginal Power Cup is an initiative of the Attorney-General's Department in partnership with the Port Adelaide Football Club, SANTOS, and the South Australian Aboriginal Sports Training Academy of DECD. In 2011, the Attorney-General's Department committed to a three year funding agreement with the Port Adelaide Football Club. The Office for Youth manages the funding and contractual obligations of the program.

Office for Volunteers



Objective

The Office for Volunteers provides services that enable the continued implementation of the *Advancing the Community Together* partnership in order to build strong communities and maintain volunteer rates in accordance with the SASP. The Office for Volunteers provides both innovative policy and strategic advice that improves the government's capacity to identify, prioritise and respond appropriately to the needs of the volunteer community in South Australia and maintain programs that support and promote volunteering.

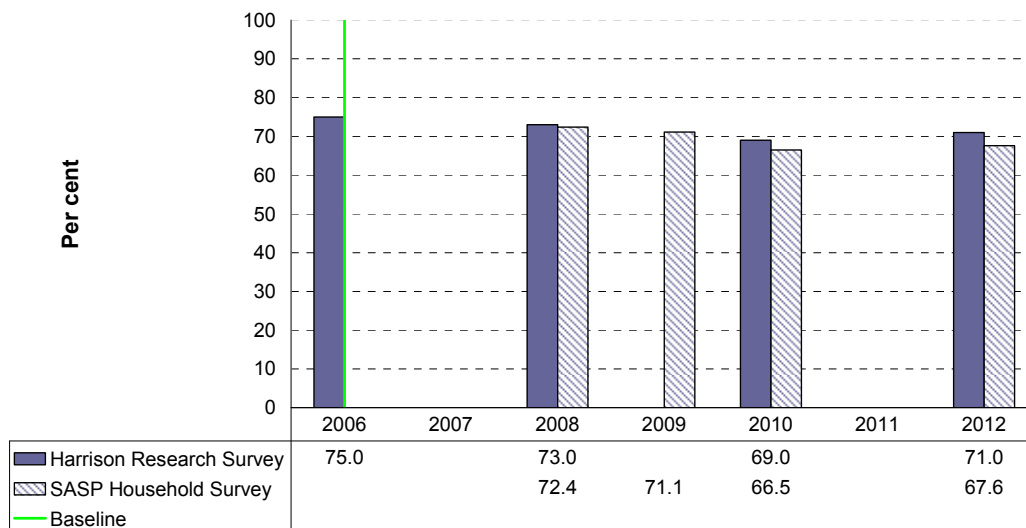
Performance Highlights

South Australia's Strategic Plan

Target 24 of SASP seeks to maintain a high level of formal and informal volunteering in South Australia at 70 per cent participation or higher.

To measure progress against the volunteer target, the Office for Volunteers worked with the ABS to develop a questionnaire that would align statistically to previous ABS data collection tools used to measure volunteer participation. Surveys have been commissioned in 2006, 2008, 2010 and 2012 to ascertain numbers of volunteers and factors that identified groupings and their respective motivators. Progress is also measured using data collected through the SASP Household Survey.

Volunteering rate in South Australia - formal and/or informal volunteering
(2006 baseline)



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

The *Volunteering in South Australia in 2012* survey, commissioned by the Office for Volunteers and conducted by Harrison Research, reports a combined formal and informal volunteering participation rate of 71 per cent of the population. In comparison 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.

Advancing the Community Together Partnership

The *Advancing the Community Together* partnership provides a framework for the relationship between the State Government and the volunteer community and aims to increase consultation, promote volunteering and address issues that hinder volunteering in South Australia.

The partnership was launched in 2003. In 2010 it was reviewed and in December 2011 a renewed and modernised *Advancing the Community Together* partnership agreement was launched.

Free Volunteer Training Grants Program

During 2011-12, the Office for Volunteers developed a new delivery model for the free training program which provides for a much broader geographical reach and greater accessibility. The revised Free Volunteer Training Grants program was opened for application in February 2012 to volunteer resource centres, training providers, community organisations and local governments. There was a positive response to the new approach and 27 organisations from across the State were provided funds through the program to deliver training to volunteers.

State Volunteer Congress

The State Volunteer Congress is held annually and is a contact mechanism between grassroots volunteers and key stakeholders in the volunteer community and government. It is also an important forum for identifying key themes relevant to the ongoing development of volunteering in South Australia.

The Office for Volunteers partnered with Volunteering SA&NT to deliver the largest State Volunteer Congress ever, with over 500 people registering to attend the five day program in December 2011. A highlight of the Congress was the launch by the Premier of the renewed *Advancing the Community Together* partnership agreement.

Volunteers Day

The State Volunteers Day public holiday, held in June, acknowledges and recognises the valuable contribution made by volunteers. A free event is hosted by the Government on this day to recognise volunteers from across the State.

The event, held at the Adelaide Festival Centre, is extremely popular and is produced in collaboration with the Adelaide Cabaret Festival. For the 2012 event, 1850 tickets were distributed to people who registered to attend.

A special feature of the Volunteers Day celebrations is the presentation of the South Australian Volunteer Awards.

International Year of Volunteers

The tenth anniversary of the International Year of Volunteers was celebrated in 2011. Action to support the celebration of the anniversary included:

- modification of the Volunteer Support Fund criteria to enable communities to apply for funds to host celebrations and activities in honour of volunteering
- expansion of the State Volunteer Congress by four days to offer a range of free training, information sessions and an Adelaide Lord Mayoral reception
- launch of the renewed *Advancing the Community Together* partnership
- the commission of research on the economic contribution made by volunteers.

Job Seeker Ambulance Volunteer Training Pilot Program

The Job Seeker Ambulance Volunteer Training pilot program was established in July 2011 through a partnership between the Office for Volunteers, South Australia Works (Department of Further Education, Employment, Science and Technology, Regional Development Australia Yorke and Mid North, the SA Ambulance Service and Job Service Australia provider Employment Directions.

Youth Volunteer Scholarship Awards

The Youth Volunteer Scholarship Awards were created to actively encourage more young people to volunteer, recognising a need to have an appropriate plan of succession in an ageing population.

The scholarships reward young South Australians, 25 years and under, who volunteer their time and talents to help others in the community by providing them with up to \$3000 to assist them in pursuing study options with a university, TAFE SA or vocational college.

In 2011, the Youth Volunteer Scholarships were awarded to 24 young people –13 from metropolitan Adelaide and 11 from country areas.

The innovative program combined pre-employment training from Employment Directions and Certificate II in Emergency Medical Service First Response training delivered by the SA Ambulance Service.

An evaluation of the pilot program, undertaken by the Office for Volunteers at its conclusion in November 2011, indicated the pilot was a success. Of the 12 who started the course, five participants completed all assessments and were awarded a certificate of attainment. Of these five, four enrolled to become volunteer ambulance officers in Peterborough, Booleroo and Crystal Brook. One gained full-time employment in Port Pirie.

Northern Connections

Objective

Northern Connections (the Office for the Northern Suburbs) engages with local, State and Commonwealth Government agencies, the community, non-government and private sectors, to deliver better economic and social outcomes for the Northern Adelaide region. This is achieved by developing connections, partnerships and collaborations that are able to focus resources and effort on existing needs and new opportunities.

Performance Highlights

The 30-Year Plan for Greater Adelaide

The 30-Year Plan for Greater Adelaide, released in February 2010, sets out a vision for the growth and development of the Greater Adelaide region up to 2036. The Plan projects population growth for Northern Adelaide of 169 000 over 30 years, requiring some 67 600 additional dwellings and the creation of 79 000 net additional jobs.

During 2011-12, Northern Connections supported the implementation of *The 30-Year Plan for Greater Adelaide* by:

- establishing the Northern Adelaide Regional Collaboration, with one of the three priority areas for action being 'Planning, Land Use and Infrastructure'
- participating in the structure planning process for the many developments occurring throughout the City of Playford and Light Regional Council
- participating on the Steering Committee of the Playford Alive project
- supporting work to examine the feasibility of urban renewal in some of the older parts of Elizabeth
- supporting the development of the Invest Northern Adelaide website, which assists businesses to determine prime business locations and opportunities in Northern Adelaide.

Regional Governance Structure

In July 2011, Northern Connections convened a meeting of Mayors and Chief Executives of five local councils from across the region, together with local Members of Parliament and business representatives to canvas interest in forming a regional structure. The need for an authoritative regional governance structure for Northern Adelaide was recommended in the *Northern Adelaide Skills, Workforce and Employment Blueprint 2010* report, which was prepared on behalf of Northern Futures Incorporated to provide a set of clear regional priorities.

There was considerable support for establishing regional collaboration, with three priority areas agreed on:

- business attraction, retention and economic development
- education, skills and workforce development
- planning, infrastructure and land use.

Councils participating in the Northern Adelaide Regional Collaboration are the Cities of Playford and Salisbury, the Town of Gawler, the Light Regional Council and the District Council of Mallala. The Collaboration consists of:

- a Mayors' and Ministers' forum, which meets three times per year

- a senior level implementation group which is charged with achieving the Collaboration's vision. The membership of the group, which meets three times per year, includes relevant State Government Chief Executives, State Managers of relevant Commonwealth Government departments, Chief Executives of the five Councils, Senior Managers of the University of Adelaide and UniSA, Chief Executives of Anglicare and Uniting Communities and a business representative
- a Task Group for each of the three priority areas, which comprises regional level managers and senior officers from relevant agencies
- an annual forum which reports to the region on the Collaboration's progress and achievements and seeks input into revising its priorities and plans.

Each of the groups has now met and a work plan for each of the three priority areas has been developed.

Development and Implementation of Regional Strategies

Northern Connections supports the development and implementation of regional strategies across education, training and employment, early childhood and other priorities identified by regional stakeholders.

During 2011-12, the Director of Northern Connections has continued to chair the Northern Adelaide Early Childhood Development Steering Committee, which aims to improve outcomes for young children through better coordination and integration of effort across the region. Actions of the group, which is comprised of Senior Managers and Regional Directors across the three tiers of government, the non-government sector and other relevant organisations, include:

- trialling new initiatives, such as the Common Approach to Assessment, Referral and Support (CAARS), in conjunction with the Australian Research Alliance for Children and Youth (ARACY)
- focusing on particular suburbs where outcomes for young children are particularly poor, and leading work with stakeholders towards a more 'joined up' approach to improve these outcomes
- gathering evidence about what makes young children thrive and mapping existing services against this to identify duplication or gaps
- commissioning work which provides a better evidence base for further action.

In the 2011–12 Federal Budget, the Commonwealth Government announced a package of measures entitled *Building Australia's Future Workforce*. As part of this, ten sites across Australia were selected to trial a number of place-based measures. Within South Australia, the City of Playford was chosen. To ensure the best possible outcomes from this trial, Northern Connections has taken a lead role in coordinating efforts across organisations, including chairing a Playford Government Reference Group and participating both formally and informally in a variety of advisory capacities.

Northern Connections has also played an important role in supporting COAG's *Closing the Gap Urban and Regional Strategy* within Northern Adelaide. The strategy is expected to close the gap in a number of target areas including life expectancy, education, health, year 12 attainment and employment. The Director of Northern Connections will chair the Local Solutions Group which is responsible for identifying (with the Aboriginal community) barriers to closing the gap, and possible solutions to these. Northern Connections is also supporting work in partnership with The Australian Centre for Social Innovation (TACSI) and others to examine ways to more effectively support Aboriginal families and communities in accessing services in ways that properly meet their needs.

Social and Economic Prosperity of the Region

Northern Connections works with a broad range of organisations spanning the three tiers of government, the not-for-profit and private sectors and the broader community, to identify and capitalise on opportunities to advance the social and economic prosperity of the region.

In addition to the establishment of the Northern Adelaide Regional Collaboration, Northern Connections has achieved this by:

- leading and participating on local and regional level groups and committees, such as the Northern Adelaide Early Childhood Development Steering Committee, Northern Futures Incorporated, and the Innovative Community Action Network (ICAN)
- encouraging new ways of working by bringing agencies together to develop coordinated solutions which meet a particular local need
- the trial of new State or national initiatives such as CAARS in conjunction with the ARACY
- partnering in research with organisations such as TACSI to understand the relationship between current service delivery mechanisms and outcomes for clients
- commissioning strategic work or contributing to locally developed initiatives such as the Invest Northern Adelaide website and the implementation of Wheels in Motion, a driver mentoring program assisting disadvantaged young people.

Office for the Southern Suburbs

Objective

The Office for the Southern Suburbs provides advice on the economic development of the region and coordinates a whole-of-government approach to improve economic, social and environmental outcomes for communities in the Southern Suburbs. The Office closely engages with a range of stakeholders to promote collaboration, to identify issues and opportunities for the south, and to assist with the development and implementation of initiatives.

Performance Highlights

The 30-Year Plan for Greater Adelaide

The 30-Year Plan for Greater Adelaide projects population growth for Southern Adelaide of 82 000 over 30 years, requiring some 40 500 additional dwellings and the creation of 43 000 net additional jobs. Building the economy of the Southern Suburbs, to provide more opportunities for people to both live and work in the south, is therefore an important element of implementing *The 30-Year Plan for Greater Adelaide*.

The main achievements associated with implementation of *The 30-Year Plan for Greater Adelaide* in Southern Adelaide during 2011-12 are associated with facilitating accommodation of targeted growth in residential population and jobs. These include:

- participation in planning forums for the Tonsley Park redevelopment and the improved integration of the Tonsley Park, Flinders University and Sturt Triangle precincts
- participation in planning for the development of a transit-oriented development at Noarlunga Centre
- liaison with stakeholders regarding the site clearance of the Port Stanvac site, in preparation for a yet to be determined future use as employment land
- facilitating regional planning for sport and recreation facilities.

The 30-Year Plan for Greater Adelaide notes the need to plan for a new cemetery in Southern Adelaide. The Office for the Southern Suburbs is facilitating the identification of a site for cemetery use.

Job Creation and Business Investment

The Office for the Southern Suburbs facilitates the development of conditions that support job creation and business investment, and supports initiatives that underpin the quality of education and skills development in the region. During 2011-12, the Office contributed to the work of the Southern Expressway Taskforce, facilitating supply opportunities for Southern Adelaide businesses and job opportunities for Southern Adelaide residents.

The Office also liaised with all levels of education providers to strengthen the skills base of the region, to support growth in targeted industry sectors.

Economic Development Plans

The Office for the Southern Suburbs collaborates with Local Government on strategic economic development planning for Southern Adelaide. During 2011-12, the Office assisted the Southern Adelaide Economic Development Board with the update of the *Southern Adelaide Economic Development Plan 2011-21*. Released in May 2012, the plan sets a target of creating 14 000 new jobs over the next ten years.

The Office also led the preparation of an Investment Attraction Strategy for the region, in collaboration with Local Government.

Southern Adelaide Performance Indicators

At the request of the Southern Suburbs Coordination Group, the Office for the Southern Suburbs developed the *Southern Adelaide Performance Indicators* report, to monitor development of the Southern Suburbs and provide insights into the effectiveness of investment and policies.

The performance indicators, established in collaboration with the Southern Suburbs Coordination Group, Southern Adelaide Councils and Flinders University, relate to:

- economic performance
- businesses in Southern Adelaide
- employment precincts and infrastructure development
- population and workforce
- social development
- digital economy.

It is intended that the *Southern Adelaide Performance Indicators* report, released in June 2012, will be updated annually to track progress over time. The report can be downloaded from the Office for the Southern Suburbs' website at www.oss.sa.gov.au.

Status of Women



Objective

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 (WIS) and provides executive support to the Premier's Council for Women.

Performance Highlights

South Australia's Strategic Plan

The revised SASP has multiple targets to work towards the inclusion of women as full and equal participants in the social, economic and political life of South Australia. The updated Plan also includes a target to reduce violence against women.

Target 18: Violence against women

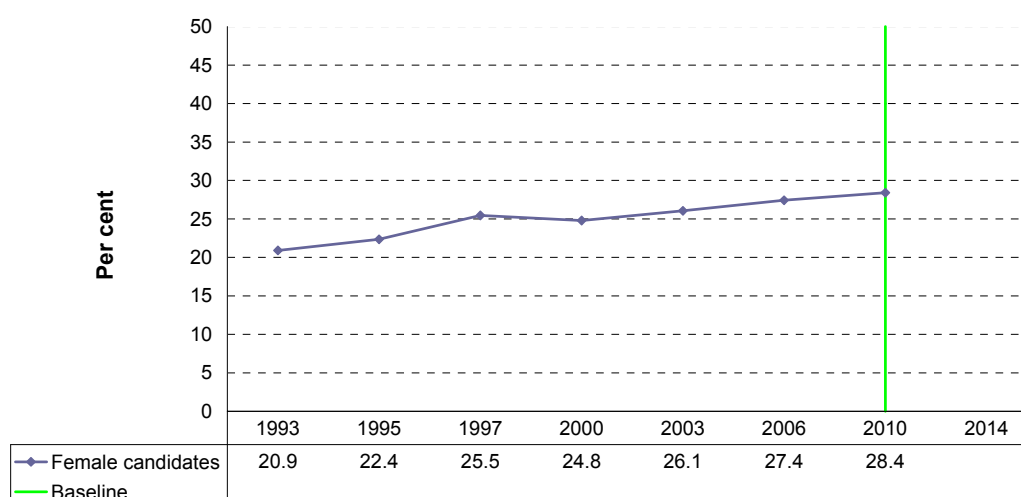
This is a new target aligned to the *National Plan to Reduce Violence against Women and their Children 2010-2022*, which seeks to achieve a significant and sustained reduction in violence against women through to 2020. In 2005, the baseline year for the target, 36 000 South Australian women reported through an ABS survey that they had experienced physical or sexual violence in the previous 12 months. Updated data for Target 18 will be available in the next ABS Personal Safety Survey to be published in 2013, based on data collected in 2012.

The Office for Women leads and coordinates strategies to reduce violence against women by working with partners across government and the community. During 2011-12, the Office for Women: led the implementation of the Family Safety Framework to the Sturt, Adelaide Eastern, Limestone Coast, Berri, Murray Bridge and Port Lincoln policing areas; continued to lead the anti-violence community education program; and revised the Women's Safety Strategy in line with the *National Plan to Reduce Violence against Women and their Children 2010-2022*.

Target 29: Elections

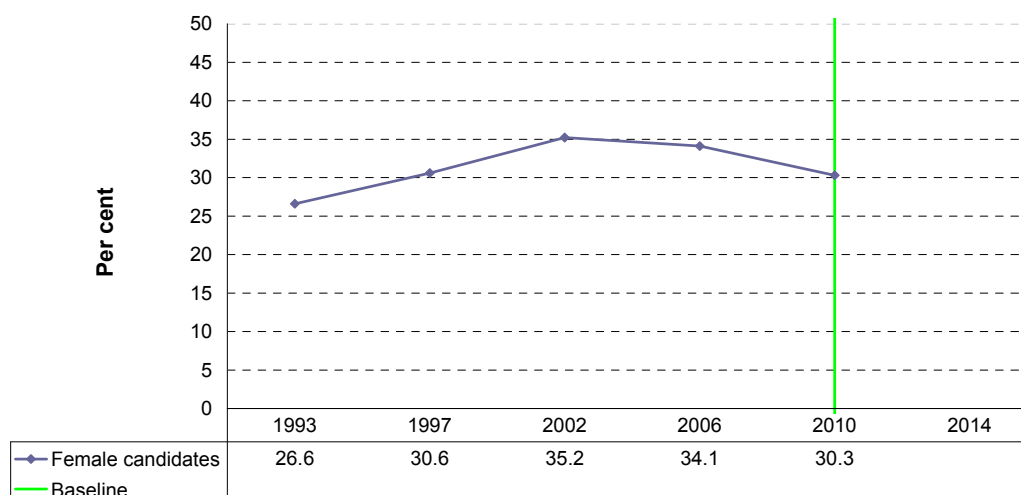
Target 29 is a new target which seeks to increase the percentage of women nominating to stand in local, State and Federal Government elections in South Australia to 50 per cent by 2014.

Proportion of female candidates in local government elections in South Australia (2010 baseline)



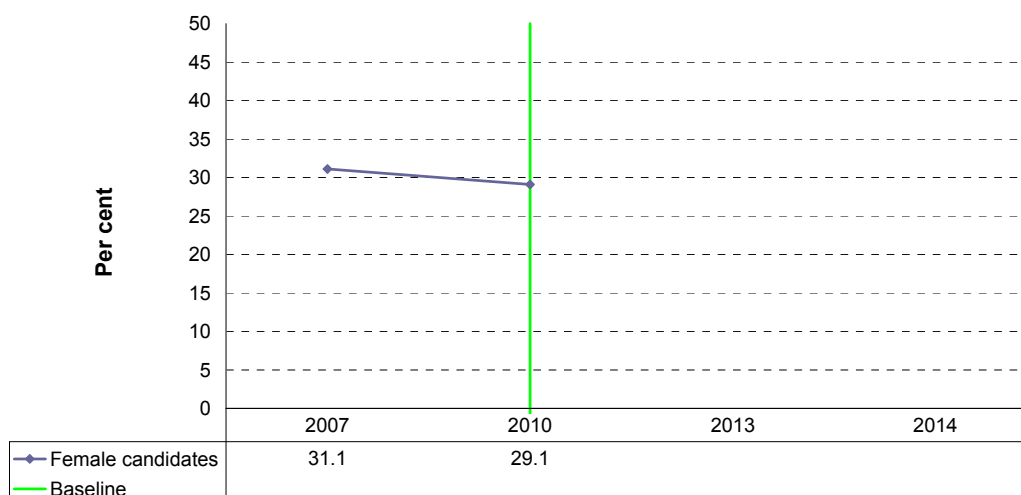
Data source: Local Government Association of South Australia

Proportion of female candidates in State Government elections in South Australia (2010 baseline)



Data source: Electoral Commission of South Australia

Proportion of female candidates in Federal Government elections in South Australia (2010 baseline)



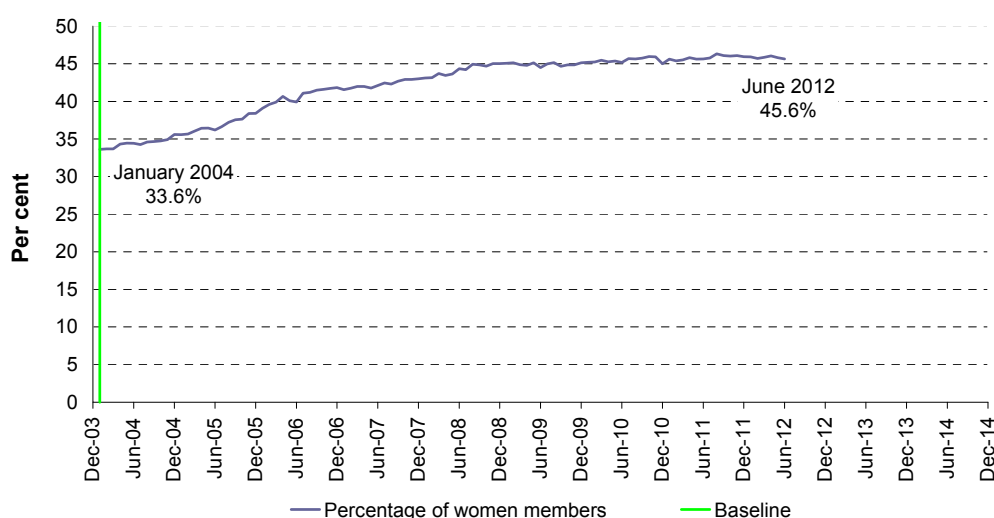
Data source: Australian Electoral Commission

As illustrated in the above graphs, currently only baseline data is available for this target as no data is available beyond 2010.

Target 30: Boards and committees

Target 30 seeks to 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. The target date has been extended to 2014 in the revised Plan because despite significant progress, the target was not reached by the original date of 2008.

Percentage of women on State Government boards and committees (January 2004 baseline)



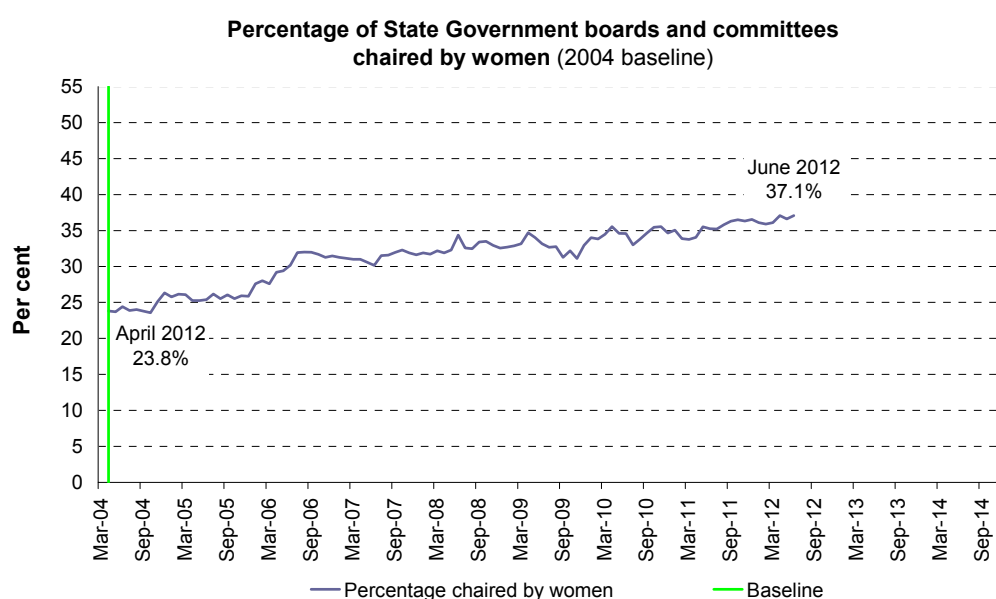
Data source: Boards and Committees Information System, Department of the Premier and Cabinet

As reflected in the above graph, positive movement has been made against the achievement of Target 30 with an increase in the percentage of women on government boards and committees from 33.6 per cent in January 2004 to 45.6 per cent as at 30 June 2012.

Target 31: Chairs of boards and committees

Target 31 seeks to increase the number of women chairing State Government boards and committees to 50 per cent by 2014. The target date has been extended to 2014 in the revised Plan as the target was not reached by the original date of 2010.

As reflected in the following graph, positive movement has been made against Target 31, with an increase in the percentage of government boards that are chaired by women from 23.8 per cent at the baseline in April 2004 to 37.1 per cent as at 30 June 2012.



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

During 2011-12, the Office for Women undertook a number of initiatives towards achieving Target 30 and Target 31, including:

- targeted recruitment of high level women from diverse backgrounds to the Premier's Women's Directory
- promotion of the Premier's Women's Directory for use by the not-for-profit and private sectors
- involvement in the Women influencing Defence and Resources Industries Community of Practice, including through its Steering Committee
- speaking at Women in Treasury and CPA South Australia's Women's Group
- holding a board curriculum vitae workshop for women working in the defence and resources industries.

Women's Information Service

The Women's Information Service (WIS) is a free information and referral service for all women in South Australia. A toll-free number is available for women residing in regional South Australia. During 2011-12, the service received 21 951 contacts with assistance provided either in person, over the telephone, through email or the internet.

In January 2011 the WIS commenced a strategic planning process which identified the need for the service to refocus its priority from providing direct services to a small number of women, to acting as a gateway to empower a much larger number of women to engage with knowledge development and emerging technologies. During 2011-12, the WIS developed a Digital Engagement Strategy aimed at empowering women to access and contribute to new technologies and areas of knowledge, particularly Web 2.0 initiatives. As a first step, the WIS established an online presence and is engaging women through its Facebook page.

In May 2012, the WIS convened the *Powerful users or digital losers? Re-imagining women online* national summit to discuss women's participation in online technologies. Funded by the Department of Further Education, Employment, Science and Technology, it brought together leaders from government, industry, academia and the community sector to discuss the barriers to women's online participation and to explore possible projects that will help to overcome these barriers.

Women's Safety Strategy

The Women's Safety Strategy, launched in 2005, outlines the South Australian Government's vision to address the issue of violence against women, including both rape and sexual assault and family and domestic violence. It has a broad focus, from work focused on preventing violence through to community education to raise awareness about the level and complexity of issues relating to women's safety.

In December 2011, *A Right to Safety: The Next Phase of South Australia's Women's Safety Strategy 2011-2022* was launched. It builds on the reforms undertaken through the Women's Safety Strategy to improve legislation and services, and to strengthen community understanding of the effects of violence against women. It also has a stronger focus on early intervention and prevention and outlines the South Australian Government's commitment to the *National Plan to Reduce Violence against Women and their Children 2010-2022*.

Key initiatives currently being undertaken through the Women's Safety Strategy are:

- the Family Safety Framework
- an Anti-Violence Community Awareness Campaign
- the establishment of a Research Officer position in the Coroner's Office, to research and investigate domestic violence related deaths
- the establishment of Violence Against Women Regional Collaborations to support and bring together service providers, advocates and interested organisations to develop regional approaches to respond to and prevent violence against women.

Family Safety Framework

The Family Safety Framework seeks to ensure that services to families most at risk of violence are dealt with in a more structured and systematic way by agencies sharing information about high risk families and take responsibility for supporting them to navigate the service system. The Framework includes Family Safety Meetings which are held at the local level and focus on individual high-risk cases. During 2011-12, Family Safety Meetings have been established in the Limestone Coast, Berri, Murray Bridge and Port Lincoln.

Implementation of the Family Safety Framework has also commenced in Alice Springs. This is the first time Family Safety Meetings have been established in another jurisdiction and this collaborative work with the Northern Territory Government supports the *National Plan to Reduce Violence against Women and their Children 2010-2022*, which seeks to improve cross-jurisdiction mechanisms to protect women and children.

Anti-Violence Community Education Program

The *Don't Cross the Line Anti-Violence Community Awareness Campaign* aims to change community attitudes, increase awareness for workers who respond to perpetrators and victims, and encourage a culture of perpetrator accountability. The campaign includes grant funding primarily aimed at organisations which work with groups who are unlikely to be reached through a mainstream community education campaign.

In July 2011, the Violence Against Women Awareness and Prevention in the Hotel Industry Project commenced. The 12 month project was led by the Yarrow Place Rape and Sexual Assault Service, Women and Children's Health Network and involved the Australian Hotels Association, United Voice, Consumer and Business Services and the Office for Women. It focused on raising awareness of the issue in the hospitality industry and adding to student training for the hospitality industry. Training sessions were provided to a range of audiences including the Australian Hotels Association Industrial Relations Subcommittee, Coles Group of Hotels and Hindley Street traders.

This project reflected the directions of the *National Plan to Reduce Violence against Women and their Children 2010-2022*.

State Aboriginal Women's Gathering

The Office for Women convenes the annual State Aboriginal Women's Gathering to enable Aboriginal and Torres Strait Islander women to share their experiences and issues from their communities, to meet and network with other Aboriginal women from across South Australia, and remain informed about key issues affecting them and their communities.

The theme of the 2011 State Aboriginal Women's Gathering was 'Strong Cultures Inspires Strong Futures' and focused on the contributions and achievements of women in the Aboriginal and Torres Strait Islander community in South Australia. The Gathering also looked at what works and what does not work within communities, while focusing on the positives and role modelling that will assist in ensuring a more sustainable future for Aboriginal and Torres Strait Islander peoples.

Multicultural Services



Objective

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.

Performance Highlights

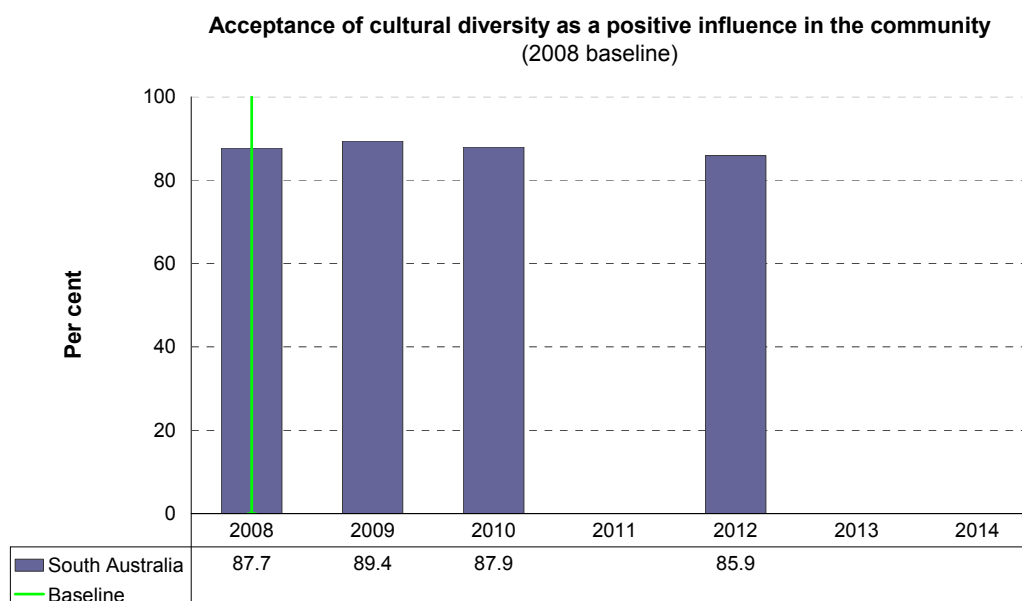
South Australia's Strategic Plan

Since 2007, SASP has included a multicultural target which focuses on the positive influence of multiculturalism in the community. The multiculturalism target of the revised SASP, Target 5, seeks to maintain the high rate of South Australians who believe cultural diversity is a positive influence in the community.

This target has been modified in the updated Plan to ensure the high rate of acceptance is maintained. The data source to measure progress against Target 5 is the SASP Household Survey which is publicly available via the SASP website.

As highlighted in the following graph, 85.9 per cent of respondents in the 2012 SASP Household Survey accept cultural diversity as a positive influence in the community. This is down from 87.9 per cent in the 2010 survey and is also 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, however, remained above 85 per cent since 2008.



Data source: SASP Household Survey

A Household Survey was not conducted during 2011 due to the process to review and update the Plan.

Preserving and Expanding the Values of Harmony and Diversity

A range of new and continuing initiatives preserve and expand the values of harmony and diversity that underpin the South Australian community, and contribute to the achievement of SASP Target 5. An important strategy for achieving community harmony is to increase awareness and understanding of diverse cultures. This is achieved through the Showcasing Multiculturalism Program which is designed to demonstrate the benefits of multiculturalism to the wider community. This has been achieved through encouraging the participation of ethnic community organisations' performing arts groups in iconic events, such as the Christmas Pageant, the Australia Day Parade and ANZAC commemorations.

The Christmas Pageant in November 2011 was the eighth pageant involving the 'Christmas Around The World Float'. Nearly 80 people from six different ethnic backgrounds, including Armenian, Austrian, Bangladeshi, Lithuanian, Mexican, Rwandan, as well as the African-background Voice of Peace Choir, participated.

In January 2012, more than 3000 people from 100 community associations, originating from 50 different ethnic backgrounds, participated in the Australia Day Parade in the city. On ANZAC Day Eve, a youth vigil was also held at the Adelaide War Memorial and included the participation of youths from 13 ethnic communities, organised by Multicultural SA.

During 2011-12, Multicultural SA's engagement with multicultural communities and the Adelaide Festival Centre also contributed to the success of the Moon Lantern Festival in September 2011. More than 20 000 people enjoyed performances and workshops, tasted food, and watched the Moon Lantern Parade in Elder Park. In September 2011, the City-Bay Fun Run stage program featured nine multicultural performing groups from a variety of backgrounds, showcasing multiculturalism to more than 31 000 people.

Community Consultations

The primary functions of the South Australian Multicultural and Ethnic Affairs Commission (SAMEAC), as outlined in Section 12 of the *South Australian Multicultural and Ethnic Affairs Commission Act 1980*, are to:

- increase awareness and understanding of the ethnic diversity of the South Australian community and the implications of that diversity
- advise the Government and public authorities on, and assist them in, all matters relating to the advancement of multiculturalism and ethnic affairs.

On 4 and 5 November 2011, the SAMEAC held community consultations in Berri, in the Riverland. Those attending included a broad cross section of the Riverland community including members of the Italian, Greek, Sikh, Afghan, Croatian and Turkish communities. There were also representatives from Riverland local councils and service providers. Issues raised during the consultations included:

- an increasing incidence of mental health concerns in migrant communities and concerns regarding the waiting time for those seeking mental health services
- the Afghan community reported that some members of their community face difficulties learning English and sometimes difficulties obtaining an interpreter when needed
- several community members said that they are keen to attract and retain people in the Riverland, however, they are concerned that there are insufficient local incentives to settle or remain in the Riverland.

The Chair of the SAMEAC wrote to the South Australian Government and community agencies seeking their assistance with the matters raised during this consultation.

The SAMEAC held its most recent community consultation at the Playford Civic Centre on 23 May 2012, with approximately 80 local authorities, ethnic community leaders and service providers attending. Issues raised included:

- some migrant communities are seeking assistance to identify available venues for meeting
- as part of the Commonwealth Humanitarian Settlement Services program some refugees find it difficult to access suitable and affordable housing
- the State Emergency Service (SES) is keen to improve communications with ethnic communities and to involve migrants and refugees as volunteers with the SES.

Many of the issues raised during this consultation were addressed immediately by government and other service providers who attended the consultation.

Settlement Services for the Humanitarian Entrants

Since late 2009, Multicultural SA has undertaken a project to improve the coordination of settlement services provided to humanitarian entrants in South Australia. The project has identified settlement issues and brought together stakeholders to develop a shared understanding of areas of responsibility in policy, funding and service provision.

During 2011-12, the project established networks with service providers and processes to ensure the ongoing coordination of settlement services. The project also consulted with humanitarian entrant communities to identify if they are receiving the support they require. Major areas that communities identified as impacting on successful settlement were language, education, employment, housing and access to information.

Multicultural SA prepared a major report on the progress of the project, as at the end of 2011. On 31 January 2012, the Hon Jennifer Rankine MP, Minister for Multicultural Affairs, released the Progress Report and also launched a new tool, the Settlement Services Finder, which is part of the Multicultural SA website. The Settlement Services Finder is designed to maintain and improve coordination and to help humanitarian entrants.

In 2012-13, the South Australian Government will continue to participate in the development of a National Settlement Framework by the Select Council on Immigration and Settlement. This is one of the Councils established by the Prime Minister to undertake tasks specified by COAG.

Interpreting and Translating Services

The Interpreting and Translating Centre provides interpreting and translating services to a wide range of private, corporate and government clients. These services include face-to-face interpreting sessions, business interpreting, phone interpreting, translations and multilingual text overlay.

In the 12 months to 30 June 2012, 34 608 interpreting and 2537 translating assignments were conducted by the Interpreting and Translating Centre. This is marginally lower than the outcomes in 2010-11 (34 921 interpreting and 2708 translating assignments) which is reflective of the market prioritising their requirement for language services during a period when business and agencies have been required to make significant cost savings.

During 2011-12, the Interpreting and Translating Centre recruited approximately 87 new interpreters and translators representing 25 languages, with a particular focus on new and emerging languages including Swahili, Tamil, Kurdish, Dari, Hazaragi, Pushtu and Persian. The Centre also implemented a Memorandum of Understanding with the Commonwealth Government Translating and Interpreting Service for the provision of interpreters to the Department of Immigration and Citizenship Inverbrackie and Port Augusta Places of Alternative Detention.

Multicultural Grants Scheme

The Multicultural Grants Scheme is designed to build community capacity and provide the opportunity for culturally and linguistically diverse groups, irrespective of their size, to share their culture with others.

This is achieved through the provision of funds to not-for-profit community organisations for projects designed to:

- increase understanding of the culturally diverse community we live in
- increase participation by South Australians of all backgrounds in the community
- celebrate and value cultural diversity.

Over the 2011-12 financial year, funding was provided to approximately 200 organisations for festivals, events, youth programs, equipment, and cultural awareness programs.

Organisational Capability



Objective

Through workforce planning and management, the department is committed to attracting, retaining and developing a workforce that sustains the right mix of skills, experience, abilities and backgrounds to effectively serve our clients. National criminal history checks and background screening assessments are undertaken during recruitment processes, with the learning and development needs of employees addressed through the department's College for Learning and Development.

The department also undertakes and manages research which supports outcomes under the *Five Year Strategic Plan 2009-2013*.

Performance Highlights

South Australia's Strategic Plan

All South Australian Government departments are required to contribute to the achievement of the following targets in the revised SASP:

- Target 50 – People with disability: increase by ten per cent the number of people with disability employed in South Australia by 2020
- Target 52 – Women: have women comprising half of the public sector employees in the executive levels (including Chief Executives) by 2014 and maintain thereafter

- 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.

The department employed 213 employees with disability as at 30 June 2012, based on the Commonwealth *Disability Discrimination Act 1992* definition.

The department promotes the employment of people with disability by raising awareness of managers and staff through online education programs and a range of information sheets, which include direction on how to access the Disability Employment Register, and adjustments and accommodations available for people with disability at work. Vacancies also continue to be promoted through Disability Works Australia to improve access for people with disability to short term vacancies;

As at 30 June 2012, there were 45 executive positions in the department of which 30 were held by women. This equates to 66.7 per cent of all executive positions being held by women.

The succession planning model, inclusive of executive level positions, resulted in two women successfully progressing to executive level positions in the previous 12 months. The College for Learning and Development also continues to provide a comprehensive range of programs to foster leadership and management skills amongst all employees.

The department employed a total of 180 Aboriginal employees as at 30 June 2012, which equates to 3.6 per cent of all employees. During 2011-12, the department has continued to implement the Aboriginal Employment Strategy and maintained an Aboriginal Employment Pool to recruit to key roles across the divisions covering a range of classifications.

Disability Employment Community of Practice

The results of a Disability Employment Survey, in which individuals with disability and their managers were invited to provide feedback on the support they receive from the department, prompted the establishment of a Disability Employment Communities of Practice. The group was formed to discuss the challenges identified in the survey and develop strategies designed to support employees with disability, as well as promote awareness in the workplace.

The Disability Employment Communities of Practice has met several times to discuss the findings from the survey, formulate actions and invite guest speakers from Disability Works Australia and Multiple Solutions, to provide information about external sources of funding and support. The group has been well attended and through the endeavour of its members, is working toward establishing an action plan that identifies avenues for support and strategies designed to empower current employees with disability. It also aims to promote disability recruitment across the department.

Aboriginal Employment Pool

The Aboriginal Employment Pool is an employment opportunity program to support Aboriginal employment, by providing opportunities for Aboriginal candidates to be considered for a range of targeted roles within the department before they are openly advertised. The program has been operating since early 2011 with processes continuously improved to achieve successful outcomes.

Actions to improve the program include streamlining of electronic applicant records, requests for re-application to ensure only those actively interested remain in the pool, and the categorisation of role preference amongst candidates for Administrative Officers, Project Officers and Community Services roles. These initiatives have resulted in increased efficiency and reduced administrative time.

During 2011-12, ten Aboriginal candidates have been employed from the pool across the department (including Families SA), either on contract or an ongoing basis. From this group, six remain working within the department and one in Families SA, across a variety of roles. A total of 79 candidates were in the Aboriginal Employment Pool as at 30 June 2012.

Managers' Toolkit

After extensive consultation, an online Managers' Toolkit has been developed for managers across the department. The Toolkit, which was created in response to managers' requests for additional support when making the transition into a supervisory role, aims to provide managers with a 'one stop shop' for easy access to tools and resources which enable them to do their jobs effectively. Split into nine sections ranging from Managing People through to Systems and Frameworks, the Toolkit pulls together information from across the department's intranet and presents this in a format that is both relevant and navigable.

Health Science Internship

To strengthen the department's relationship with universities and help define entry level career paths into the department, an internship has been negotiated with the University of Adelaide to begin in the 2012-13 financial year. A student who is currently studying a Health Science degree will undertake a 12 week placement with Disability Services that focuses on public health. Part of the student's work program will include exploring the potential role of Health Science graduates within Disability Services and the department as a whole, which will facilitate the development of a career pathway for the discipline.

Graduate Recruitment and Development Program

With the increasing pressures of attracting and retaining skilled staff, the department's graduate program continues to be an excellent source of quality candidates, utilising their degree and developing their future potential on the job. Successful applicants are offered a 12 month graduate contract in a business unit that aligns with their chosen career stream. Together with Human Resources and the department's College for Learning and Development, the business unit provides ongoing support and development opportunities to grow the department's future workforce.

The program has been running since 2005 with over 150 graduates participating to date.

Awards and Recognition

The work of staff members and the department was recognised during 2011-12 through the presentation of the following external awards:

Christine Wilson	2011 Premier's NAIDOC Awards – <i>Female Elder of the Year</i>
Housing SA	Urban Development Institute of Australia (South Australia) – 2011 Awards for Excellence – <i>High Density Housing Award for the Ifould Apartments</i>
Housing SA	Urban Development Institute of Australia (South Australia) – 2011 Awards for Excellence – <i>Urban Renewal Award for the Westwood Urban Renewal Project</i>
Housing SA	Urban Development Institute of Australia (South Australia) – 2011 Awards for Excellence – <i>Environmental Excellence Award for Lochiel Park</i>
Housing SA	Urban Development Institute of Australia (South Australia) – 2011 Awards for Excellence – <i>President's Award for its Social Housing Program</i>
Housing SA – Quality and Technical Services Project Team	2011 Australasian Housing Institute Awards (South Australia) – <i>Leading Innovation Award</i>
Housing SA – the Office of the Social Housing Coordinator and supporting Strategic Project Team for Nation Building – Economic Stimulus Plan	2011 Australasian Housing Institute Awards (South Australia) – <i>Leading Practice Award</i>
Jane Fletcher, Housing SA	2011 Australasian Housing Institute Awards (South Australia) – <i>Inspirational Colleague Award</i>
Janet Haydon, Community Connect	Australian Organisation for Quality's Shilkin Award
Jude Allen, Housing SA	2011 Australasian Housing Institute Awards (South Australia) – <i>Outstanding Achievement Award</i>
Ladder Project Partnership: Housing SA, Ladder and St John's Youth Services	2011 Australasian Housing Institute Awards (South Australia) – <i>Leading Housing Solutions Award</i>
Ronnie Faggotter, State Recovery Office	2011 South Australian Women's Honour Roll

College for Learning and Development

The College for Learning and Development is critical to the department meeting its strategic plan, legislative requirements and the ability of staff to deliver core services in high risk areas including youth justice, disability, ageing and housing. It is a fundamental part of the department's Workforce Plan and associated strategies, and increases the department's capacity to recruit and retain staff in key roles.

A Registered Training Organisation since September 2006, qualifications available to staff include Certificate III in Government, Certificate III in Disability, Certificate IV in Youth Justice and the Diploma of Child, Youth and Family Intervention.

775 qualifications were issued to staff during 2011-12. This is lower than the target of 850 as many employees now have a Certificate III in Government as a baseline qualification, and are engaging in higher level qualifications that take longer to complete.

The College also delivers a one day induction program to new staff and a wide variety of learning programs aimed at both front line managers and senior managers.

The College for Learning and Development also provides learning and development services for Families SA, now part of DECD, supporting the implementation of recommendations for training in significant reports that have Parliamentary reporting requirements. These include Keeping Them Safe, the Layton Report and the Mullighan Report.

The services to Families SA, provided under a Memorandum of Administrative Agreement (MOAA) until 30 June 2012, are consistent with the services provided prior to their transfer to DECD. An MOAA has been proposed for the provision of services to Families SA until 31 December 2013.

Screening Unit

The Screening Unit provides a centralised, comprehensive and consistent approach to the screening of employees and volunteers working with children and vulnerable adults. All employees, contractors and volunteers engaged by the department are screened by the Unit, which also provides this service to 12 government agencies, including DECD for the assessment of volunteer carers approved by Families SA. The service is also provided to approximately 700 non-government organisations.

The number of screening applications is steadily increasing with the Unit currently processing an average of approximately 5000 per month. In the 12 months to 30 June 2012, the Unit processed 59 601 screening applications compared to 47 497 during 2010-11. CrimTrac, an executive agency of the Commonwealth Government, is used by the Screening Unit for the provision of criminal history information.

The increase in screening applications is the result of organisation and community recognition of the added value of the service provided by the Screening Unit and as a result of changes to the *Children's Protection Act 1993*.

Research

The Research Unit coordinates and leads the department's research effort and aims to:

- build and develop the evidence base which informs the department's work
- effectively disseminate knowledge generated through research
- support the increased uptake of research knowledge in policy and practice.

The department's research activities in 2011-12 have focused on supporting and informing the reform agendas and strategic priorities of the South Australian Government.

Approximately \$310 000 was invested in external research and evaluation activities. This expenditure included studies commissioned by the department, such as evaluations of strategic initiatives, and projects developed and delivered collaboratively with Universities. This included partnerships which had attracted funding through the Australian Research Council (ARC) Linkage scheme.

Key areas of activity have included:

- disability reform, including the evaluation of the Self-Managed Funding pilot program, and, with colleagues and stakeholders across Australia, the development of a new National Disability Research and Development Agenda, endorsed by Ministers nationally in November 2011
- housing and homelessness, including the first stage evaluation of homelessness reforms in South Australia under the National Partnership Agreement on Homelessness
- building communities, including studies which explore issues for carers, older people, volunteers and local communities in times of change.

Three major research reports were released and made publicly available on the department's website during 2011-12. These are:

- the evaluation of the Younger People in Residential Aged Care initiative
- the evaluation of the Self-Managed Funding trial for people with disability
- the results of an ARC collaborative study exploring issues impacting on young carers.

Aboriginal and Torres Strait Islander People

The department's vision to build a better life for South Australians includes working with Aboriginal people, their families and communities to provide opportunities to improve wellbeing, build resilience and reduce disadvantage. The department recognises the ongoing challenge of developing effective responses to the complex needs of Aboriginal clients and communities, and has continued to work with Aboriginal communities and service organisations to enable localised and targeted services for Aboriginal people and their families across a broad range of areas including disability and housing.

Delivery of services to South Australia's remote Aboriginal communities is one of the most challenging responsibilities for any agency. Improved service delivery to Anangu Pitjantjatjara Yankunytjatjara (APY) Lands communities continues to be a priority. The development of a mentoring program to support Anangu HACC workers on the APY Lands has been a joint project with TAFE and the Commonwealth Department of Education, Employment and Workplace Relations. The focus on improving service delivery through mentoring individuals and teams has proven to be an effective method of providing support to Anangu staff. All HACC workers have had the opportunity to attend a training workshop which focuses on further developing the program and explores how to assess and meet client needs, and have been supported through the mentoring program. Since the program began there has been a significant improvement in the retention rates of HACC staff.

Over the past 12 months the department has undertaken a range of activities to strengthen and build the department's capacity to provide culturally inclusive services in line with the South Australian Government's *Cultural Inclusion Framework*. The department has:

- supported the use of Aboriginal Impact Statements for significant departmental policies and programs
- developed and promoted Aboriginal information and materials to assist staff in providing culturally inclusive services
- established Aboriginal Transitional Housing Outreach Services in Coober Pedy and Hendon, Adelaide
- researched models of best practice relating to the delivery of Aboriginal dementia care services
- continued to implement the department's APY Lands Strategic Framework
- funded a 12 month project with the Statewide Gambling Therapy Service on adapting and validating the Problem Gambling Service Index for use in Aboriginal communities
- supported the recruitment, retention and development of Aboriginal staff.

The department has also continued to lead and support a range of initiatives and reforms initiated through National Partnership Agreements to address Aboriginal disadvantage, such as being the lead for the National Partnership Agreement on Remote Indigenous Housing, contributing to strategies to improve remote service delivery as part of the National Partnership on Remote Service Delivery, and improving outcomes for Aboriginal people living in urban and regional areas as part of the National Urban and Regional Service Delivery Strategy.

These activities will be continued throughout the next 12 months to ensure the needs of Aboriginal people and their communities are reflected across all priority areas of the department, and in all new policy and service developments.

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 2011-12*. The data was extracted from the Complete Human Resource and Information System (CHRIS) and uploaded onto the Workforce Analysis and Comparison Application (WACA) website. Data is based on all employees (including casuals) who were on the system as at 30 June 2012. It does not include unpaid staff reassigned to another South Australian Government agency.

Employee numbers, gender and status

Persons	5060
Full-time equivalent (FTE)	4257.8
Number of persons separated from the agency during the 2011-12 financial year	900
Number of persons recruited to the agency during the 2011-12 financial year	1249
Number of persons on leave without pay at 30 June 2012	102

Employees by gender

Gender	Persons	FTEs
Male	32.2%	33.3%
Female	67.8%	66.7%

Number of employees by salary bracket

Salary bracket	Male	Female	Total
\$0 – \$51 599	754	1626	2380
\$51 600 – \$65 699	401	819	1220
\$65 700 – \$84 099	333	750	1083
\$84 100 – \$106 199	122	205	327
\$106 200 +	17	33	50
Total	1627	3433	5060

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	1246.8	102.3	24.8	45.2	1419.0
Female	2447.1	282.3	47.3	62.0	2838.8
Total	3694.0	384.6	72.1	107.2	4257.8

Persons	Ongoing	Short-Term Contract	Long-Term Contract	Other (Casual)	Total
Male	1374	108	26	119	1627
Female	2886	324	48	175	3433
Total	4260	432	74	294	5060

Executives

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

	Ongoing		Term Tenured		Term Untenured		Other (Casual)		Total				
Classification	Male	Female	Male	Female	Male	Female	Male	Female	Male	%	Female	%	Total
SAES1	0	0	0	0	11	28	0	0	11	24	28	62	39
SAES2	0	0	0	0	4	2	0	0	4	9	2	4	6
Total	0	0	0	0	15	30	0	0	15	33	30	67	45

Leave management

Average days leave per full time equivalent employee

Leave Type	2008-09	2009-10	2010-11	2011-12
Sick Leave	10.7	11.6	11.7	12.4
Family Carer's Leave	0.4	0.3	0.4	0.4
Miscellaneous Special Leave	1.5	1.6	1.6	1.8

Note: Data for 2008-09, 2009-10 and 2010-11 relates to the former Department for Families and Communities.

Workforce diversity

Aboriginal and/or Torres Strait Islander employees

Salary Bracket	Aboriginal Employees	Total Employees	Percentage of Aboriginal Employees	SASP Target
\$0 – \$51 599	80	2380	3.4%	2%
\$51 600 – \$65 699	47	1220	3.9%	2%
\$65 700 – \$84 099	42	1083	3.9%	2%
\$84 100 – \$106 199	10	327	3.1%	2%
\$106 200 +	1	50	2%	2%
Total	180	5060	3.6%	2%

Number of employees by age bracket by gender

Age Bracket	Male	Female	Total	Percentage of Total	2012 Workforce Benchmark*
15 – 19	0	6	6	0.1%	5.6%
20 – 24	53	154	207	4.1%	9.9%
25 – 29	104	287	391	7.7%	10.6%
30 – 34	155	321	476	9.4%	10.4%
35 – 39	185	368	553	10.9%	10.7%
40 – 44	201	418	619	12.2%	11.7%
45 – 49	217	461	678	13.4%	11.4%
50 – 54	242	541	783	15.5%	11%
55 – 59	275	477	752	14.9%	9.2%
60 – 64	144	304	448	8.9%	5.6%
65 +	51	96	147	2.9%	4%
Total	1627	3433	5060	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 May 2012. Note: the percentages add up to 100.1 per cent due to rounding.

Cultural and linguistic diversity

	Male	Female	Total	Percentage of Agency	South Australian Community*
Number of employees born overseas	508	858	1366	27%	20.3%
Number of employees who speak language(s) other than English at home	279	453	732	14.5%	16.6%

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

Workplace Adaptation

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

Male	Female	Total	Percentage of Agency
63	150	213	4.21%

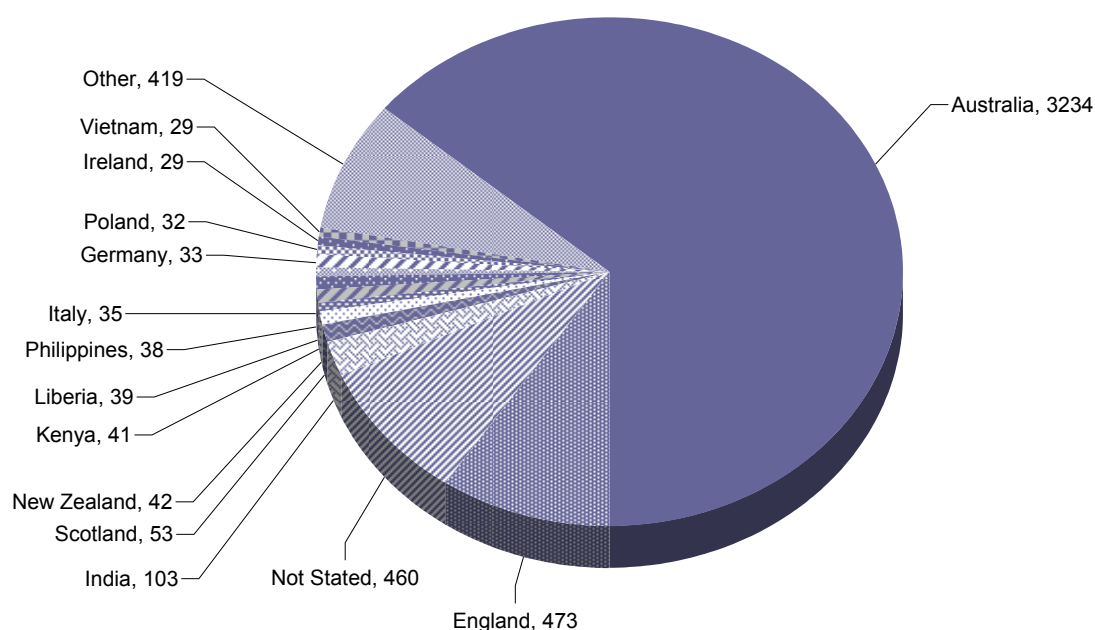
Types of disability (where specified)

Disability	Male	Female	Total	Percentage of Agency
Disability requiring workplace adaptation	63	150	213	4.21%
Physical	0	3	3	0.06%
Intellectual	0	0	0	0%
Sensory	0	2	2	0.04%
Psychological/psychiatric	1	1	2	0.04%

Voluntary flexible working arrangements by gender

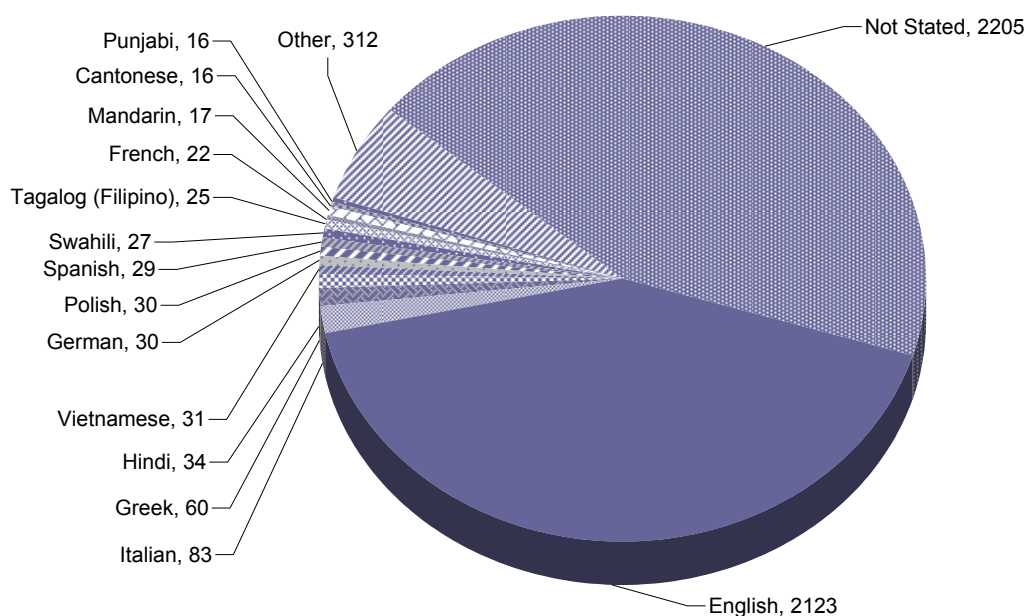
Arrangement	Male	Female	Total
Purchased Leave	9	23	32
Flexitime	732	1537	2269
Compressed Weeks	17	79	96
Part-time	390	1342	1732
Job Share	8	60	68
Working from Home	8	31	39

Employee numbers by country of birth, at 30 June 2012



Country of Birth is based on ASCC (Australian Standard Classification of Countries) that uniquely identifies the country of birth of an employee. The classification is based on the ABS Standard Australian Classification of Countries (SACC) at the 4-digit level (ABS Catalogue No. 1269.0, July 1997).

Number of staff speaking languages other than English and the languages spoken, at 30 June 2012



Main Language is based on ASCL (Australian Standard Classification of Languages) that uniquely identifies the main language spoken at home of an employee. The classification is based on the ABS Standard Australian Classification of Languages (ASCL) at the 4-digit level, Second Edition (ABS Catalogue No. 1267.0, 1997).

Accredited training packages for staff by staff classification

Classification	Number*	Classification	Number*
Administrative Services Officer (ASO1)	135	Operational Services (OPS1)	36
Administrative Services Officer (ASO2)	1 222	Operational Services (OPS2)	629
Administrative Services Officer (ASO3)	261	Operational Services (OPS3)	1 125
Administrative Services Officer (ASO4)	985	Operational Services (OPS4)	952
Administrative Services Officer (ASO5)	558	Operational Services (OPS5)	111
Administrative Services Officer (ASO6)	619	Operational Services (OPS6)	36
Administrative Services Officer (ASO7)	109	Operational Services (OPS7)	6
Administrative Services Officer (ASO8)	73	Operational Services (OPX1)	25
Allied Health Professional (AHP1)	2 078	Operational Services (OPX2)	2 104
Allied Health Professional (AHP2)	1 664	Operational Services (OPX3)	1 506
Allied Health Professional (AHP3)	452	Operational Services (OPX4)	92
Allied Health Professional (AHP4)	80	Operational Services (OPX5)	98
Disability Services Officer (DIS01)	1 779	Professional Officer (PO01)	66
Disability Services Officer (DIS02)	1 358	Professional Officer (PO02)	5
Disability Services Officer (DIS03)	83	Professional Officer (PO03)	6
Enrolled Nurse (EN01)	66	Registered Nurse (RN3A)	22
Enrolled Nurse (ENDP)	26	Registered Nurse (RN4A)	1
Health Ancillary (WHA2)	14	Registered Nurse (RN5A)	5
Health Ancillary (WHA3)	124	Registered Nurse/Midwife (RN01)	31
Health Ancillary (WHA4)	16	Registered Nurse/Midwife (RN2A)	6
Health Ancillary (WHA5)	170	Registered Nurse/Midwife (RN2C)	2
Health Ancillary (WHA6)	16	SA Executive Services (SAES1)	9
Manager Administrative Services (MAS2)	8	Trainee (TRA1)	1
Manager Administrative Services (MAS3)	76	Total	18 846

* Each number represents a nationally accredited competency either completed or enrolled in during 2011-12 through the DCSI College for Learning and Development.

These statistics include Families SA staff as services continued to be provided by the College through a Memorandum of Administrative Arrangement beyond 1 January 2012.

Performance development

Documented review of individual performance management

Percentage of Total Workforce	
Employees with a review within the past 12 months	34.3%
Employees with a review older than 12 months	32.9%
Employees with no review	32.8%

Leadership and management training expenditure

Training and Development	Total Cost ¹	Percentage of Total Salary Expenditure ²
Total training and development expenditure	\$5 141 000	1.19%
Total leadership and management development expenditure	\$588 000	0.14%

¹ This only includes expenditure through the DCSI College for Learning and Development and includes expenditure for the full period on Families SA staff, as services continued to be provided by the College through a Memorandum of Administrative Arrangement beyond 1 January 2012.

² This only includes Families SA for the period 1 July 2011 to 31 December 2011 – after this time Families SA transitioned to DECD.

Occupational Health, Safety and Welfare

The *Safety and Wellbeing in the Public Sector 2010-2015* strategy embeds the Premier's Zero Harm Vision and underpins SASP Target 21, Greater safety at work. The following information provides a summary of the department's performance in response to the strategy. The information and data in this section only relates to those divisions of the department as at 30 June 2012.

1. Commitment to the management of safety and wellbeing

- the *Five Year Strategic Plan 2009-2013* incorporates a strategy to provide and maintain a safe working environment
- a Safety Commitment Statement is in place that is reviewed on an annual basis
- the Occupational Health, Safety and Welfare (OHSW) Peak Committee is supported by divisional strategic and local OHSW committees
- the department's Injury Management (IM) system has been reviewed and revised to improve the early intervention for rehabilitation and return to work opportunities and ongoing case management requirements
- the IM team includes two team leaders (claims and rehabilitation) to provide the required level of leadership, technical expertise and specialist experience to the decision making processes
- The *OHSW & Injury Management Program Management Plan 2012-2014* includes three key strategies to maintain performance and deliver the objectives to improve the Occupational Health, Safety and Welfare and Injury Management (OHSW&IM) system
- the Claims Review Tool has been created and implemented within IM to address legislative compliance and meet critical processing dates
- the department has contracted an Occupational Physician, Psychologist and Physiotherapist to assist with strategic interventions relating to new claims, treatment regimes, and intercede on ongoing and complex claims management
- a multi-disciplinary early intervention project has been implemented to improve workplace safety and reduce the likelihood of multiple claims from the same employees
- a Manual Handling Project has been implemented throughout Disability Services to address four critical areas; local procedures, equipment, corrective actions, risk training for managers/supervisors
- an Employee Assistance Program (EAP) is provided to employees, immediate family members and volunteers, with access to Critical Incident Debriefing to workplaces through its contracted service provider.

2. Accountability for safety and wellbeing performance

- the Chief Executive, Executive Directors and Senior Managers have performance or partnership plans in place that are reviewed annually
- regular reports are provided to executive to enable the required monitoring and improvements to the health, safety and injury management performance
- ongoing monitoring of the OHSW&IM system through regular reporting, inspection and internal auditing processes
- relevant OHSW&IM Program Management Plan objectives are aligned with departmental and divisional risks
- budget holders have the financial accountability for safety performance, and financial delegations are reviewed and disseminated on an annual basis.

3. Integrated risk management

- risk management has been integrated into the business planning and decision making processes through the Risk Assessment Facilitator Network – line managers are required to effectively integrate the department's Risk Management Framework into operational and day to day activities
- the OHSW&IM hazard and risk management processes and tools have been incorporated with the Risk Management Framework, and quarterly reviews are undertaken of the OHSW&IM risk register
- risk assessments are conducted to prevent or minimise the likelihood of occupational injury, disease or illness
- a claims management software application has been implemented to assist claims processes to ensure compliance with the legislative requirements
- a risk-streaming process to assess (triage) and prioritise rehabilitation and return to work support
- a dedicated managers' Hotline is provided to support early intervention and improve early return to work opportunities.

4. Effective measurement and evaluation

- the regular analysis of data, and provision of comprehensive reports to executive, management and OHSW Committees
- an Integrated Incident Reporting System, overseen by an Executive Steering Group, has been implemented to monitor and record incidents
- the *OHSW&IM Program Management Plan 2012-2014* is implemented with regular monitoring, and progress reports against the performance measures and targets provided to executive and OHSW Committees
- an internal audit plan has been implemented that enables the assessment and reporting of compliance levels against the OHSW&IM systems
- workshops to review the OHSW&IM management system and identify new initiatives and performance improvement opportunities have been conducted
- the OHSW&IM system compliance survey audits have been implemented against an annual schedule, which is designed to measure, monitor and report on performance against system requirements
- mandated OHSW&IM training is monitored and reported to the Executive Leadership Team (ELT).

5. Relevant information from WorkCover partnership plans and the Responsible Officer Report

WorkCoverSA (WorkCover) Evaluators undertook an evaluation of the department's OHSW&IM system against the WorkCover Performance Standards for Self-insured Employers during January to March 2012. The department has been verbally advised that the OHSW&IM system is compliant and rated as Level 2 'Performing' against the Natural Consequences Model. Partnering arrangements have been established with the WorkCover Evaluator and a schedule of ongoing meetings has been developed and endorsed.

The department's *OHSW&IM Program Management Plan 2012-2014* includes three OHSW&IM programs to drive identified priority areas by departmental risks, performance outcomes and business needs. The programs are:

- Compliance and Performance Improvements
- Hazard and Risk Management
- Injury Management.

The aforementioned programs are key drivers for the department to achieve the required WorkCover Performance Standards and are linked with the OHSW&IM policy objectives. The ELT and the DCSI Peak OHSW Committee monitor the implementation and progress of the plan.

6. Consultative arrangements

OHSW committee structures are in place across the department, with the DCSI OHSW Peak Committee supported by divisional strategic and local OHSW committees, that meet on a regular basis. The DCSI OHSW Committee structure includes:

- DCSI OHSW Peak Committee
- divisional OHSW strategic committees
- local workplace OHSW committees.

OHSW committees assist with the consultative and communication processes and ensure the dissemination of information to employees. Consultation and communication on new or revised procedures and/or related processes and documents is addressed in accordance with the department's e-reference online reference tool.

Registered employee associations are consulted through structured arrangements and also through an Industrial Liaison Committee with representation of major unions and senior departmental executives. Each division has an industrial relations forum which includes consultation with recognised employee representatives and executives about industrial matters, and those issues affecting staff and the workplace.

The department's Workforce Health and Safety Unit consult with a number of external agencies and associations. These include:

- WorkCoverSA
- SafeWork SA
- Self Insurance of South Australia (SISA)
- Crown Solicitor's Office and the use of a dedicated solicitor working with the department
- QBE Insurance
- PPC Worldwide (contracted EAP service provider)
- Sparke Helmore
- OHSW and IM consultants/experts
- Corporate Health Group.

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.

Table 1: OHS Notices and Corrective Action taken (at 30 June 2012 for the 2011-12 financial year)

Number of notifiable occurrences pursuant to OHSW Regulations Part 7 Division 6	7
Number of notifiable injuries pursuant to OHSW Regulations Part 7 Division 6	1
Number of notices served pursuant to OHSW Act s35, s39 and s40 (default, improvement and prohibition notices)	1

Table 2: Meeting Safety Performance Targets

	Base: 2009-10	Performance: 12 months to end of June 2012*			Final Target
	Numbers or Percentage	Actual	Notional Quarterly Target**	Variation	Numbers or Percentage
1. Workplace Fatalities	0	0	0	0	0
2. New Workplace Injury Claims	383	352	345	7	287
3. New Workplace Injury Claims Frequency Rate	60.37	53.23	54.33	-1.1	45.28
4. Lost Time Injury (LTI) Frequency Rate ***	30.42	35.23	27.38	7.85	22.82
5. New Psychological Injury Claims Frequency Rate	5.87	7.41	5.28	2.13	4.40
6. Rehabilitation and Return to Work:					
6a. Early Assessment within two days	40.73%	77.43%	80%	-2.57%	80%
6b. Early Intervention within five days	98.36%	99.07%	90%	9.07%	90%
6c. LTI have ten business days or less lost time	38.32%	40.23%	60%	-19.77%	60%
7. Claim Determination:					
7a. New claims not yet determined, assessed for provisional liability in seven days	14.55%	75.49%	100%	-24.51%	100%
7b. Claims determined in ten business days	77.98%	71.73%	75%	-3.27%	75%
7c. Claims still to be determined after three months	5.7%	5.5%	3%	2.5%	3%
8. Income Maintenance Payments for Recent Injuries:					
2010-11 Injuries (at 24 months development)		\$2 005 108	\$1 653 719	\$351 389	Below previous two years average
2011-12 Injuries (at 12 months development)		\$1 115 032	\$946 803	\$168 229	Below previous two years average

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

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

*** LTI Frequency Rate 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 LTI Frequency Rate (new claims):

$$\frac{\text{Number of new cases of lost-time injury/disease for year} \times 1\,000\,000}{\text{Number of hours worked in the year}}$$

Table 3: Agency gross workers compensation expenditure for 2011-12¹ compared with 2010-11²

Expenditure	2011-12	2010-11	Variation	Percentage Change
Hospital	\$300 089	\$164 871	\$135 218	82.01%
Income Maintenance	\$4 257 475	\$3 951 108	\$306 367	7.75%
Investigation	\$63 322	\$45 929	\$17 393	37.87%
Legal Expenses	\$295 420	\$203 509	\$91 911	45.16%
Lump Sum	\$3 472 837	\$2 241 618	\$1 231 219	54.93%
Other	\$172 317	\$89 291	\$83 026	92.98%
Registered Medical	\$1 982 491	\$1 733 514	\$248 977	14.36%
Rehabilitation	\$277 204	\$140 334	\$136 870	97.53%
Travel	\$80 037	\$72 342	\$7 695	10.64%
Total Claims Expenditure	\$10 901 192	\$8 642 516	\$2 258 676	26.13%

¹ Before 3rd party recovery

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

Governance Arrangements

Governance Principles

The department is guided by the following seven 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 Ian Hunter MLC

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 (ELT).

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, a continuum of care and support when needed by individuals and families, with no-one falling between the cracks.

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 locally and community-based, that build individual and community capacity, encourage altruistic and philanthropic endeavour and tap into community resources.

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 funding 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 commercial enterprise and deliver a return on investment. In these cases, the application of sound commercial practices will maximise value to government and to the community without diminishing accountability.

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

7. Procurement 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

The following corporate governance structures have scope that are departmental wide or cover substantial parts of our operations.

Executive Leadership Team

The Executive Leadership Team (ELT) is made up of the Chief Executive, Executive Directors of each division and the Director, Policy and Community Development. Refer to the Organisational Chart on page 10 for further details of current membership.

ELT is responsible for leading the implementation of the *Five Year Strategic Plan 2009-2013*, streamlining the 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, meets 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, Youth Justice, Community Engagement and Organisational Support (Deputy Chair)
- Executive Director, Financial Services
- Director, Funds Management, Disability, Ageing and Carers, Community and Home Support SA
- Director, Corporate Services, Housing SA
- Director, Policy and Community Development
- one other staff member, ASO8 or above, for staff development purposes.

The Audit Response Committee and Grants Management Committee are sub-committees of SPGC.

DCSI Peak Occupational Health, Safety and Welfare Steering Committee

The DCSI Peak Occupational Health, Safety and Welfare Steering Committee meets quarterly, or if an emergency meeting is required, in relation to legislative compliance, consultative mechanisms, and the strategic oversight of the department's OHSW&IM performance and implementation of the *OHSW&IM Program Management Plan 2012-2014*, and related systems.

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

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)
- Executive Director, Financial Services (as required)
- Executive Director, Disability and Domiciliary Care Services, Community and Home Support SA
- General Manager, Housing SA (for Executive Director, Housing SA)
- Director, Community Connect, Youth Justice, Community Engagement and Organisational Support
- Director, Youth Justice, Youth Justice, Community Engagement and Organisational Support
- Employee Associations:
 - United Voice
 - Public Service Association
 - Australian Nurses and Midwifery Association
 - South Australian Salaried Medical Officers Association
 - 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, Community and Home Support SA
- 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 Finance and Audit Committee

The SAHT Board Finance and Audit 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 of SAHT's financial statements
- provision of direct access by external and internal auditor at all times to the Committee and Board
- audit, accounting and financial reporting obligations
- planning and monitoring of Audit tasks.

Membership of the body 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 2012:

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
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.

Boards, Committees and Trusts

Administrative support was provided to the following Boards, Committees and Trusts listed on the Boards and Committees Information System (BCIS) as at 30 June 2012:

Communities and Social Inclusion portfolio

- Charitable and Social Welfare Fund Board
- Community Protection Panel
- Dame Roma Mitchell Foundation for Children and Young People Board
- Dame Roma Mitchell Trust Fund for Children and Young People Board
- Dame Roma Mitchell Trust Fund for Children and Young People with a Disability Board
- 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.

Boards, Committees and Trusts meeting one or more of the following criteria are required to be recorded on 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.

The revised SASP contains two targets in regards to South Australian Government boards and committees. These are:

- 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
- Target 31 – Chairs of boards and committees: increase the number of women chairing State Government boards and committees to 50 per cent by 2014.

At 30 June 2012, 69.4 per cent of members of Boards and Committees recorded on BCIS for which the department provided administrative support were women. Of those with a Chair, 64.7 per cent were chaired by women.

Risk Management and Internal Audit

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 and Internal Audit Unit 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 is to carry out the 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 and matters raised by whistleblowers.

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

DCSI Client Feedback System

During 2011-12, the Client Feedback System was implemented, to support the consistent recording, management and reporting of client feedback. As it contributes to gauging the general consensus of satisfaction with the department's services, it is linked to 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 Client Feedback System has been in place for the full year. In 2011-12, the department recorded 477 compliments, 68 comments/suggestions and 631 complaints.

The core focus of the last 12 months has been embedding the Client Feedback System across the department. This has required extensive staff training and increasing client awareness of the system.

Clients are able to provide feedback in person, online and in hard copy formats. Another tool to support clients in providing feedback has been the development of an 'easy read' brochure/form. In addition, an Aboriginal designed brochure/form for Aboriginal clients has been developed.

A measure of the effectiveness of the Client Feedback System is the time it takes to acknowledge and respond to 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, 84 per cent of complaints have been acknowledged within five working days and 70 per cent of complaints have been closed within 30 working days.

Over the next 12 months, work will progress on improving the time to resolve and/or close complaints; analysing issues raised through the feedback process; increasing the number of Aboriginal clients providing feedback; evaluating the effectiveness of the Client Feedback System and developing procedures to manage client feedback regarding funded agencies' services.

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. The Research Unit, Business Affairs, can provide advice to divisions on complex privacy matters.

Information Sharing Guidelines

The *Information Sharing Guidelines for Promoting the Safety and Wellbeing of Children, Young People and their Families* were approved by Cabinet in October 2008, for implementation within all relevant South Australian Government agencies and non-government organisations. They present 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.

Strategies undertaken in the past 12 months to embed the guidelines within DCSI professional practice include:

- a revised education program for all staff including the opportunity for revision
- referencing the guidelines within all relevant policies and procedures
- incorporating the guidelines within the department's Induction Program for all new employees and other relevant programs, such as the Child Safe Environments program administered by the College for Learning and Development.

Ninety eight per cent of required staff have completed the compulsory Information Sharing Guidelines education program.

The department has also collaborated with the Office of the Guardian for Children and Young People in monitoring the implementation of the Information Sharing Guidelines by relevant funded non-government organisations.

Procurement

The department is guided by the *Procurement Approvals and Processes Policy* towards procuring goods and services in alignment with State Procurement Board requirements. This includes the engagement of consultants and contractors.

The *Sustainable Procurement Policy* also guides the department towards procuring socially and environmentally preferred products and services where price, performance, quality, and suitability are comparable. In the selection of 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 Chief Executive is responsible for the procurement and grant funding activities of the department. To assist the Chief Executive, a committee of skilled officers has been established to oversee procurement and grant funding activities.

The SPGC is responsible for ensuring transparent and accountable procurement and grant funding practices, overseeing significant procurement and grant funding activity, and for 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.

Corporate Reporting

Reconciliation

For the department, Reconciliation means working with our people, Aboriginal people and their communities to recognise Aboriginal people as the first Australians, with unique cultures, languages and spiritual relationships to the land and seas. The department's *Statement of Reconciliation* reflects our commitment to the principles of the South Australian Government's *Cultural Inclusion Framework*, including building a culturally competent workforce and culturally inclusive program and service design.

The department plays an important role in addressing the disadvantage experienced by Aboriginal and Torres Strait Islander people and communities in South Australia. Our Reconciliation agenda is about promoting knowledge about Aboriginal culture and upholding the values of unity, justice and equity, to enable our staff to deliver improved outcomes for Aboriginal and Torres Strait Islander people. Reconciliation enables us to deliver on the department's *Aboriginal Priorities Plan 2012-13* that describes our commitment to Aboriginal South Australians, in line with the Government's *Cultural Inclusion Framework* and our national obligations.

During 2011-12, the department's *Statement of Reconciliation* was reviewed and updated and, following the machinery of government changes, the Reconciliation Committee membership was expanded. The Reconciliation Committee comprises non-Aboriginal and Aboriginal members, and plays an important role in promoting Reconciliation and providing leadership on behaviour and values to foster a culture of Reconciliation.

The department's *Reconciliation Action Plan 2010-2013* has continued to:

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

To deliver on the *Reconciliation Action Plan 2010-2013* and promote Reconciliation, the department:

- supported a number of major events to coincide with Reconciliation Week, and led and participated in other events throughout the year
- worked to establish a dedicated NAIDOC Committee, to lead recognition of outstanding Aboriginal staff and volunteers
- developed new relationships with private sector businesses and non-government organisations with similar Reconciliation principles
- maintained, promoted and publicised Reconciliation through the department's intranet site, blogs and other media
- continued to promote the *Cultural Inclusion Framework* across the department
- supported the integration of Reconciliation principles and practices into divisional plans
- provided advice to senior leaders on Reconciliation matters
- continued to support local Reconciliation committees and local Reconciliation events to ensure that there is a specific focus on developing local activities
- presented to non-government organisation forums and other government departments regarding the department's commitment to and focus on Reconciliation.

Carers Recognition Act 2005

As an administrative unit of the South Australian public service that provides relevant services, the department is required to report annually on compliance with the *Carers Recognition Act 2005* and the *SA Carers Charter*.

The following summarises the department's progress during 2011-12 against the principles of the *Carers Charter* and Sections 6(1) and 6(2) of the Act.

There is a system to ensure all management, staff and volunteers have an awareness and understanding of the Carers Charter

The department undertook a range of activities during the past 12 months to raise awareness of the *Carers Charter* amongst its employees and associates. Activities include the:

- presentation of Carer Recognition Awards to acknowledge businesses and organisations that provide outstanding responses to carers as customers or employees
- proposed revision of the *Disability Services Act 1993* will reference the *Carers Recognition Act 2005* and require funded organisations to reflect the principles of the *Carers Charter* – this is significant as carers of clients of Disability Services are an integral part of the service support system
- inclusion of the *Carers Recognition Act 2005* in the current *Youth Justice Business Plan 2012-2013*, which will include the development of a consultation framework.

The *Managers and Carers Working Together* toolkit, a three-part multimedia package providing information on leave and flexible work arrangements currently available to departmental employees, will soon be shared with government departments through the South Australian Government exchange website.

The frequently asked questions factsheet for carers, incorporates key areas of the *Carers Charter* and lists support services available. This fact sheet is available to customers and carers at Housing SA offices across the State and on the South Australian Government website.

There is a system to ensure consultation with carers, or persons or bodies that represent carers, in the delivery of services and development of strategic and operational plans, policies and programs

The department is committed to, and has systems in place, to ensure continued compliance with the Australian Service Excellence Standards. These include policies and procedures to address compliance with the *Carers Recognition Act 2005*, and facilitating flexible work practices that meet business and service requirements, whilst allowing employees to balance their work and caring responsibilities.

The Office for Carers meets with the carer service sector on a regular basis in various forums, including the Roundtable Forum which is attended by the Minister for Communities and Social Inclusion. The purpose of the Roundtable is to share information, identify and consider issues for collaboration and discuss issues.

Additional consultations undertaken during 2011-12 include a Young Carers Forum in June 2012, with researchers reporting on the findings of the three-year study of young carers in Australia, *Young Carers: Social policy impacts of the caring responsibilities of children and young adults*, which was released in December 2011.

A HACC project was undertaken during the previous 12 months, with a focus on maintaining carers' physical health and wellbeing and their connection with communities of relevance, including employment. Extensive consultation informed the findings of the project with over 400 current and past carers and HACC funded agencies consulted. The final project report includes a Carer Practice Framework consisting of 12 Practice Principles that underpin how services and supports can be tailored towards the needs of individual carers.

In August 2011, an internal review of the HACC funded Carer Retreats program was completed. As part of the review, HACC staff consulted with bodies that consult with and represent carers to gauge their perspective on how the retreat program can better meet the needs of carers. The resulting improved reporting template has been included in Service Agreements. In addition, due to the consultation and feedback from carers, HACC has agreed their carer support service providers can use a greater proportion of funding on respite expenses, making the program more flexible and subsequently available to more carers.

The Aboriginal HACC team has had ongoing attendance in the Aboriginal Partnership Group meeting, which includes representatives from Carers SA, Aged Rights Advocacy Service and providers of carer services for Aboriginal people. At present it is advancing the Aboriginal Partnership Plan which includes consulting with Aboriginal carers and raising awareness of the needs of Aboriginal carers and their families.

HACC funded service providers undertake a quality audit every three years to ensure compliance with Community Care Common Standards. The Standards require funded agencies to encompass services for care recipients and carers and report on quality, appropriate access, service delivery and service user rights and responsibilities.

Disability Services staff attend specific parents and carers groups to provide information about services. Interpreters are provided at these collaborative sessions which enable linkages between carers and staff to facilitate ongoing consultation and feedback.

Community Benefit SA guidelines for one-off grants place priority on projects that address special needs groups, including carers. Carer recognition is promoted through funding agreements by including a specific reference to carers, *".....to the extent that the purpose involves carers or interaction with carers, you agree to consult carers, or those people or organisations that represent carers, in policy and program development and/or in strategic or operational planning that is relevant to carers and those they care for"*.

The Domiciliary Care Consumer Participation Strategy promotes and supports a range of opportunities for clients and carers to influence the development and improvement of services through participation in planning and review processes, the provision of feedback through focus groups, surveys and informal feedback and participation on consultative and advisory committees. Carers are also directly involved in the development and review of client service/care plans. A consumer participation role, established in 2004, recognises the need for a specific role to address the needs of Domiciliary Care clients and carers at strategic and policy levels, to enable effective engagement about and action on broader consumer issues.

A statewide carer support services search map is available on the Carers portal of the South Australian Government website. Carers and service providers can identify their local service by postcode. The Carers portal also has a specific section with information and referral options for general practitioners.

There is a system to ensure the principles of the Carers Charter are reflected in departmental practices

The *Plan for South Australian Carers 2009* sets the vision and key priorities for the South Australian Government to support and respond to carers. The Plan was the outcome of wide consultation within the department and with the carer sector. A report on the Plan was prepared during 2011-12.

The department has developed systems and mechanisms to monitor and report on activity to ensure that the principles of the *Carers Charter* are reflected in departmental practices.

New HACC service agreements, funding services for carers of people with disability aged under 65 (aged under 50 for Aboriginal people), include a statement stating service providers are required to reflect the intent of the *Carers Recognition Act 2005*. This is in addition to a standard inclusion that service providers are 'required to consult carers, or those people or organisations that represent carers, in policy and program development and/or in strategic or operational planning that is relevant to carers and those they care for'. Service agreements also detail that upon request, they must provide written evidence that they are meeting the requirements of the *Carers Recognition Act 2005*.

Youth Justice conducts extensive assessments of all children and young people who are subject to a mandate, which includes an assessment of their personal and family circumstances, including carer responsibilities. Case planning may include referral to identified support agencies, including carer agencies or child protection, and ongoing case management is provided. Youth Justice has conducted a Cultural Linkages Assessment for all Aboriginal clients, which further identifies the kinship arrangements, which may include carer responsibilities, and provides case management support to those clients.

Disability Action Plan

Government departments are required to report on progress against the six key outcomes for people with disability in *Promoting Independence: Disability Action Plans for SA*. This is the South Australian Government's strategy to progressively improve disability access and inclusion across all public sector and funded services.

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

Housing SA builds a minimum of 75 per cent of all new social housing in accordance with Housing SA Guideline 2.3, *Design Criteria for Adaptable Housing*. House types which may not comply include steep sloping sites or two-storey constructions.

In the 12 months to 30 June 2012, a total of 3740 modifications were undertaken on 2840 properties at a cost of \$3.85 million. This includes 115 modifications undertaken on 86 Aboriginal housing properties at a cost of \$0.15 million, and 3625 modifications undertaken on 2754 SAHT properties at a cost of \$3.7 million.

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

All departmental publications are made available in alternative formats on request. Requests for alternative formats are reviewed on a six-monthly basis to ensure the requirements of the Commonwealth *Disability Discrimination Act 1992* and *Equal Opportunity Act 1984* are complied with.

Disability Services produces printed and electronic publications which are accessible by people with disability. This includes producing easy to read feedback sheets and information sheets at no charge to people who are unable to access the department's website.

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

The programs of the College for Learning and Development are nationally accredited under the Australian Qualifications Framework. All qualification requirements include competency in working with people with disability.

All new staff are informed about the *South Australia Disability Awareness and Discrimination Training Framework* as part of their induction. Disability awareness training is provided to all staff on an ongoing basis through a combination of online learning programs and workshops.

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

In July 2011, the *Consumer Engagement Strategy for Disability* was launched as a pilot project to more effectively engage people living with disability, their families, opinion leaders, interested individuals and agencies across the community. This addresses the requirement of the department's *Disability Action Plan* which requires consultation with people with disability regarding changes to service delivery.

As previously reported the project paper *Consumer Engagement Strategy for Disability* made recommendations for the development of a 'disability register' for members of the community to provide independent advice on specific topics that concern people living with disability, their families and their carers. The pilot encouraged people who nominated for the register to identify the topic areas of their greatest interest and expertise relating to people living with disability, and their families. From this initial pilot, topics were selected for intensive community engagement.

The project, known publicly as the South Australian Disability Register, is to become a central resource of feedback for policy makers, inform the development of disability policy and report to MDAC to assist in the development of policy recommendations to the Minister for Disabilities.

All funded organisations are required to endorse and promote the principles and practices of the Commonwealth *Disability Discrimination Act 1992* and to develop a *Disability Action Plan*. They may also be required to provide evidence of their organisation's compliance with the *Disability Discrimination Act 1992*, including any progress in developing and implementing a *Disability Action Plan*.

The DCSI Client Feedback System has been implemented across the department to support the consistent recording, management and reporting of client feedback. Community and Home Support SA provides referral packs which include a client feedback brochure/form to encourage clients and their families to provide feedback (compliments, complaints, comments/suggestions) on services provided by the department. Based on client feedback received during the year, the department developed and distributed easy to read client feedback brochures/forms, and posters to increase client awareness of and participation with the feedback system.

The client feedback report produced by Riskman (DCSI's Client Feedback System) provides information on areas for improvement and programs that are working well. The department will develop a survey to measure the effectiveness of the current Client Feedback System. This survey will be sent out to clients who have previously provided feedback to the department.

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

The *Disability Action Plan* is the department's key strategy to ensure compliance with the *Disability Discrimination Act 1992* and the *Equal Opportunity Act 1984*. The Disability Action Plan Committee, which comprises representatives from across the department, is responsible for the promotion and implementation of the plan.

6. Portfolios report on how they are increasing the rate of employment of people with disability in order to meet SASP 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 2012, there were 213 employees (4.2 per cent of total employees) with disability employed in the department, based on the Commonwealth *Disability Discrimination Act 1992* definition.

The department recognises the importance of continuing to promote and support employment opportunities for people with disability and is implementing recruitment and retention strategies to improve future results.

Integration of the policy into planning processes and the strategies in place to ensure employment practices and recruiting strategies do not discriminate against people with disabilities

In September 2011, as a way of understanding the challenges faced by employees with disability and their managers, two surveys were developed (one for employees with disability and one for managers of employees with disability) to gain feedback in relation to the level of support provided and access to modifications. The response rates for both surveys were high and following the release of the survey report in late 2011, a Disability Employment Communities of Practice was established to follow up on the challenges identified from the surveys. In addition, the Disability Employment Communities of Practice will work on strategies to support employees with disability and their managers and promote disability awareness in the workplace.

The department has updated the disability employment intranet page to include information on Commonwealth Government supported initiatives, such as the Employment Assistance Fund and Disability Employment Service providers. Vacancies are promoted through the Disability Employment Register prior to being advertised, to improve opportunities for people with disability to secure short term vacancies. There are also links to the Disability Employment Register and fact sheets detailing department support and contact information for employees with disability and their managers.

Through the College for Learning and Development, the department has developed an online disability awareness course for employees and managers. The course contains information and associated vignettes designed to educate employees about the impacts of disability and how workplaces can support employees with disability to reach their potential.

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 regarding the number of residents at the Fullarton campus and the relocation of any residents to community housing. The Fullarton campus is the site previously known as the Julia Farr Centre, and now known as Highgate Park.

In regards to the residents of the Fullarton campus as at 30 June 2007, the department must report on the following as at 30 March of each year:

- (a) *the number of persons resident at the Fullarton campus*
- (b) *with respect to the persons resident at a place other than the Fullarton campus, a broad description of the nature of their accommodation*
- (c) *during the preceding period of 12 months:*
 - (i) *the processes used to plan and implement the relocation of any person to accommodation other than the Fullarton campus*
 - (ii) *the number of people who returned to accommodation at the Fullarton campus, and the circumstances of their return.*

As at 30 March 2012:

- (a) 102 people with disability were resident at the Fullarton campus.
- (b) 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.
- (c) During the preceding 12 months:
 - (i) Community and Home Support SA, through the Community Transition Team, assisted people living at the Fullarton campus who wanted to return to the wider community, through the application of a Person Centred Planning process. This involved getting to know the person using the 'My Story' process and assisting them to identify locations and suitable types of supported community accommodation. The Community Transition Team then worked with other service providers to assist the person to relocate. Assistance included establishing access to local general practitioners and other community, recreational, and health services. Family members were also, on occasions, involved in this planning.
 - (ii) All the people relocated from the Fullarton campus are living in supported community accommodation and no one has returned.

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, South Australian 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 10 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 work of the department is undertaken in partnership with a range of community organisations, to make 'a better life for South Australians' as set out in the *Five Year Strategic Plan 2009-2013*. The department works closely with people across South Australia to build sustainable, strong and connected communities.

The direction of the department is also influenced by the work of advisory boards and committees listed on pages 104 and 105.

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 and ageing, community partnerships, youth, women, volunteers and multicultural services.

Public Participation in Agency Policy Development

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.

Types of Documents Held

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.

The Library and Information Service will assist with enquiries about departmental publications. It has two locations:

Central Collection
Plaza Level, Riverside Centre
North Terrace
Adelaide SA 5000
Telephone: 8413 9028

Disability Collection
Strathmont Centre
696-710 Grand Junction Road
Oakden SA 5086
Telephone: 8266 8556

Generally, the department's publications are available without charge. Publications can also be accessed online at www.dcsi.sa.gov.au.

Access to Documents

Applications for access to documents and policies including purchase costs, 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

Applications made under the FOI Act for access to documents must be in writing and be accompanied by the application fee of \$29.50. A fee reduction may be granted in certain circumstances.

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
- ethics
- 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 are encouraged to apply for access under FOI.

Freedom of Information – Statistical Reporting

The Information Statement does not require reporting on FOI statistics, rather section 54AA of the FOI Act prescribes that each agency must furnish to the Minister administering the FOI Act, such information as the Minister requires by notice in the Government Gazette. The department's annual statistics have been provided to State Records for the compilation of a whole-of-government FOI statistical report. This information can be accessed at www.archives.sa.gov.au.

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 South Australian Government services to rural and regional areas. This is to ensure that rural and regional issues are considered in government decision making.

During 2011-12, the department did not undertake any Regional Impact Assessment Statements.

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 department has achieved all of the *GoGO Action Plan* milestones within the specified timeframe.

The strategic milestones are:

- *Milestone 1:* Established Chief Executive 'Statement of Commitment to greening of government operations'
- *Milestone 2:* Allocated resources to set up governance and initiate internal review
- *Milestone 3:* Completed initial review of environmental impacts and determined priorities and allocated resources
- *Milestone 4:* Set performance goals/internal targets (informed by targets of *South Australia's Strategic Plan* and/or other targets agreed by government)
- *Milestone 5:* Approved agency implementation plan
- *Milestone 6:* Reported on status/progress in reaching performance goals/targets
- *Milestone 7:* Initiated agency implementation plan
- *Milestone 8:* Undertaking ongoing measuring, monitoring, reporting and, continuous improvement of performance.

The *GoGO Action Plan* contains eight priority areas to ensure that the South Australian Government continuously improves its environmental performance.

Priority Area 1: Energy Management

SASP Target 61 seeks to improve the energy efficiency of government buildings by 30 per cent by 2020, with a milestone of 25 per cent by 2014. During 2011-12, the department achieved a 28.9 per cent increase in energy efficiency throughout the portfolio from the 2000-01 baseline. The department is now on target to reach the 2020 energy efficiency improvement target of 30 per cent.

Activities during the past 12 months to improve energy efficiency include:

- Greening DCSI undertaking employee engagement and branding initiatives to increase its profile and influence achievement of SASP targets
- using the Online System for Comprehensive Activity Reporting (OSCAR) to track energy usage.

The Print Consolidation Program has also continued to be implemented throughout all departmental offices and sites. The Riverside Centre and offices at 44 Pirie Street and Terrace Towers are now fully managed under the Print Consolidation Program. There has been no increase in device numbers and where printer based devices fail, they are not being replaced. The total number of print devices in the Riverside Centre has been reduced from 312 in 2007 to 60 as at 30 June 2012, representing a reduction of 80.8 per cent. CO² emissions have been reduced by 86.93 tonnes per annum.

The number of print devices at Highgate Park has been reduced from 95 to 64 (a 32.6 per cent reduction), reducing CO² emissions by 10.7 tonnes per annum. The majority of Disability Services and Housing SA sites in the metropolitan and regional South Australia are now also managed under the Print Consolidation Program.

Benefits of the Print Consolidation Program include significant savings in regards to maintenance and IT support, and a reduction in the use and cost of consumables such as toners. It has now become the standard to have access to a centralised multifunctional colour print device while local printing has been virtually abolished.

The department has also achieved a NABERS tenancy energy rating on the Riverside tenancy of 5.0. This has set a benchmark 'score' for energy efficiency that can be used to monitor the success of energy saving initiatives in the future.

Priority Area 2: Water Conservation and Wastewater Management

While a baseline of water usage has been difficult to determine, the department is committed to working with SA Water, facility managers, building management and staff to reduce water consumption. Present and potential future water restrictions will also continue to be brought to the attention of staff to raise awareness. Water efficiency awareness is also part of the DCSI Greening Program.

At present the department is unable to report on kilolitres of water usage and the financial spend incurred.

Priority Area 3: Waste Management

The waste management system pioneered in the Riverside Centre tenancy has been implemented in all major offices and sites throughout the department. The 3 Bin System relies on separating wet waste to landfill, recycling milk cartons, bottles, plastics and cans and recycling all photocopying paper, newspapers and cardboard, with no waste going to landfill.

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

- alternative fuels – 39 per cent
- paper only – 23.53 per cent
- paper and cardboard – 16.64 per cent
- food waste/organics recycling – 6.73 per cent
- confidential paper – 6.21 per cent
- comingle containers – 4.76 per cent
- metal recycling – 2.92 per cent
- electronic waste – 0.21 per cent.

The department is also continuing the recycling program with old fluorescent tubes. Over the past six years approximately 5000 tubes have been diverted from landfill.

In 2010-11, approximately 57 695 reams of A4 and A3 paper were purchased at a cost of approximately \$300 000. During the past 12 months 47 001 reams of A4 and A3 were purchased, equating to a saving of 10 694 reams of paper or approximately 18.5 per cent. The total cost of the 47 001 reams amounted to \$214 480, which is a saving of \$85 520 or approximately 28.5 per cent.

The paper usage in 2011-12 reflects the reduction in print and photocopying devices and the use of double sided printing which is now a standard throughout the department

Priority Area 4: Built Facilities (Green Building) Management

The DCSI Greening Program has been extended to include all offices and sites, with the emphasis on lowering the carbon footprint through the installation of energy efficiencies, waste management systems, water efficiency awareness and print consolidation and print paper usage.

The *DCSI Assets and Facilities Business Plan 2012-2013* identifies the strategic objectives, direction and performance indicators the department will implement to achieve its outcomes. The *Business Plan* outlines the strategic directions and performance indicators to achieve a more sustainable and green department. These are:

- all future works comply with relevant standards, legislation and government policies, procedures and instructions
- lower the carbon footprint of facilities
- develop green building strategies and a program of works and commence implementation
- develop and follow sustainability principles and standards as outlined in SASP
- 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

The breakdown of the department's 936 fleet of vehicles, as at 30 June 2012, is as follows:

- Disability Services – 320 vehicles (34.2 per cent)
- Housing SA – 251 vehicles (26.8 per cent)
- Domiciliary Care – 241 vehicles (25.8 per cent)
- Youth Justice – 55 vehicles (5.9 per cent)
- DCSI Corporate – 50 vehicles (5.3 per cent)
- Ngaanyatjarra Pitjantjatjara Yankunytjatjara (NPY) Women's Council – 19 vehicles (2 per cent).

The DCSI Greening of the Fleet Management initiative continued during 2011-12, focusing on the 630 passenger vehicles which includes:

- 71 Hybrid vehicles (11.3 per cent of the passenger fleet)
- 203 LPG vehicles (32.2 per cent of the passenger fleet)
- 157 high efficiency diesel vehicles (24.9 per cent of the passenger fleet).

The total number of low emission fuelled vehicles in the 630 passenger vehicle fleet is therefore 431 or 68.4 per cent. The department is now focusing on strategies to decrease vehicle emissions by a further ten per cent by 2014-15, in line with new whole-of-government targets.

Priority Area 6: Green Procurement

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

Priority Area 7: Human Resources Management

Sustainability and greening processes and principles continue to be supported through the inclusion of a greening statement in Job and Person Specifications.

Priority Area 8: Government Administrative Policies and Guidelines

Sustainability and greening continues to be reflected in administrative policies, procedures and departmental guidelines.

Energy Efficiency Action Plan

During 2011-12, the department achieved a 28.9 per cent increase in energy efficiency throughout the portfolio from the 2000-01 baseline. The department is now on target to reach the 2020 energy efficiency improvement target of 30 per cent.

As a result of the machinery of government changes, Families SA transferred to DECD with effect on 1 January 2012. Although the official transfer was on this date, the department continued to supply some services to Families SA until 30 June 2012. The performance statistics related to Families SA are included in the data below due to the difficulty of excluding this activity.

Divisions that are new to the department are included under DCSI Corporate for 2011-12.

Performance against Annual Energy Use Targets

	Energy Use (GJ)	Business Measure	MJ per FTE
Base Year 2000/2001:			
DCSI Corporate/Families SA	24 604 369	1 509	
Disability SA	30 648 672	1 781	
Housing SA	7 063 027	766	
Domiciliary Care SA	7 121 784	656	
Portfolio Total	69 437 852	4 712	14 736
2011-12:			
DCSI Corporate	12 778 302	756	
Disability Services	24 337 041	2 005	
Housing SA	9 960 615	984	
Domiciliary Care	3 655 581	485	
Families SA	12 936 014	1 845	
Portfolio Total	63 667 553	6 075	10 480
Portfolio Target (for 2011-12)	10 480 MJ per FTE (28.9% from base year)		
Final Portfolio Target (for 2020)	10 315 per FTE (30% from base year)		

Notes:

- Energy use data will be expressed in gigajoules (GJ) and will be the sum of all fuel types used in each agency (ie electricity, natural gas, bottled gas, etc.) for that period. This data will have been collected at a site level and aggregated up to agency level by the portfolio Reference Group member.
- Many portfolios are pursuing a 'triple bottom line' reporting approach. It is therefore an optional extra that portfolios may wish to include Greenhouse Gas Emissions (in CO₂) as a means of quantifying a significant aspect of environmental performance. Greenhouse gas coefficients differ for fuel types. Please contact Energy Division, Department for Mining, Innovation, Trade, Resources and Energy to obtain these coefficients for South Australia.
- It is acknowledged that portfolio structures change over time. Therefore the Portfolio baseline will represent the structure of the portfolio in the given reporting period.
- To obtain a MJ figure multiply GJ by 1000.
- The Portfolio target for the current year is based on an agreed methodology and can be obtained through the portfolio Reference Group member.
- The Portfolio target in 2020 should equal a 30 per cent energy efficiency improvement from the base year 2000-01.
- Business measures are also known as normalisation factors. A key performance indicator for energy efficiency is energy intensity, ie the energy consumed per unit of a given business measure. Some typical business measures are the number of employees (FTEs) and the square metres of floor area of a building. The energy intensity therefore becomes the energy used per unit defined by the business measure such as MJ/m² and MJ/FTE.

Asbestos Management in Government Buildings

The department undertakes an annual asbestos inspection of sites through the Department of Planning, Transport and Infrastructure (DPTI). Any works required as a result of the inspections are subsequently completed by licensed and pre-qualified asbestos removal contractors. This includes work carried out for the decommissioning of the Magill Youth Training Centre.

The department is required to provide information that will enable the production of an annual across government report on asbestos management in government buildings, to be compiled by DPTI. The department has modified and/or verified as correct the standard report provided by DPTI from the Strategic Asset Management Information System (SAMIS) and has, in accordance with DPTI requirements, provided DPTI with relevant data as at 30 June 2012.

Urban Design Charter

Housing SA continues to be a leader in the promotion of good urban design through the Sustainable Housing and Liveable Neighbourhoods design guidelines. The design guidelines provide detailed design information for application across all Housing SA building and development projects, with the aim of achieving sustainable housing outcomes. They capture existing corporate knowledge and urban design philosophy for the development and acquisition of social and affordable rental housing, and provide guidance on the shape and form of future housing.

The design guidelines have been produced for use by all professional service providers in addition to Housing SA staff. Specific disciplines include project management, architectural services, urban planning, structural engineering, civil engineering, electrical engineering and environmental services. They provide clear and consistent information in relation to site layouts and house designs, apartment design, land titling and service infrastructure, amenity targets, adaptable housing, housing modifications and upgrades and environmental sustainability.

The guidelines, which assist all users to gain a full appreciation and understanding of Housing SA requirements, are accessible through the department's website at www.dcsi.sa.gov.au.

Housing SA urban design initiatives during 2011-12 include:

- preparation of draft Neighbourhood Renewal Design Guideline 3.1 and draft Attached House Design Rows and Terraces Guideline 3.2
- completion of all civil and public works for all stages of the Inspire project at Noarlunga Centre, including integration of NBESP funded apartment developments
- master planned urban redevelopment at Woodville West, now transferred to the URA (now referred to as Renewal SA)
- Horizon Apartments at Beach Road, Christie Downs
- UNO residential apartments at 102 Waymouth Street.

Overseas Travel

The following table summarises overseas travel undertaken by employees of the department during 2011-12. Overseas travel is defined in the Commissioner's Public Sector Management Standard 3.2, *Travel*, which states that: 'Travel within Australasia (including visits to New Zealand, Papua New Guinea and Australian Territories) is not subject to the overseas travel requirements of this standard, unless it forms part of a more extensive itinerary encompassing other overseas destinations.'

Number of Employees	Destination	Reason for Travel	Total Cost to Department*
1	Malaysia	To deliver a presentation at the 2 nd Annual Affordable Housing Projects Conference	\$3 580
1	United States	To attend the Structured Decision Making Conference 2011	\$6 153
1	United Kingdom	To familiarise and understand self-managed funding for clients with disability	\$13 701
1	United States and Canada	Successful applicant for the 2011 Hugh Stretton Award – travel undertaken to research Indigenous housing authorities in Hawaii, Vancouver, Chicago and Window Rock	\$12 321
1**	Malaysia	Accompanying the Hon Jennifer Rankine MP, Minister for Multicultural Affairs, in capacity as the Chairman of the South Australian Multicultural and Ethnic Affairs Commission (SAMEAC)	\$8 193

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

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

Fraud

The department's Fraud and Corruption Policy reinforces 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.

Any instances of alleged dishonesty related to employees or entities associated with the department were investigated by Risk Management and Internal Audit and, where necessary, reports were lodged with South Australia Police in accordance with the department's policy.

During 2011-12, 14 incidences of missing funds were referred by divisions to Risk Management and Internal Audit for investigation. Of these transactions which totalled \$1375, 13 transactions were for less than \$200 with the remaining transaction for \$400. There is insufficient evidence to suggest employee dishonesty for any of these cases.

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.

Whistleblowers

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

During the year ending 30 June 2012, there were two disclosures received under the *Whistleblowers Protection Act 1993*. Both disclosures were the subject of investigations by the Director, Risk Management and Internal Audit.

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 relates only to the Department for Communities and Social Inclusion. It covers account payment performance, contractual arrangements and use of consultants. For similar information concerning the SAHT, refer to the *South Australian Housing Trust Annual Report 2011-12* which is accessible at www.dcsi.sa.gov.au.

Account Payment Performance

Treasurer's Instruction 11, *Payment of Creditors' Accounts*, requires all undisputed invoices or claims to be paid within 30 days of the date of the GST compliant invoice, or the date the GST compliant invoice is first received by the public authority, unless there is a written discount or a written agreement between the public authority and the creditor.

Account Payment Performance 2011-12

The following data includes all payments made through the department's accounts payable system, excluding credit card and payroll payments.

	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*	338 044	96.3%	\$1 408 616 611	98.4%
Paid late, but paid within 30 days of due date	11 554	3.3%	\$17 851 187	1.2%
Paid more than 30 days from due date	1 487	0.4%	\$5 675 731	0.4%

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

As a result of the machinery of government changes, Families SA transferred to DECD with effect on 1 January 2012. Although the official transfer was on this date, the department continued to supply accounting services to Families SA until 30 June 2012.

The performance statistics related to Families SA are included in the above data due to the difficulty of excluding this activity.

Account Payment Performance 2010-11

The account payment performance data in the annual report of the former Department for Families and Communities for 2010-11 was incorrect, as it only reported data for June 2011 and not the full financial year. The following table reflects the account payment performance data for the complete 2010-11 financial year.

	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*	318 136	96.4%	\$1 140 826 217	97.8%
Paid late, but paid within 30 days of due date	8 893	2.7%	\$18 660 204	1.6%
Paid more than 30 days from due date	2 819	0.9%	\$6 952 578	0.6%

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

Contractual Obligations

There were 41 contracts during 2011-12 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 Elders and Community Care Services Incorporated	HACC services to provide allied health, social support, meals, respite care, transport, centre based day activity programs and home assist services	1 July 2008 to 30 June 2012	\$5 300 705
Aboriginal Prisoners and Offenders Support Services	Provides accommodation services	1 July 2010 to 30 June 2013	\$4 837 566
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	\$16 369 312
Autism SA	Provides diagnostic and therapeutic services to children with autism spectrum disorder	1 July 2010 to 30 June 2013	\$7 572 821

Organisation	Description	Duration of arrangement	Value
Barkuma Incorporated	Provides in home accommodation support	1 July 2010 to 30 June 2013	\$5 000 714
Bedford Industries Incorporated	Provides accommodation and day option program services	1 July 2010 to 30 June 2013	\$6 181 189
Catholic Family Services (Centacare)	Provides accommodation and respite services and a day option program	1 July 2010 to 30 June 2013	\$7 688 240
City of Playford	HACC services to provide social support, meals, transport, centre based day activity programs and home assist services	1 July 2008 to 30 June 2012	\$4 691 658
City of Port Adelaide Enfield	Parks Community Centre	1 October 2007 to 30 September 2013	\$9 359 708
City of Salisbury	Provides HACC services within the home plus centre based day care, transport and social support	1 July 2008 to 30 June 2012	\$4 736 857
Community Accommodation and Respite Agency	Provides accommodation and respite services	1 July 2010 to 30 June 2013	\$41 926 415
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	\$10 328 079
Community Living and Support Services	Provides respite, accommodation and day option program services	1 July 2010 to 30 June 2013	\$11 698 955
Community Living Options	Provides accommodation and respite services	1 July 2010 to 30 June 2013	\$9 468 555
Community Living Project	Provides accommodation and respite services	1 July 2010 to 30 June 2013	\$5 897 712
COMREC Australia Pty Ltd	Provides day option program services	1 July 2010 to 30 June 2013	\$4 535 821
Country Home Advocacy Project Incorporated	HACC services to provide personal care, social support, transport, and home assist services	1 July 2008 to 30 June 2012	\$6 535 687
Disability Living Incorporated	Provides accommodation services	1 July 2010 to 30 June 2013	\$5 153 306

Organisation	Description	Duration of arrangement	Value
EBL Disability Services	Provides emergency/transitional accommodation support and centre based respite	1 July 2010 to 30 June 2013	\$4 541 750
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	\$5 607 979
Hills Community Options	Provides accommodation and day option program services	1 July 2010 to 30 June 2013	\$7 881 506
Individual Supported Accommodation Service	Provides accommodation services	1 July 2010 to 30 June 2013	\$5 115 249
ISS Facility Services Australia Limited	Cleaning services	31 May 2010 to 30 May 2012	\$4 558 841
Leveda Incorporated	Provides accommodation, respite, social support and assistance to access the community	1 July 2010 to 30 June 2013	\$26 427 473
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	\$11 575 609
Lyreco	Stationery	1 June 2007 to 1 September 2012	\$4 162 500
Meals on Wheels (SA) Incorporated	HACC services to provide meal services through a community service development model, that provides home delivered, nutritionally balanced meals through volunteers to HACC eligible clients across the State five days a week	1 July 2010 to 30 June 2012	\$5 503 146
Minda Incorporated	Provides accommodation, respite, social support and assistance to access the community	1 July 2010 to 30 June 2013	\$119 429 442
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	\$34 006 336

Organisation	Description	Duration of arrangement	Value
Novita Children's Services	HACC services to provide personal care, respite care and home assist services	1 July 2008 to 30 June 2012	\$4 146 874
Orana Incorporated	Provides accommodation and respite services	1 July 2010 to 30 June 2013	\$10 739 101
Royal District Nursing Service of SA Limited	HACC services to provide nursing services in client's homes or in nursing services located across metropolitan Adelaide	1 July 2008 to 30 June 2012	\$72 776 639
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	\$4 198 214
Royal Society for the Blind	Provides accommodation support, information and referral and alternative methods of communication services	1 July 2010 to 30 June 2013	\$8 195 818
SCOSA	Provides learning and life skills programs for people with intellectual disability	1 July 2010 to 30 June 2013	\$20 136 014
The Paraplegic and Quadriplegic Association of South Australia	Provides accommodation services	1 July 2010 to 30 June 2013	\$6 299 261
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	HACC services to provide centre based day activity programs, transport and respite care	1 July 2008 to 30 June 2012	\$5 592 780
UnitingCare Wesley Port Adelaide Incorporated	HACC services, to provide centre based day activity programs, meals, transport and counselling services	1 July 2008 to 30 June 2012	\$5 070 952

Consultants

The following table details expenditure on consultancies during 2011-12, and reflects the amount disclosed in the audited financial statements.

Consultant	Purpose of Consultancy	Number	Total
Value below \$10 000			
Various	Various		
Sub-total		15	\$102 960
Value \$10 000 to \$50 000			
John McGowan Associates	Review of security at the Cavan Training Centre		
Mandalay Enterprises	Auditing of Safeguarding Practices for Vulnerable People across selected government agencies		
Deakin University	To provide the department with a blueprint of how Youth Justice psychologists can better contribute to service delivery within the organisations wider Youth Justice Unit		
Urban and Regional Planning Service	Stage Two – Development of an Age Friendly Communities Program Framework		
Sub-total		4	\$144 949
Value above \$50 000			
KPMG Chartered Accountants	Safeguards Mapping Project		
HOKJOK Consultants	Responding to the needs of HACC eligible carers who are no longer in a caring role (relinquishing carers)		
Sub-total		2	\$181 300
Total		21	\$429 209

Financial Statements

**Financial Statements for the year ended 30 June 2012 for the
Department for Communities and Social Inclusion**

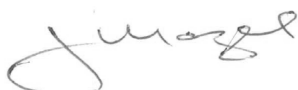
Certified statement by the Chief Executive and Principal Finance Officer

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 2012 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

21 / 9 / 2012



Andrew Thompson
**EXECUTIVE DIRECTOR
FINANCIAL SERVICES**

21 / 9 / 2012

INDEPENDENT AUDITOR'S REPORT



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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 2012. The financial report comprises:

- a Statement of Comprehensive Income for the year ended 30 June 2012
- a Statement of Financial Position as at 30 June 2012
- a Statement of Changes in Equity for the year ended 30 June 2012
- a Statement of Cash Flows for the year ended 30 June 2012
- Disaggregated Disclosures - Expenses and Income for the year ended 30 June 2012
- Disaggregated Disclosures - Assets and Liabilities as at 30 June 2012
- a Statement of Administered Comprehensive Income for the year ended 30 June 2012
- a Statement of Administered Financial Position as at 30 June 2012
- a Statement of Administered Changes in Equity for the year ended 30 June 2012
- a Statement of Administered Cash Flows for the year ended 30 June 2012
- a Schedule of Administered Expenses and Income for the year ended 30 June 2012
- notes, comprising a summary of significant accounting policies and other explanatory information
- 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 2012, 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
28 September 2012

DEPARTMENT FOR COMMUNITIES AND SOCIAL INCLUSION
STATEMENT OF COMPREHENSIVE INCOME
for the year ended 30 June 2012

	Note	2012 \$'000	2011 \$'000
Expenses			
Employee benefit expenses	5	432 680	462 601
Supplies and services	6	222 081	222 265
Depreciation and amortisation expense	7	4 722	5 455
Grants, subsidies and client payments	8	787 888	854 760
Other expenses	9	27 259	82
Total expenses		1 474 630	1 545 163
Income			
Revenue from rent, fees and charges	10	132 734	125 363
Commonwealth revenues	11	267 185	235 162
Interest revenues	12	31	54
Net gain/(loss) from disposal of non-current assets	13	628	(1)
Other revenues	14	7 066	4 837
Total income		407 644	365 415
Net cost of providing services		(1 066 986)	(1 179 748)
Revenues from/(payments to) SA Government			
SA Government appropriation	15.1	1 110 680	1 181 171
Grants from SA Government agencies	15.2	10 991	13 863
Payments to SA Government	15.3	(17 938)	(396)
Total revenues from/(payments to) SA Government		1 103 733	1 194 638
Net result		36 747	14 890
Other comprehensive income			
Revaluation surplus		(56 867)	-
Total other comprehensive income		(56 867)	-
Total comprehensive result		(20 120)	14 890

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
as at 30 June 2012

	Note	2012 \$'000	2011 \$'000
Current assets			
Cash and cash equivalents	17	63 678	52 055
Receivables	18	35 256	39 650
Inventories	19	295	284
Total current assets		99 229	91 989
Non-current assets			
Receivables	18	15 070	17 319
Property, plant and equipment	20	188 927	283 887
Capital works in progress	21	68 009	18 240
Intangible assets	22	-	6 309
Total non-current assets		272 006	325 755
Total assets		371 235	417 744
Current liabilities			
Payables	23	46 852	48 680
Employee benefits	24	42 051	53 804
Provisions	26	7 718	10 004
Other current liabilities	27	785	752
Total current liabilities		97 406	113 240
Non-current liabilities			
Payables	23	4 733	5 030
Employee benefits	24	50 800	56 694
Borrowings	25	-	285
Provisions	26	26 932	31 083
Other non-current liabilities	27	4 778	5 415
Total non-current liabilities		87 243	98 507
Total liabilities		184 649	211 747
Net assets		186 586	205 997
Equity			
Contributed capital	28	74 325	74 325
Retained earnings	28	54 315	16 859
Revaluation surplus	28	57 946	114 813
Total equity		186 586	205 997
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 CHANGES IN EQUITY
for the year ended 30 June 2012

	Note	Contributed Capital \$'000	Revaluation Surplus \$'000	Retained Earnings \$'000	Total \$'000
Balance at 30 June 2010		43 799	115 549	1 233	160 581
Net result for 2010-11		-	-	14 890	14 890
Transfer to retained earnings of increment realised on sale of land and buildings		-	(736)	736	-
Total comprehensive result for 2010-11		-	(736)	15 626	14 890
Transactions with SA Government as owner					
Equity contribution received		30 526	-	-	30 526
Balance at 30 June 2011	28	74 325	114 813	16 859	205 997
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	54 315	186 586

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
STATEMENT OF CASH FLOWS
for the year ended 30 June 2012

		2012	2011
		Inflows	Inflows
		(Outflows)	(Outflows)
	Note	\$'000	\$'000
Cash flows from operating activities			
Cash outflows			
Employee benefit payments		(415 466)	(455 435)
Payments for supplies and services		(215 244)	(221 661)
Payments for grants and subsidies		(790 138)	(876 532)
GST payments on purchases		(62 909)	(54 615)
GST paid to the ATO		(2 153)	(1 898)
Other payments		(26 788)	-
Cash used in operations		(1 512 698)	(1 610 141)
Cash inflows			
Fees and charges		134 432	114 018
Receipts from Commonwealth		267 568	234 779
Interest received		31	54
GST receipts on receivables		2 080	1 527
GST recovered from the ATO		62 422	54 513
Other receipts		3 170	4 838
Cash generated from operations		469 703	409 729
Cash flows from SA Government			
Receipts from SA Government		1 110 680	1 181 171
Grants from SA Government agencies		10 991	13 863
Payments to SA Government		(17 938)	(396)
Cash generated from SA Government		1 103 733	1 194 638
Net cash (used in)/provided by operating activities	33	60 738	(5 774)
Cash flows from investing activities			
Cash outflows			
Purchase of property, plant and equipment (including WIP)		(49 770)	(14 966)
Purchase of intangibles		-	(757)
Cash used in investing activities		(49 770)	(15 723)
Cash inflows			
Proceeds from sale of property, plant and equipment		710	1 512
Cash generated from investing activities		710	1 512
Net cash (used in) investing activities		(49 060)	(14 211)
Cash flows from financing activities			
Cash outflows			
Cash transferred as a result of restructuring activities		(301)	-
Cash (used in) financing activities		(301)	-
Cash inflows			
Capital contributions from SA Government		-	30 526
Proceeds from restructuring activities		246	-
Cash generated from financing activities		246	30 526
Net cash (used in)/provided by financing activities		(55)	30 526
Net increase in cash and cash equivalents		11 623	10 541
Cash and cash equivalents at the beginning of the period		52 055	41 514
Cash and cash equivalents at the end of the period	17	63 678	52 055

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 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	79 765	84 017	156 001	37 912	9 954	65 031	-	432 680
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
Other expenses	-	-	26 783	25	-	451	-	27 259
Total expenses	497 637	167 403	465 570	202 935	29 154	111 931	-	1 474 630
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
Net gain from disposal of non-current assets	-	-	(4)	(50)	-	682	-	628
Other revenues	-	327	-	1 625	-	5 114	-	7 066
Total income	168 627	2 028	60 674	140 736	953	34 626	-	407 644
Net cost of providing services	(329 010)	(165 375)	(404 896)	(62 199)	(28 201)	(77 305)	-	(1 066 986)
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	(136 144)	(164 786)	(399 589)	(60 499)	(25 448)	(76 663)	899 876	36 747

DEPARTMENT FOR FAMILIES AND COMMUNITIES (2012 DEPARTMENT FOR COMMUNITIES AND SOCIAL INCLUSION)
DISAGGREGATED DISCLOSURES – EXPENSES AND INCOME
for the year ended 30 June 2011

Activities (refer note 4)	Housing	Families	Disability	Ageing	Communities and Partners	Organisational Capability	General/Not Attributable	Total
	1	2	3	4	5	6		
	2011	2011	2011	2011	2011	2011	2011	2011
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
Expenses								
Employee benefit expenses	78 037	137 458	143 004	42 180	9 195	52 727	-	462 601
Supplies and services	550	34 360	109 125	29 446	4 706	44 078	-	222 265
Depreciation and amortisation expense	-	1 328	415	1 272	35	2 405	-	5 455
Grants, subsidies and client payments	445 201	114 679	143 470	131 684	17 518	2 208	-	854 760
Other expenses	-	1	56	37	-	(12)	-	82
Total expenses	523 788	287 826	396 070	204 619	31 454	101 406	-	1 545 163
Income								
Revenues from rent, fees and charges	77 483	2 898	14 477	3 155	1 204	26 146	-	125 363
Commonwealth revenues	113 849	1 915	3 122	115 978	275	23	-	235 162
Interest revenues	-	-	9	42	-	3	-	54
Net gain from disposal of non-current assets	-	(4)	(28)	(39)	-	70	-	(1)
Other revenues	-	391	10	3 795	-	641	-	4 837
Total income	191 332	5 200	17 590	122 931	1 479	26 883	-	365 415
Net cost of providing services	(332 456)	(282 626)	(378 480)	(81 688)	(29 975)	(74 523)	-	(1 179 748)
Revenues from/(payments to) SA Government								
SA Government appropriation	185 042	-	-	-	-	-	996 129	1 181 171
Grants from SA Government agencies	-	2 070	6 291	1 900	2 417	1 185	-	13 863
Payments to SA Government	-	-	-	-	-	-	(396)	(396)
Net result	(147 414)	(280 556)	(372 189)	(79 788)	(27 558)	(73 338)	995 733	14 890

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 *	-	-	-	-	-	-	50 326	50 326
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	114 004	371 235
Liabilities								
Payables *	-	-	-	-	-	-	51 585	51 585
Employee benefits *	-	-	-	-	-	-	92 851	92 851
Borrowings	-	-	-	-	-	-	-	-
Provisions *	-	-	-	-	-	-	34 650	34 650
Other liabilities *	-	-	-	-	-	-	5 563	5 563
Total liabilities	-	-	-	-	-	-	184 649	184 649

DEPARTMENT FOR FAMILIES AND COMMUNITIES (2012 DEPARTMENT FOR COMMUNITIES AND SOCIAL INCLUSION)
DISAGGREGATED DISCLOSURES - ASSETS AND LIABILITIES
as at 30 June 2011

Activities (refer note 4)	Housing	Families	Disability	Ageing	Communities and Partners	Organisational Capability	General/Not Attributable	Total
	1	2	3	4	5	6		
	2011	2011	2011	2011	2011	2011	2011	2011
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
Assets								
Cash and cash equivalents *	-	-	-	-	-	-	52 055	52 055
Receivables *	-	-	-	-	-	-	56 969	56 969
Inventories	-	-	44	-	-	240	-	284
Property, plant and equipment	-	115 749	99 809	15 761	1 643	50 925	-	283 887
Capital works in progress	-	18 195	10	-	-	35	-	18 240
Intangible assets	-	6 309	-	-	-	-	-	6 309
Total assets	-	140 253	99 863	15 761	1 643	51 200	109 024	417 744
Liabilities								
Payables *	-	-	-	-	-	-	53 710	53 710
Employee benefits *	-	-	-	-	-	-	110 498	110 498
Borrowings	-	285	-	-	-	-	-	285
Provisions *	-	-	-	-	-	-	41 087	41 087
Other liabilities *	-	-	-	-	-	-	6 167	6 167
Total liabilities	-	285	-	-	-	-	211 462	211 747

* 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 2012

1 Objectives and functions of the Department

The Department for Communities and Social Inclusion (the Department) (formerly the Department for Families and Communities) 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, the Minister for the Status of Women, and the 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 does not form part of the Department's financial report.

1.1 Administered items

The Department administered certain revenues, expenses, assets and liabilities on behalf of other government agencies and non-government entities. They are not controlled by the Department and are consequently not recognised in the Department's financial statements. They are regarded as significant and disclosed in a separate set of financial statements.

1.2 Administrative Restructures

2011-12

Transferred Out

Under the Public Sector (Reorganisation of Public Sector Operations) Notice 2011, from 1 January 2012 the Department for Communities and Social Inclusion 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 for Communities and Social Inclusion 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 for Communities and Social Inclusion transferred responsibilities for specified employees only, to the Urban Renewal Authority.

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 for Communities and Social Inclusion. Assets and liabilities relating to these business units were transferred out of their respective department and into the Department for Communities and Social Inclusion 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 for Communities and Social Inclusion. Assets and liabilities relating to these business units were transferred out of their respective department and into the Department for Communities and Social Inclusion 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 for Communities and Social Inclusion. Assets and liabilities relating to these business units were transferred out of their respective department and into the Department for Communities and Social Inclusion as at 1 January 2012.

2010-11

There were no functions transferred in the 2010-11 financial year.

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 2012. The Department has assessed the impact of new and amended standards and interpretations and considers that there will be no impact on the accounting policies or financial statements of the Department.

2.2 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 issued pursuant to section 41 of the *Public Finance and Audit Act 1987*. In the interest of public accountability and transparency, the accounting policy statements require the following note disclosures, that have been included in 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; and
- 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 2012 and the comparative information presented.

2.3 Reporting entity

The Department's financial statements include both departmental and administered items. The Department's financial statements include assets, liabilities, income and expenses controlled or incurred by the Department in its own right. The Administered financial statements include assets, liabilities, income and expenses which the Department administers on behalf of the SA Government, but does not control. A separate set of financial statements is produced as these administered items are regarded as significant in respect to the Department's operations.

2.4 Comparative information

The presentation and classification of items in the financial statements are consistent with prior periods except where specific accounting standards and/or accounting policy statements 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) and the emergency services levy.

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 expenses
- 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 gross basis. The GST component of cash flows arising from investing and financing activities, which is recoverable from or payable to the Australian Taxation Office, is classified as part of operating cash flows.

Unrecognised contractual commitments and contingencies are disclosed net of the amount of GST recoverable from, or payable to the Australian Taxation Office. If GST is not payable to, or recoverable from the Australian Taxation Office, the commitments and contingencies are disclosed on a gross basis.

2.7 Income

Income is recognised in the Department's Statement of Comprehensive Income when and only when the flow of economic benefits has occurred and can be reliably measured.

Income has been aggregated according to its nature and has not been offset unless required or permitted by a specific accounting standard or where offsetting reflects the substance of the transaction or other event.

The notes to the financial statements disclose income where the counterparty/transaction is with an entity within the SA Government as at the reporting date, classified according to their nature.

The following are specific recognition criteria:

Fees and charges

Revenues from fees and charges are derived from the provision of goods and services to other SA government agencies and to the public. This revenue is recognised upon delivery of the service to the clients or by reference to the stage of completion.

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 had not been donated.

Revenues from SA Government

Appropriations are recognised as revenues when the Department obtains control over the funding. Control over appropriations is normally obtained upon their receipt.

Where money has been appropriated in the form of an equity contribution, the Treasurer has acquired a financial interest in the net assets of the Department and the contribution is recorded as contributed equity.

Net gain on disposal of non-current assets

Income from the disposal of non-current assets is recognised when control of the asset has passed to the buyer and determined by comparing proceeds with carrying amount. When revalued assets are sold, the revaluation increments are transferred to retained earnings.

2.8 Expenses

Expenses are recognised in the Department's Statement of Comprehensive Income when and only when the flow or consumption or loss of future economic benefits has occurred and can be reliably measured.

Expenses have been aggregated according to their nature and have not been offset unless required or permitted by a specific accounting standard or where offsetting reflects the substance of the transaction or other event.

The notes to the financial statements disclose expenses where the counterparty/transaction is with an entity within the SA Government as at the reporting date, classified according to their nature.

The following are specific recognition criteria:

Employee benefit expenses

Employee benefit expenses includes all 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 physical 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.

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 paid

Grants that are paid to other entities by the Department for general assistance or a particular purpose, may be for capital or recurrent purposes and the name of the category reflects the use of the grant. These entities may be other SA Government agencies, Non-Government Organisations or the public. The grants given are usually subject to terms and conditions set out in the contract, correspondence, or by legislation. For contributions payable, the contribution will be recognised as a liability and expense when the Department has a present obligation to pay the contribution.

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 to the financial statements disclose financial assets where the counterparty/transaction is with an entity within the SA Government as at the reporting date, classified according to their nature.

Cash and cash equivalents

Cash and cash equivalents as reported in the Statement of Financial Position includes cash on hand, deposits held at call and other short-term, highly liquid investments with maturities of three months or less that are readily converted to cash and which are subject to insignificant risk of changes in value. Cash and cash equivalents in the Statement of Cash Flows comprise cash and cash equivalents as defined above. Cash is measured at nominal value.

In October 2003 the SA Government introduced a policy with respect to aligning agency cash balances with the appropriation and expenditure authority. During the 2011-12 financial year the Department was required to transfer \$17.9m of its cash balance to the Consolidated Account. During 2010-11 the Department was required to transfer \$7.6m 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 asset acquisition and recognition

Non-current assets are initially recorded at cost plus any incidental cost involved with the acquisition. Non-current assets are subsequently measured at fair value less accumulated depreciation.

Where assets are acquired at no value, or minimal value, they are recorded at fair value in the Statement of Financial Position. Where the assets are acquired at no or nominal value as part of a restructuring of administrative arrangements then the assets are recorded at the value recorded by the transferor prior to transfer.

The Department capitalises all non-current physical assets with a value of \$10 000 or greater.

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 APF III *Asset Accounting Framework*, all non-current physical assets are valued at written down current cost (a proxy for fair value); and revaluation of non-current assets or groups of assets is performed when its fair value at the time of acquisition is greater than \$1 million and estimated useful life is equal to or greater than 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 physical assets that are acquired between revaluations are held at cost until the next valuation, when they are revalued to fair value.

Any revaluation increment is credited to the asset revaluation 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 were revalued 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

Prior to 30 June 2012, the Department's land and buildings were revalued using the fair value methodology, as at 30 June 2009, based on an independent valuation performed by Martin Burns - M.B.A., B.App.Sc. Property Resource Management, AAPI, CPV, Liquid Pacific Limited. The last site valuation performed by Martin Burns was at 30 June 2009. Desktop valuations were carried out by Martin Burns in 2010, 2011 to ensure the carrying amount of land and building assets were not materially different from fair value.

Assets deemed to be at fair value

For those classes of non-current assets where an independent revaluation has not been undertaken, the criteria which require revaluation within APF III *Asset Accounting Framework* have not been met. For these classes of non-current assets, written down cost is deemed to be at fair value as determined by APF III *Asset Accounting Framework*.

Asset classes where written down cost is deemed to be fair value include:

- Leasehold Improvements
- Buildings and Improvements in Progress (WIP)
- Computing Equipment
- Motor Vehicles
- Other Plant and Equipment.

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) and the asset recognition criteria (probability of future economic benefit and cost can be reliably measured) and when the amount of expenditure is greater than or equal to \$10 000.

All research and development costs that do not meet the capitalisation criteria outlined in AASB 138 *Intangible Assets* are expensed.

Investment property

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 2012 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 and employment on-costs.

Creditors represent the amounts owing for goods and services received prior to the end of the reporting period that are unpaid at the end of the reporting period. Creditors include all unpaid invoices received relating to normal operations of the Department.

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.

In previous years, the Department applied a materiality threshold of \$5000 when determining which expenses to accrue. From the 2009-10 financial year, the Department has adopted a policy of accruing expenses of any value, for expenses incurred but not paid, as at reporting date.

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.

All payables are measured at their nominal amount and are unsecured. Invoices are normally settled promptly in accordance with TI 11 *Payment of Creditors' Accounts* after the Department receives an invoice.

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

The Department makes contributions to several superannuation schemes operated by the 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 2.5% and thereafter 4% (2011: 2.5% for the first year and thereafter 4%) per annum based on the current enterprise bargaining agreement and short-term forecasts.
- discounting of 2.7% (2011: 5.0%) per annum based on the gross 6 year (2011: 6 year) Commonwealth Government bonds rate at 30 June 2012.

- *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.

Borrowings

The Department measures financial liabilities including borrowings/debt at historical cost, except for interest free loans (measured at the present value of expected repayments).

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 2012 data. Taylor Fry Consulting Actuaries extrapolate this data to 30 June 2012. For the 2011-12 financial year the Department has reflected a workers compensation provision of \$34.45 million (2011: \$40.84 million), refer note 26.2.

The actuarial assessment conducted by Taylor Fry Consulting Actuaries is based on the payment per claim incurred (PPCI) valuation method. The assessment has been conducted in accordance with AASB 137 *Provisions, Contingent Liabilities and Contingent Assets* and the 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 2011-12.

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 2012. 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 were no error corrections in 2011-12.

4 Activities of the Department

In achieving its objectives the Department provides a range of services classified into the following activities for 2011-12 Agency Statements, Budget Paper 4/Volume 2:

Activity 1: 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 activity 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, and 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.

Activity 2: Families

The program encompasses family support and child safety, alternative care for children and young people not able to be cared for by their own families, case management and support for young people under the Guardianship of the Minister, adoption and post care services and youth justice services as directed by the Youth Court.

The program also included the provision of emergency financial assistance, domestic violence assistance, poverty preventative programs and recovery services for victims of disasters.

Services are provided to Aboriginal children, young people, families and communities to strengthen capacity and reduce over representation of Aboriginal children and young people in care and protection and youth justice activities. This includes working in partnership with Aboriginal communities to address family violence.

Activity 3: Disability

The objective of this program is to promote and develop opportunities for people with a disability to actively engage in the community; and to ensure delivery, both directly and through partnership with non-government organisations, of services to support people with a disability and to enhance their options and choices.

Activity 4: Ageing

To work with partners and directly in the community to ensure opportunities, services and support are available for older South Australians, and to recognise and promote the important contribution older South Australians make in the community.

Activity 5: Communities and Partners

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

Activity 6: Organisational Capability

To establish and maintain business practices that support the delivery of South Australia's Strategic Plan as it affects the portfolio, including ensuring timely decision making, improving administrative efficiency, increasing customer satisfaction and promoting sustainability.

To continue to build a capable, creative workforce that engages with our customers and partners to ensure effective service provision. Social innovation and continuous improvement will be fostered and our infrastructure will support connected services.

5 Employee benefit expenses

	2012	2011
	\$'000	\$'000
Salaries and wages	305 649	333 133
TVSPs	941	4 042
Long service leave	20 352	11 184
Annual leave	30 624	35 249
Superannuation	34 421	35 721
Workers compensation	18 735	19 932
Payroll tax	19 758	20 775
Other employee related expenses	2 200	2 565
Total employee benefit expenses	432 680	462 601

Targeted voluntary separation packages (TVSPs):	2012	2011
	\$'000	\$'000
Amount paid to these employees:		
TVSPs	941	4 042
Annual leave and long service leave paid during the reporting period	245	1 031
Recovery from the Department of Treasury and Finance*	(2 961)	(2 117)
Net cost to the Department	(1 775)	2 956

Number of employees that were paid TVSPs during the reporting period

9 44

* Recovery exceeds expenses due to \$2.009 million received for June 2011 in July.

Remuneration of Employees

	2012	2011
	No.	No.
The number of employees whose remuneration received or receivable falls within the following bands:		
\$130 700 - 133 699*	-	3
\$134 000 - 143 999	6	13
\$144 000 - 153 999	8	12
\$154 000 - 163 999	11	10
\$164 000 - 173 999	3	10
\$174 000 - 183 999	4	2
\$184 000 - 193 999	2	4
\$194 000 - 203 999	3	4
\$204 000 - 213 999	-	4
\$214 000 - 223 999	2	1
\$224 000 - 233 999	1	-
\$244 000 - 253 999	2	3
\$254 000 - 263 999	-	1
\$264 000 - 273 999	-	1
\$274 000 - 283 999	1	-
\$284 000 - 293 999	-	1
\$324 000 - 333 999	-	1
\$344 000 - 353 999	1	-
\$384 000 - 393 999	-	1
Total number of employees	44	71

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

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 and any other salary sacrifice benefits. The total remuneration received by these employees for the year was \$7.744 million (2011 \$12.5 million).

Remuneration of Employees who transferred into the Department under the Machinery of Government Arrangements

This disclosure is representative of the employee's remuneration for the full year of 2011-12. 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
\$194 000 - 203 999	2
\$214 000 - 223 999	1
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

	2012	2011
	\$'000	\$'000
Accommodation and property related	30 177	34 856
Advertising and promotions	649	618
Brokerage care services	97 720	85 629
Business services	5 310	5 510
Client related expenses	7 382	8 634
Communication and computing	16 352	19 260
Contractors and agency staff	19 013	18 456
Consultants	429	464
Drugs and medical supplies	2 062	2 180
Insurance	1 325	1 361
Interpreter and translator fees	65	89
Managed payments	765	3 458
Minor equipment	9 430	8 509
Motor vehicles	11 489	13 359
Printing, stationery, postage and periodicals	2 978	3 655
Seminars, courses and training	1 517	1 573
Travel and accommodation	2 284	2 628
Other administration	12 836	11 731
Total supplies and services (excluding audit fees)	221 783	221 970
Audit fees paid/payable to the Auditor-General's Department relating to the audit of financial statements*	298	295
Total audit fees	298	295
Total supplies and services (including audit fees)	222 081	222 265

Supplies and services provided by entities within SA Government	\$'000	\$'000
Accommodation and property related	19 224	24 717
Advertising and promotions	75	34
Brokerage care services	1 301	710
Business services	5 297	5 501
Client related expenses	88	168
Communication and computing	3 374	4 999
Contractors and agency staff	2 133	3 576
Consultants	32	-
Drugs and medical supplies	3	18
Insurance	1 317	1 415
Interpreter and translator fees	1	10
Managed payments	681	3 356
Minor equipment	876	814
Motor vehicles	10 851	12 706
Printing, stationery, postage and periodicals	539	68
Seminars, courses and training	169	94
Travel and accommodation	46	7
Other administration	2 457	2 065
Total supplies and services – SA Government (excluding audit fees)	48 464	60 258

Audit fees paid/payable to the Auditor-General's Department relating to the audit of financial statements*	298	295
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Total audit fees – SA Government	298	295
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Total supplies and services – SA Government (including audit fees)	48 762	60 553
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*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:	2012		2011	
	No	\$'000	No	\$'000
Below \$10 000	15	103	12	77
Between \$10 000 and \$50 000	4	145	9	148
Above \$50 000	2	181	3	239
Total paid/payable to the consultants engaged	21	429	24	464

7 Depreciation and amortisation expense

	2012	2011
<u>Depreciation expense</u>	\$'000	\$'000
Buildings and improvements	1 538	1 757
Computing equipment	104	155
Motor vehicles	48	30
ILEP equipment	1 032	867
Other plant and equipment	252	267
Total depreciation expense	2 974	3 076

<u>Amortisation expense</u>		
Leasehold improvements	1 351	1 562
Computer software	397	817
Total amortisation expense	1 748	2 379

Total depreciation and amortisation expense	4 722	5 455
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8 Grants, subsidies and client payments

Grants, subsidies and client payments by program	2012 \$'000	2011 \$'000
Aboriginal Community Benefit Grants	996	1 190
Disability Grants	147 125	131 112
Community Connect Grants	965	840
National Rental Affordability Scheme	994	-
National Affordable Housing Agreement (NAHA)	130 740	139 735
National Partnership Agreement on Social Housing	36	-
National Partnership Agreement on Remote Indigenous Housing	45 465	19 381
National Partnership Agreement on the Nation Building & Jobs Plan	30 709	84 855
Supported Residential Facility	8 456	8 156
Tax Equivalents Regime	192 866	185 042
Social Inclusion Funding	412	-
National Partnership Agreement on Homelessness	17 062	16 188
Home and Community Care	131 841	127 736
Alternative Care Support Payments	36 991	65 448
Family and Community Development	9 754	8 930
Stronger Families Safer Children – Early Intervention	4 038	7 797
Alternative Care Grants	21 092	45 070
Emergency Financial Assistance	550	1 778
Concessions	1 197	791
Aged Care Grants	2 097	3 831
Parks Community Centre (Local Government Grant)	1 784	1 784
Strathmont Centre Devolution Grant	-	7
Disability Group Home Contribution	-	4 357
Office for Youth	1 288	-
Other	1 430	732
Total Grants, Subsidies and Client Payments	787 888	854 760

Grants, Subsidies and Client Payments by Program Paid/Payable within SA Government

	2012	2011
	\$'000	\$'000
Aboriginal Community Benefit Grants	5	15
Disability Grants	3 832	3 308
Community Connect Grants	799	739
National Rental Affordability Scheme	994	-
National Affordable Housing Agreement (NAHA)	130 740	139 735
National Partnership Agreement on Social Housing	36	-
National Partnership Agreement on Remote Indigenous Housing	45 465	19 381
National Partnership Agreement on the Nation Building & Jobs Plan	30 709	84 855
Supported Residential Facility	-	560
Tax Equivalents Regime	192 866	185 042
Social Inclusion Funding	362	-
National Partnership Agreement on Homelessness	17 062	16 188
Home and Community Care	32 225	31 387
Alternative Care Support Payments	267	1 316
Alternative Care Grants	-	301
Emergency Financial Assistance	1	403
Aged Care Grants	892	2 438
Strathmont Centre Devolution Grant	-	7
Disability Group Home Contribution	-	4 357
Office for Youth	276	-
Other	952	220
Total Grants, Subsidies and Client Payments – SA Government	457 483	490 252

Grants, Subsidies and Client Payments by Recipient Type	\$'000	\$'000
SA Housing Trust	417 872	449 562
SA Government Entities - Other	3 986	3 573
SA Health Units	35 357	35 398
Non-Government Organisations (NGOs)	8.1 267 065	274 569
Local Government	23 396	22 444
Universities	595	623
Grant -Commonwealth & Other State/Territory Governments	879	575
Concessions	1 197	791
Children's Payments and Emergency Financial Assistance* – Government	268	1 719
Children's Payments and Emergency Financial Assistance* – Non-Government	37 273	65 506
Total Grants, Subsidies and Client Payments	787 888	854 760

*Small payments are made to numerous providers in accordance with the Departmental client payment policies.

8.1 Funding to Non-Government Organisations

	2012 \$'000	2011 \$'000
Minda Incorporated	36 869	35 083
Royal District Nursing Service of SA Inc	18 729	18 387
Community Accommodation & Respite Agency Inc	15 032	13 370
Anglicare SA Inc	12 767	15 640
Novita Childrens Services Inc	11 792	10 788
Leveda Inc	9 444	6 488
Aged Care & Housing Group Inc	6 785	6 927
Spastic Centres of SA Inc	6 488	5 966
Resthaven Inc	4 839	4 621
Centacare Catholic Family Services	4 653	5 597
Uniting Care Wesley Adelaide Inc	4 065	3 915
Aboriginal Family Support Services Inc	3 929	7 121
Helping Hand Aged Care Inc	3 650	3 262
Community Living and Support Services Inc	3 565	2 318
Orana Inc	3 394	3 057
Life's for Living Inc	3 331	3 861
Life Without Barriers	3 289	11 680
Uniting Care Wesley Port Adelaide Inc	3 174	3 094
Community Lifestyles Inc	3 094	2 972
Baptist Care SA Inc	3 068	4 409
Community Living Options Inc	2 709	2 168
Anglican Community Care Inc	2 586	4 374
Autism Association of SA Inc	2 568	2 259
Royal Society for the Blind of SA Inc	2 542	2 473
Meals on Wheels (SA) Inc	2 525	2 568
Hills Community Options Inc	2 453	1 959
Country Home Advocacy Project Inc	2 132	1 964
Guide Dogs Association of SA and NT Inc	2 066	1 916
Southern Junction Community Services Inc	1 993	3 831
Bedford Group Inc	1 920	1 846
Community Living Project Inc.	1 872	1 658
Barkuma Inc	1 749	2 868
Italian Benevolent Foundation (SA) Inc	1 742	1 407
EBL Disability Services Inc	1 648	1 058
Uniting Care Wesley Port Pirie Inc	1 644	2 748
Paraquad SA (The Paraplegic & Quadriplegic Assoc of SA Inc)	1 604	1 541
Comrec Australia Pty Ltd	1 599	1 326
Aboriginal Elders and Community Care Services Inc	1 594	1 488
Australian Red Cross Society	1 561	1 249
Individual Supported Accommodation Services Inc	1 544	1 493
Aboriginal Prisoners and Offenders Support Services Inc	1 481	1 435
Disability Living Inc	1 452	1 403
Catholic Diocese of Port Pirie	1 449	2 309
Northern Carer's Network Inc	1 410	1 339
Carer Support & Respite Centre Inc	1 405	1 380
Alzheimers Australia SA Inc	1 377	1 264
Carers Association of SA Inc	1 326	1 275
Key Assets SA Ltd	1 263	2 060
Stanhope Healthcare Services (SA) Pty. Ltd.	1 166	1 128
Lifestyle Assistance and Accommodation Service Inc	1 158	1 118
Xlent Disability Services	1 148	1 032
Masonic Homes Ltd	1 073	1 272
Boandik Lodge Inc	1 010	1 061
The Salvation Army (SA) Property Trust	921	1 698
Seniors Information Service Inc	872	1 069
Other	46 546	42 976
Total funding to Non-Government Organisations	267 065	274 569

Payments to Non-SA Government Organisations, where total payments to an organisation are greater than \$1.0m are individually disclosed above. Payments less than \$1.0m are in Other. This excludes payments for Children's Payments and Emergency Financial Assistance.

9 Other expenses

	2012 \$'000	2011 \$'000
Bad and doubtful debts	451	82
Donated assets	20	-
Aged Care payments to Commonwealth *	26 782	-
Other	6	-
Total other expenses	27 259	82
Other expenses paid/payable to entities within the SA Government	\$'000	\$'000
Bad and doubtful debts	(24)	32
Total other expenses – SA Government	(24)	32

* Reimbursement to the Commonwealth in 2011-12 arising from the aged care funding reform for persons with a disability who are under 65 and are being accommodated within the residential aged care sector.

10 Revenue from rent, fees and charges

	2012 \$'000	2011 \$'000
Employee services *	82 423	77 482
Insurance recoveries	1 028	1 108
Recoveries	18 904	18 230
Business services	17 037	15 256
Fees, fines and penalties **	2 016	494
Rent	880	829
Patient and client fees	10 446	11 964
Total rent, fees and charges	132 734	125 363

	2012 \$'000	2011 \$'000
Rent, fees and charges received/receivable from entities within SA Government	\$'000	\$'000
Employee services *	82 423	77 482
Insurance recoveries	22	91
Recoveries	12 983	11 698
Business services	17 019	15 256
Fees, fines and penalties **	1 500	205
Rent	588	677
Total rent, fees and charges – SA Government	114 535	105 409

* 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

	2012	2011
	\$'000	\$'000
National Partnership Payments:		
Home & Community Care	127 007	109 427
HACC Services for Veterans	1 500	1 455
Disability Reform Funding *	41 682	-
Social Housing	36	-
Remote Indigenous Housing	45 465	19 381
Nation Building and Jobs Plan	30 709	84 855
Aged Care Assessment	5 705	5 096
Homelessness	9 994	9 613
Other	5 087	5 335
Total Commonwealth revenues	267 185	235 162

* An increase in the Commonwealth contribution for specialist disability services to the over 65s arising from the aged care funding reform.

12 Interest revenues

	2012	2011
	\$'000	\$'000
Interest on funds held	31	54
Total interest revenues	31	54

13 Net gain/(loss) from disposal of non-current assets

	2012	2011
	\$'000	\$'000
<i>Land and buildings</i>		
Proceeds from disposal	-	1 509
Less net book value of assets disposed	-	(1 391)
Net gain/(loss) from disposal of land and buildings	-	118
<i>Plant and equipment</i>		
Proceeds from disposal	10	3
Less net book value of assets disposed	(82)	(122)
Net gain/(loss) from disposal of plant and equipment	(72)	(119)
<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	710	1 512
Less total value of assets disposed	(82)	(1 513)
Total net gain/(loss) from disposal of assets	628	(1)

14 Other revenues

	2012	2011
	\$'000	\$'000
Gain on revaluation of assets	3 897	-
Other	3 169	4 837
Total other revenues	7 066	4 837

Other Revenues received/receivable from entities within SA Government	2012	2011
	\$'000	\$'000
Other	1 570	702
Total other revenues – SA Government	1 570	702

15 Revenues from/(payments to) SA Government**15.1 SA Government appropriation**

	2012	2011
	\$'000	\$'000
Appropriations from Consolidated Account pursuant to the Appropriation Act		
General appropriation	902 800	985 393
Department of Treasury and Finance – Contingency Funds	15 014	10 736
Tax Equivalent Regime Reimbursement – Housing SA	192 866	185 042
Total SA Government appropriation	1 110 680	1 181 171

15.2 Grants from SA Government Agencies

State capital grants	268	837
Community Development Fund	3 400	3 443
Other	7 323	9 583
Total Grants from SA Government agencies	10 991	13 863

15.3 Payments to SA Government

Return of surplus cash pursuant to cash alignment policy	(17 938)	-
Other payments to the Consolidated Account	-	(396)
Total payments to SA Government	(17 938)	(396)
Total revenues from/(payments to) SA Government	1 103 733	1 194 638

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 2012, the Department had outstanding funding commitments to the following programs:

	2012 \$'000	2011 \$'000
HACC – Commonwealth funding for under 65	2 576	5 883
HACC Project Funding	1 460	-
SA Health – ENU Bilateral funding	635	-
Common Access Points	436	-
National Partnership Agreement on Indigenous Economic Participation (Youth and Family Centre Programs)	360	360
Property Related Works	257	-
Common Arrangements – Community Care Reforms	212	-
Commonwealth Dept for Health and Ageing CDEP Conversion Program	191	631
Building Practical Inclusion and Participation Project	175	-
Magill Secure Care Sustainment	113	194
Metropolitan Equipment Scheme HACC Project No. 1542-04	100	-
Intervention Orders	79	-
CCIF – Funding for Independent Arts Foundation	50	-
Office of the Ageing - Home & Community Care Program	12	425
Eastern Collaboration & Western Linkages-Project	12	-
Stockport Community Recovery Project	-	25
Seniors Card Replacement	-	247
Recovery Workforce Development Strategy	-	27
Management of Donated Goods after Disasters Project	-	30
Flexible Working Arrangements for Older South Australians	-	32
DCSI Equipment Program	-	1 252
Community Protection Panel	-	219
Community Development Fund	-	294
Adolescent Community Brokerage	-	149
Total operating funding commitments	6 668	9 768
Domiciliary Care SA – Northern Office	1 072	324
Family Wellbeing Centre	500	-
Staff Accommodation – Anangu Pitjantjatjara Yankunytjatjara (APY) Lands	280	640
Cavan Training Centre – Upgrade Jonal Drive	277	605
Cavan Sustainment	210	-
Client Management Engine	170	27
New Seniors Card – Production Equipment	76	8
Strathmont Centre – Sustainment	41	-
Cavan Youth Training Facility – Goldborough Road YTC	23	1 458
Community Residential Care Facilities	-	197
Total capital funding commitments	2 649	3 259
Total unexpended funding commitments	9 317	13 027

17 Cash and cash equivalents

	2012 \$'000	2011 \$'000
Special Deposit Account with the Treasurer	62 941	50 852
Advance Account	100	339
Other Deposits	637	864
Total cash and cash equivalents	63 678	52 055

Cash deposits are recognised at their nominal amounts.

Health Services Charitable Gift Board (Previously Commissioners of Charitable Funds)

Other deposits include \$0.559m (2011: \$0.534m) held by the Board.

On 24 November 2010, the Health Services Charitable Gifts Bill was introduced into the House of Assembly. The purpose of this Bill, passed on 5 May 2011, was to revise and update the existing *Public Charities Funds Act 1935*, under which the Commissioners of Charitable Funds operated.

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, Intellectual Disability Services Council (IDSC) and Metropolitan Domiciliary Care (MDC); ceased as at 30 June 2011.

The Health Services Charitable Gifts Board must, on the request of the Minister to whom the *Family and Community Services Act 1972* is committed, transfer to that Minister funds held on behalf of the Minister.

Deposits with the Treasurer

Includes funds of \$42.556m (2011: \$8.335m) held in the Accrual Appropriation Excess Fund Account. The balance of these funds is not available for general use, ie funds can only be used in accordance with the Treasurer's/Under Treasurer's approval.

18 Receivables

	2012 \$'000	2011 \$'000
Current		
Debtors	18 546	21 596
Less allowance for doubtful debts	(603)	(183)
Employee related services recoverable	12 759	11 306
Overpaid salaries	192	225
Sundry	136	229
Grant receivables	-	383
Prepayments	153	2 581
Goods and Services Tax receivable	4 073	3 513
Total current receivables	35 256	39 650
Non-current		
Sundry	223	480
Employee related services recoverable	14 847	16 839
Total non-current receivables	15 070	17 319
Total receivables	50 326	56 969

Receivables from SA Government entities	2012 \$'000	2011 \$'000
Debtors	14 367	17 909
Less allowance for doubtful debts	(37)	(64)
Employee related services recoverable	26 984	28 145
Sundry	-	69
Grant receivables	-	383
Prepayments	-	152
Total receivables – SA Government	41 314	46 594

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.

<u>Movements in the allowance for doubtful debts (impairment loss)</u>	2012 \$'000	2011 \$'000
Carrying amount at the beginning of the period	183	195
Transfer from administrative restructure	10	-
Increase/(decrease) in the allowance	431	82
Amounts written off	(21)	(94)
Carrying amount at the end of the period	603	183

Bad and doubtful debts

The Department has recognised a bad and doubtful debt expense of \$0.451m (2011: \$0.0820m) 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 – please refer to note 29

Categorisation of financial instruments and risk exposure information – please refer to note 29

19 Inventories

	2012 \$'000	2011 \$'000
Current - held for distribution at no or nominal amount		
Inventories held for distribution at cost:		
Stores	295	284
Total current inventories held for distribution at no or nominal amount	295	284
Total inventories	295	284

20 Property, plant and equipment

	2012 \$'000	2011 \$'000
Land and buildings		
Vacant land at valuation (fair value)	5 670	7 010
Site land at valuation (fair value)	118 036	211 715
Buildings and improvements at valuation (fair value)	63 476	58 982
Buildings at cost (deemed fair value)	-	2 846
Less accumulated depreciation – buildings and improvements	(10 714)	(12 780)
Total land and buildings	176 468	267 773
Leasehold improvements		
Leasehold improvements at cost (deemed fair value)	11 190	20 824
Less accumulated amortisation – leasehold improvements	(3 539)	(9 439)
Total leasehold improvements	7 651	11 385
Plant and equipment		
Computing equipment at cost (deemed fair value)	710	997
Less accumulated depreciation – computing equipment at cost	(602)	(766)
Motor vehicles at cost (deemed fair value)	410	268
Less accumulated depreciation – motor vehicles at cost	(267)	(218)
ILEP equipment at cost (deemed fair value)	7 879	6 557
Less accumulated depreciation – ILEP equipment at cost	(4 551)	(3 775)
Other plant and equipment at cost (deemed fair value)	3 246	3 917
Less accumulated depreciation – other plant and equipment at cost	(2 017)	(2 251)
Total plant and equipment	4 808	4 729
Total property, plant and equipment at valuation (fair value)	187 182	277 707
Total property, plant and equipment at cost (deemed fair value)	23 435	35 409
Less total accumulated amortisation	(3 539)	(9 439)
Less total accumulated depreciation	(18 151)	(19 790)
Total property, plant and equipment	188 927	283 887

Valuation of land and buildings

Refer note 2.9 above

Impairment

There were no indications of impairment of property, plant and equipment and infrastructure at 30 June 2012.

20.1 Reconciliation of land, buildings and leasehold improvements

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

The following table shows the movement of land, buildings and improvements, and leasehold improvements during 2010-11.

	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	212 940	44 462	6 030	270 442
Purchases	-	42	-	450	492
Assets received for nil consideration	-	-	-	6 423	6 423
Disposals	-	(1 267)	(78)	(46)	(1 391)
Depreciation and amortisation for the year	-	-	(1 757)	(1 562)	(3 319)
Transfers from works in progress	-	-	6 421	90	6 511
Carrying amount at 30 June 2011	7 010	211 715	49 048	11 385	279 158

20.2 Reconciliation of plant and equipment

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

The following table shows the movement of plant and equipment during 2010-11.

	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	152	80	2 437	1 692	4 361
Purchases	41	-	1 253	212	1 506
Disposals	-	-	(41)	(39)	(80)
Depreciation and amortisation for the year	(155)	(30)	(867)	(267)	(1 319)
Transfers from works in progress	193	-	-	68	261
Carrying amount at 30 June 2011	231	50	2 782	1 666	4 729

21 Capital works in progress

	2012 \$'000	2011 \$'000
Property, plant and equipment in progress at cost (deemed fair value)	68 009	17 756
Intangibles in progress at cost (deemed fair value)	-	484
Total capital works in progress	68 009	18 240

Reconciliation of capital works in progress

The following table shows the movement of capital works in progress during 2011-12.

Total capital WIP

	2012 \$'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

The following table shows the movement of capital works in progress during 2010-11.

Total capital WIP

	2011 \$'000
Carrying amount at the beginning of the year	6 618
Purchases	19 094
Transfers to completed works	(7 571)
WIP adjustments	99
Carrying amount at 30 June 2011	18 240

22 Intangible assets

	2012 \$'000	2011 \$'000
Computer software at cost (deemed fair value)	-	7 830
Less accumulated amortisation – computer software	-	(1 521)
Total Intangible Assets	-	6 309

Reconciliation of intangible assets

The following table shows the movement of intangible assets during 2011-12.

Total intangible assets

	2012 \$'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	-

The following table shows the movement of intangible assets during 2010-11.

Total intangible assets

	2011 \$'000
Carrying amount at the beginning of the year	6 369
Disposals	(42)
Transfers from works in progress	799
Amortisation for the year	(817)
Carrying amount at 30 June 2011	6 309

Impairment

There were no indications of impairment on intangible assets at 30 June 2012.

23 Payables

	2012 \$'000	2011 \$'000
Current		
Creditors	38 006	37 551
Other accrued expenses	366	2 617
Employee benefit on-costs	8 299	8 309
Other	181	203
Total current payables	46 852	48 680
Non-current		
Employee benefit on-costs	4 733	5 030
Total non-current payables	4 733	5 030
Total payables	51 585	53 710
	2012 \$'000	2011 \$'000
Payables to SA Government entities		
Creditors	18 765	16 283
Other accrued expenses	60	-
Employee benefit on-costs	10 935	12 285
Total Payables – SA Government Entities	29 760	28 568

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.

24 Employee benefits

	2012 \$'000	2011 \$'000
Current		
Annual leave	27 218	35 167
Long service leave	9 171	13 033
Accrued salaries and wages	5 662	5 604
Total current employee benefits	42 051	53 804
Non-current		
Long service leave	50 800	56 694
Total non-current employee benefits	50 800	56 694
Total employee benefits	92 851	110 498

The total current and non-current employee liabilities (ie aggregate employee benefit plus related on-costs) for 2012 is \$50.35m (2011: \$62.113m) and \$55.533m (2011: \$61.724m) respectively.

The liability for long service leave was determined through an actuarial assessment undertaken by Mercer (Australia) Pty Ltd. A salary inflation rate of 2.5% and thereafter 4% (2011: 2.5%) per annum was used and a discount rate of 2.7% (2011: 5.0%) per annum, based on the gross 6 year (2011: 6 year) Commonwealth Government bonds rate at 30 June 2012. The proportion of leave taken in service for 2012 was assumed to be 40% (2011: 35%) in accordance with the factor set out in APS 5.24.

The significant decrease in bond yield, which is used as the rate to discount future long service leave cash flow, results in an increase in reported long service leave liability. This increase has been offset with the transfer of DCSI - Families SA employees transferring to DECD as a result of a reorganisation of public sector operations. It is considered impracticable to estimate the net financial effect of the changes in assumptions in the current financial year for future years.

25 Borrowings

	2012 \$'000	2011 \$'000
Non-current		
Advance – Treasury Imprest Account	-	285
Total non-current borrowings – SA Government	-	285
Total borrowings	-	285

26 Provisions

		2012	2011
		\$'000	\$'000
Current			
Insurance	26.1	89	109
Workers compensation	26.2	7 629	9 895
Total current provisions		7 718	10 004
Non-current			
Insurance	26.1	112	141
Workers compensation	26.2	26 820	30 942
Total non-current provisions		26 932	31 083
Total provisions		34 650	41 087

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 2011-12

	Public liability	Property	Total
	\$'000	\$'000	\$'000
Carrying amount as at 1 July	200	50	250
Transfers out due to Restructure (FSA)	(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

The following table shows the movement of insurance during 2010-11

	Public liability	Property	Total
	\$'000	\$'000	\$'000
Carrying amount as at 1 July	266	57	323
Increase to provision due to new claims	241	115	356
Reduction due to payments	(26)	(19)	(45)
Net revision of estimates	(281)	(103)	(384)
Carrying amount at 30 June 2011	200	50	250

26.2 Reconciliation of workers compensation

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	19 382
Reduction due to payments	(14 291)
Carrying amount at 30 June 2012	34 449

The following table shows the movement of workers compensation during 2010-11

	2011
	\$'000
Carrying amount at beginning of financial year	33 584
Increase to provision due to revision of estimates	19 696
Reduction due to payments	(12 443)
Carrying amount at 30 June 2011	40 837

27 Other liabilities

	2012	2011
	\$'000	\$'000
Current		
Unclaimed monies	116	115
Unearned revenue	32	-
Lease Incentive	637	637
Total other liabilities – current	785	752
Non-current		
Lease Incentive	4 778	5 415
Total other liabilities – non-current	4 778	5 415
Total other liabilities	5 563	6 167
	2012	2011
	\$'000	\$'000
Other liabilities with SA Government entities		
Unearned revenue	32	-
Total other liabilities – SA Government	32	-

28 Equity

	2012	2011
	\$'000	\$'000
Contributed capital	74 325	74 325
Retained earnings	54 315	16 859
Revaluation surplus	57 946	114 813
Total equity	186 586	205 997

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 2012 \$'000	Fair value 2012 \$'000	Carrying amount 2011 \$'000	Fair value 2011 \$'000
Financial Assets					
Cash and Cash Equivalents	17, 33	63 678	63 678	52 055	52 055
Receivables	18	46 253	46 253	53 456	53 456
Total Financial Assets		109 931	109 931	105 511	105 511
Financial Liabilities					
Payables	23	51 585	51 585	53 710	53 710
Borrowings	25	-	-	285	285
Total Financial Liabilities		51 585	51 585	53 995	53 995

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 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 \$'000	Overdue for 30 – 60 days \$'000	Overdue for > 60 days \$'000	Total \$'000
2012				
Not Impaired				
Receivables	1 883	555	542	2 980
Impaired				
Receivables	-	-	603	603
	1 883	555	1 145	3 583
2011				
Not Impaired				
Receivables	197	124	1 595	1 916
Impaired				
Receivables	-	-	183	183
	197	124	1 778	2 099

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

2012	Carrying amount \$'000	Contractual Maturity		
		< 1 Year \$'000	1 – 5 Years \$'000	> 5 Years \$'000
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	51 585	46 852	4 733	-
Total Financial Liabilities	51 585	46 852	4 733	-
2011	Carrying amount \$'000	< 1 Year \$'000	1 – 5 Years \$'000	> 5 Years \$'000
Financial Assets				
Cash and Cash Equivalents	52 055	52 055	-	-
Receivables	53 456	36 137	8 058	9 261
Total Financial Assets	105 511	88 192	8 058	9 261
Financial Liabilities				
Payables	53 710	48 680	5 030	-
Borrowings	285	-	-	285
Total Financial Liabilities	53 995	48 680	5 030	285

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

	2012 \$'000	2011 \$'000
Capital expenditure contracted at the reporting date, but not recognised as liabilities in the financial report, are as follows:		
Within one year	5 678	55 998
Total capital commitments	5 678	55 998

Included in capital expenditure commitments above is \$0.510m (2011: \$5.09m) which is the GST component of the capital expenditure commitments.

30.2 Operating lease commitments

	2012 \$'000	2011 \$'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	11 274	18 014
Later than one year but not later than five years	36 431	51 350
Later than five years	30 351	39 692
Total operating lease commitments	78 056	109 056

Included in the operating lease commitments above is \$7.096m (2011: \$9.91m) which is the GST component of the operating lease payments.

The Department has many lease agreements. These leases are for administrative purposes and vary in length. Lease payments are monthly and predominantly paid in advance. Some lease agreements have renewal options for a determined period, exercisable by both the lessor and lessee.

31 Transferred functions

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 effective 1 January 2012. (FSA)
- Aged Care Assessment Team effective 1 January 2012 (ACAT)
- Ageing and Policy effective 1 January 2012 (AGEING)
- Employees in relation to Urban Renewal Authority effective 1 April 2012. (URA)

The following assets and liabilities were transferred out of the Department during 2011-12

	FSA \$'000	ACAT \$'000	AGEING \$'000	URA \$'000	Total \$'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 in to the Department*

Note 1.2 Administrative Restructures details the transfers into the Department. They were:

- Social Inclusion Unit effective 1 December 2011. (SIU)
- Office for Women effective 1 January 2012. (OFW)
- Office for Volunteers effective 1 January 2012. (OFV)
- Office for Youth effective 1 January 2012. (OFY)
- Multicultural SA effective 1 January 2012. (MSA)
- Office for Northern Suburbs effective 1 January 2012. (OFN)
- Office for Southern Suburbs effective 1 January 2012. (OFS)

Opening balance for asset and liabilities transferred to the Department for Communities and Social Inclusion in 2011-12.

	Assets	Liabilities	Net Assets
	\$'000	\$'000	\$'000
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	Total
	\$'000	\$'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 2011-2012.

	DPC	DCSI	Total
	Jul – Nov	Dec – Jun	\$'000
	\$'000	\$'000	\$'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 2011-2012.

	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 2011-2012.

	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 2011-2012.

	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 2011-2012.

	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			
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 2011-2012.

	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 2011-2012.

	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)

Transferred functions for 2010-11

There were no functions transferred in or out of the Department in the 2010-11 financial year.

32 Contingent assets and liabilities

The Department is not aware of any contingent assets or liabilities.

33 Cash flow reconciliation

	2012 \$'000	2011 \$'000
Reconciliation of cash and cash equivalents at the end of the reporting period:		
Statement of Cash Flows	63 678	52 055
Statement of Financial Position	63 678	52 055
Reconciliation of net cash provided by/(used in) operating activities to net cost of providing services:		
Net cash provided by/(used in) operating activities	60 738	(5 774)
Less SA Government appropriation	(1 110 680)	(1 181 171)
Less grants from SA Government agencies	(10 991)	(13 863)
Payments to SA Government	17 938	396
	(1 042 995)	(1 200 412)
Add/less non cash items		
Depreciation	(2 974)	(3 076)
Amortisation	(1 748)	(2 379)
Donated Assets	(20)	-
Gain/(loss) from disposal of non-current assets	628	(1)
Revaluation increments	3 897	-
Bad and doubtful debts	(451)	(82)
WIP adjustment	-	99
Transferred in for administrative restructures	3 863	-
Transferred out for administrative restructures	(51 661)	-
Changes in assets and liabilities		
Increase/(decrease) in receivables	(6 192)	14 586
Increase/(decrease) in inventories	11	(35)
Decrease/(increase) in payables and provisions	8 562	4 971
Non-current assets accrued in payables	4 480	5 740
Decrease/(increase) in employee benefits	17 647	842
Decrease/(increase) in other liabilities	(33)	(1)
Net cost of providing services	(1 066 986)	(1 179 748)

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:

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

Child Death and Serious Injury Review Committee *

Byard, Roger William	Member
Cox, Daniel	Member
Davis, Angela Marie	Member
Eszenyi, Dymphna	Chair
Gursansky, Dianne Elizabeth	Member
Harvey, Janine Nicola	Member
Hasani, Michelle	Member
Hetzel, Diana Margaret	Member
Jennings, Barry John	Member
Miller, Sandra Anne (Sandy)	Member
Osborn, Thomas Ian	Member
Papillo, Michelle	Member
Shen, Dana Tung-choi	Member
Stewart, Nigel	Member
Tiffin, Barbara Dorothy	Member

Council for the Care of Children *

Bartley, Keith James	Member
Chapman, Barbara (Jane)	Member
Colmer, Kaye	Member
Cooper, Jane Mulcaster	Member
Edmonds, Angelique	Member
Hetzel, Diana Margaret	Chair
Manning, Thomas (Thom)	Member
Mazel, Joslene	Member
Rahman, Kiara	Member
Rozee, Emily	Member
Saunders, Nerida Michelle	Member
Schrapel, Simon	Member
Slee, Phillip Thomas	Member
Swan, David	Member

Ministerial Advisory Board on Ageing **

Caudrey, David	Ex Officio
Coventry, Kenneth John	Member
Crowley, Rosemary Anne	Chair
Greethead, Patricia Lesley	Member
Hugo, Graeme John	Member
Lewis, Lawrence	Member
McEwen, Gerard	Member
Mickan, Patricia Kaye	Member
Rigney, Janice Dorothy	Member
Strathearn, Graham Robert	Member
Tripp, Marjorie Anne (Marj)	Member
Vukovich, Dana	Member

Minister's Disability Advisory Council

Abdi, Siyat	Member
Annear, Katharine Elisabeth	Deputy Chair
Beard, Jacqueline Elise	Member
Caudrey, David	Ex Officio
Daniels-Mayes, Sheelagh	Member
Gant, Silvana	Member
Hallahan, Lorna Elizabeth	Chair
Kalaitzidi, Evdokia	Member
Kimpton, Kyra	Member
Lillecrap, Neil	Member
Mellis, Gaëlle	Member
Oldfield, Wayne	Member
Taggart, Michael John	Member

Minister's Youth Council ***

Al-Khafaji, Mohammad	Co-Chairperson
Attwood, Cassandra	Member
De Cure, Henry	Member
Elsayed, Sarah	Member
Fitzgerald, Paul	Member
Gillett, Emma	Member
Hanley, Kye	Member
Hensman, Lulu	Member
Kimm, Lauren	Member
Leong, Noby	Member
Lim, Nai Heak	Co-Chairperson
Manning, Thomas (Thom)	Member
Morphett, Georgina Frances	Member
Moulds, Emma Jane	Member
Thompson, Michael	Member
Wallace, Ruth	Member
Whittington, Catherine	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	Member
Stock, Louise Kathryn	Member
Webb-Dennis, Katrina Lea	Member
Zeitz, Christine	Member

Risk Management and Audit Committee

Agars, Peter	Member 1 July 2011, deceased 30 Oct 2011
Bull, Peter	Member
Evans, Michael JB	Member
Lamshed, Geoff	Member
Patetsos, Mary	Chairperson
Rantanen, Nicolle	Member
Sneddon, Yvonne	Member
Young, Lynn	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	Member
Silva, Miriam	Member
Skaka, Sumeja	Member
Skalban, Malgorzata (Gosia)	Member
Totino, Domenico	Member

State Emergency Relief Fund

Chooi, Angela	Member
Faggotter, Veronica Margaret	Member
Goldsworthy, Sherree	Member
Grear, Barry Joseph	Chair
Lamont, Helen Kay	Member
Nechvoglod, Raina Nella	Member

Supported Residential Facilities Advisory Committee

Armstrong, Alister Lyndon	Member
Bouwens, (Sheila) Carol	Deputy Member (Duke)
Chapman, Barbara (Jane)	Chair
Duke, Kevin John	Member
Fox, Shaunee	Member
Kitchin, Neville	Member
McNamara, Mariann Rose	Member
Megaw, Anne	Deputy Member (Petrys)
Moat, Kirin	Deputy Member (Nikolettos)
Nikolettos, Paul	Member
Petrys, Debra	Member
Richardson, Penelope	Member
Ryan, Paula Elizabeth	Member
Whittington, Susan	Member
Whittaker, Jillian Yvonne	Deputy Member (Whittington)
Wigg, Carolyn Ann	Deputy Member (Wright)
Wright, Helen	Member

Ministerial Advisory Group on Volunteering ***

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
Priccolo, Antonio (Tony)	Chairperson
Sutherland, Jan Lynette	Member
Thorley, Wayne Brian	Member
Weiser, Sonya	Member
Whitfield, Mark Kennett	Member

- * Finances transferred to the Department for Education and Child Development as at 1 January 2012
- ** Finances transferred to the Department for Health and Ageing as at 1 January 2012
- *** Finances transferred to DCSI from the Attorney-General's Department as at 1 January 2012

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 \$0.160 million (2011: \$0.120 million).

The number of Members whose income from the entity falls within the following bands is:

	2012 No. of Members	2011 No. of Members
\$0	51	41
\$1 - \$9 999	96	51
\$10 000 - \$19 999	2	2
Total	149	94

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 \$0.010 million (2011: \$0.010million).

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

On 13 August 2012 the Government announced it intends to establish a Community Safety Directorate which will be a Directorate of the Department for Communities and Social Inclusion. The Directorate will provide strategic advice and high level co-ordination across Police, Correctional Services, Emergency Services and Road Safety, and oversee the development and implementation of policy. A Project Team has been established to determine the best model for the authority.

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 62 places licensed by the Commonwealth Department of Health and Ageing. Effective 1 July 2007, the Governor proclaimed the dissolution of Julia Farr Services and all assets and liabilities vested in or held by Julia Farr Services were transferred or assigned to or vested in, the Minister for Disability. Certain assets held by the former Julia Farr Services are subject to the terms and conditions of the Home for Incurables Trust and the Minister for Disability has been appointed as trustee. The trust assets are administered but not controlled by the Department, hence they are not included in the accounts of the Department.

The former Intellectual Disability Services Council (IDSC) was also an approved provider of residential aged care with 32 places licensed by the Commonwealth Department of Health and 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. Effective 1 July 2006, the Board of IDSC dissolved and the assets and liabilities of IDSC were transferred, assigned or were vested in the Minister for Disability.

STATEMENT OF COMPREHENSIVE INCOME
for the year ended 30 June 2012

	Residential Highgate	Aged Care Northgate	Non- Residential Aged Care	
	Disability SA	Disability Services SA		Total
NAPS ID*:	1021	3051		
RACS ID**:	6402	6203		
	\$'000	\$'000	\$'000	\$'000
Expenses				
Employee benefit expenses	4 269	3 374	425 037	432 680
Supplies and services	2 831	1 210	218 040	222 081
Depreciation and amortisation	1	143	4 578	4 722
Grants, subsidies and client payments	-	-	787 888	787 888
Other expenses	-	-	27 259	27 259
Total expenses	<u>7 101</u>	<u>4 727</u>	<u>1 462 802</u>	<u>1 474 630</u>
Income				
Rent, fees and charges	1 154	720	130 860	132 734
Commonwealth revenues	1 452	1 740	263 993	267 185
Interest revenues	-	-	31	31
Net gain/(loss) from disposal of non-current assets	-	-	628	628
Other revenues	-	-	7 066	7 066
Total income	<u>2 606</u>	<u>2 460</u>	<u>402 578</u>	<u>407 644</u>
Net cost of providing services	<u>(4 495)</u>	<u>(2 267)</u>	<u>(1 060 224)</u>	<u>(1 066 986)</u>
Revenues from/(payments to) SA Government				
SA Government appropriation	-	-	1 110 680	1 110 680
Grants from SA Government agencies	-	-	10 991	10 991
Payments to SA Government	-	-	(17 938)	(17 938)
Total revenues from/(payments to) SA Government	<u>-</u>	<u>-</u>	<u>1 103 733</u>	<u>1 103 733</u>
Net result	<u>(4 495)</u>	<u>(2 267)</u>	<u>43 509</u>	<u>36 747</u>

* National Approved Provider System (NAPS)

** Residential Aged Care Service (RACS)

STATEMENT OF FINANCIAL POSITION
as at 30 June 2012

	Residential Highgate	Aged Care Northgate	Non- Residential Aged Care	
	Disability SA	Disability Services SA		Total
NAPS ID:	1021	3051		
RACS ID:	6402	6203		
	\$'000	\$'000	\$'000	\$'000
Current assets				
Cash and cash equivalents*	-	-	63 678	63 678
Receivables	42	21	35 193	35 256
Inventories	-	-	295	295
Total current assets	42	21	99 166	99 229
Non-current assets				
Receivables	5	4	15 061	15 070
Property, plant and equipment	-	9 008	179 919	188 927
Capital works in progress	-	-	68 009	68 009
Total non-current assets	5	9 012	262 989	272 006
Total assets	47	9 033	362 155	371 235
Current liabilities				
Payables	216	233	46 403	46 852
Employee benefits	677	481	40 893	42 051
Provisions	170	144	7 404	7 718
Other liabilities	-	-	785	785
Total current liabilities	1 063	858	95 485	97 406
Non-current liabilities				
Payables	46	37	4 650	4 733
Employee benefits	497	400	49 903	50 800
Provisions	596	505	25 831	26 932
Other liabilities	-	-	4 778	4 778
Total non-current liabilities	1 139	942	85 162	87 243
Total liabilities	2 202	1 800	180 647	184 649
Net assets	(2 155)	7 233	181 508	186 586

* Cash deficits in residential aged care are funded by contributions from SA Government.

STATEMENT OF COMPREHENSIVE INCOME
for the year ended 30 June 2011

	Residential Highgate	Aged Care Northgate	Non- Residential Aged Care	
	Disability SA	Disability Services SA		Total
NAPS ID:	1021	3051		
RACS ID:	6402	6203		
	\$'000	\$'000	\$'000	\$'000
Expenses				
Employee benefit expenses	4 185	3 053	455 363	462 601
Supplies and services	2 422	949	218 894	222 265
Depreciation and amortisation	1	143	5 311	5 455
Grants, subsidies and client payments	-	-	854 760	854 760
Net gain/(loss) from disposal of non-current assets	-	-	1	1
Other expenses	-	-	82	82
Total expenses	6 608	4 145	1 534 411	1 545 164
Income				
Rent, fees and charges	1 178	714	123 471	125 363
Commonwealth revenues	1 399	1 723	232 040	235 162
Interest revenues	-	-	54	54
Other revenues	-	-	4 837	4 837
Total income	2 577	2 437	360 402	365 416
Net cost of providing services	(4 031)	(1 708)	(1 174 009)	(1 179 748)
Revenues from/(payments to) SA Government				
SA Government appropriation	-	-	1 181 171	1 181 171
Grants from SA Government agencies	-	-	13 863	13 863
Payments to SA Government	-	-	(396)	(396)
Total revenues from/(payments to) SA Government	-	-	1 194 638	1 194 638
Net result	(4 031)	(1 708)	20 629	14 890

STATEMENT OF FINANCIAL POSITION
as at 30 June 2011

	Residential Highgate	Aged Care Northgate	Non- Residential Aged Care	
	Disability SA	Disability Services SA		Total
NAPS ID:	1021	3051		
RACS ID:	6402	6203		
	\$'000	\$'000	\$'000	\$'000
Current assets				
Cash and cash equivalents*	-	-	52 055	52 055
Receivables	27	17	39 606	39 650
Inventories	-	-	284	284
Total current assets	27	17	91 945	91 989
Non-current assets				
Receivables	7	5	17 307	17 319
Property, plant and equipment	-	10 102	273 785	283 887
Capital works in progress	-	-	18 240	18 240
Intangible assets	-	-	6 309	6 309
Total non-current assets	7	10 107	315 641	325 755
Total assets	34	10 124	407 586	417 744
Current liabilities				
Payables	210	140	48 330	48 680
Employee benefits	562	388	52 854	53 804
Provisions	132	97	9 775	10 004
Other liabilities	-	-	752	752
Total current liabilities	904	625	111 711	113 240
Non-current liabilities				
Payables	45	34	4 951	5 030
Employee benefits	505	386	55 803	56 694
Borrowings	-	-	285	285
Provisions	413	305	30 365	31 083
Other liabilities	-	-	5 415	5 415
Total non-current liabilities	963	725	96 819	98 507
Total liabilities	1 867	1 350	208 530	211 747
Net assets	(1 833)	8 774	199 056	205 997

* 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 2012

	Note	2012 \$'000	2011 \$'000
Administered expenses			
Employee benefit expenses		294	246
Supplies and services		1 374	1 269
Gain/(Loss) on revaluation of investment property		1 374	-
Depreciation and amortisation expense		761	761
Grants, subsidies and client payments	A5	162 514	154 569
Client Trust Fund payments	A4	13 514	12 572
Total administered expenses		179 831	169 417
Administered income			
Grants and contributions		10 354	10 616
Revenue from rent, fees and charges		1 022	441
Interest revenues		911	926
Client Trust Fund receipts	A4	13 270	13 008
Other Income		372	112
Total administered income		25 929	25 103
Net cost of providing services		(153 902)	(144 314)
Revenues from/(payments to) SA Government			
SA Government appropriation		160 000	151 492
Payment to SA Government under Cash Alignment Policy	A6	(8 060)	(7 556)
Total revenues from/(payments to) SA Government		151 940	143 936
Net result		(1 962)	(378)
Other comprehensive income			
Revaluation surplus		(4 016)	-
Total other comprehensive income		(4 016)	-
Total comprehensive result		(5 978)	(378)

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

DEPARTMENT FOR COMMUNITIES AND SOCIAL INCLUSION
STATEMENT OF ADMINISTERED FINANCIAL POSITION
as at 30 June 2012

	Note	2012 \$'000	2011 \$'000
Administered current assets			
Cash and cash equivalents		61 676	53 220
Receivables		294	600
Total current assets		61 970	53 820
Administered non-current assets			
Property, plant and equipment	A9.1	31 328	36 105
Investment property	A9.2	1 220	2 594
Total non-current assets		32 548	38 699
Total assets		94 518	92 519
Administered current liabilities			
Payables		14 704	6 905
Overdraft		23	21
Total current liabilities		14 727	6 926
Total liabilities		14 727	6 926
Net assets		79 791	85 593
Administered equity			
Retained earnings		53 605	55 391
Revaluation surplus		26 186	30 202
Total equity		79 791	85 593

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 2012

	Asset Revaluation Surplus \$'000	Retained Earnings \$'000	Total \$'000
Balance at 30 June 2010	30 202	55 769	85 971
Net result for 2010-11	-	(378)	(378)
Total comprehensive result for 2010-11	-	(378)	(378)
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

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 2012

	Note	2012 Inflows (Outflows) \$'000	2011 Inflows (Outflows) \$'000
Cash flows from operating activities			
Cash outflows			
Payments to SA Government		(8 060)	(7 556)
Employee benefit payments		(292)	(265)
Concessions		(130 267)	(127 346)
Payments of grants, subsidies and client payments		(24 311)	(26 191)
Payments for supplies and services		(1 501)	(1 108)
Client Trust Fund payments		(13 514)	(12 572)
Other payments		(10)	(2)
Cash used in operations		<u>(177 955)</u>	<u>(175 040)</u>
Cash inflows			
Receipts from SA Government		160 000	151 492
Rent, fees and charges		1 025	330
Grants and contributions		10 631	11 265
Interest received		949	915
Client Trust Fund receipts		13 270	13 008
Other receipts		370	75
Cash generated from operations		<u>186 245</u>	<u>177 085</u>
Net cash provided by operating activities	A11	<u>8 290</u>	<u>2 045</u>
Cash flows from financing activities			
Cash outflows			
Cash overdraft		-	1
Cash used in financing activities		<u>-</u>	<u>1</u>
Cash inflows			
Cash from Administrative Restructure		166	-
Cash generated from financing activities		<u>166</u>	<u>-</u>
Cash provided by financing activities		<u>166</u>	<u>1</u>
Net increase in cash and cash equivalents		8 456	2 046
Cash and cash equivalents at the beginning of the period		53 220	51 174
Cash and cash equivalents at the end of the period	A11	<u>61 676</u>	<u>53 220</u>

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 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	Total
	2012 \$'000	2012 \$'000	2012 \$'000	2012 \$'000	2012 \$'000	2012 \$'000	2012 \$'000	2012 \$'000	2012 \$'000	2012 \$'000	2012 \$'000
Administered expenses											
Employee benefit expenses	-	9	-	-	-	279	-	-	-	6	294
Supplies and services	853	162	315	-	-	-	2	-	-	42	1 374
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	4 000	-	-	-	277	232	-	-	-	10 354
Revenue from rent, fees and charges	-	151	491	-	-	-	330	-	-	50	1 022
Interest revenues	24	-	369	1	514	-	-	-	3	-	911
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 FAMILIES AND COMMUNITIES (2012 – DEPARTMENT FOR COMMUNITIES AND SOCIAL INCLUSION)
SCHEDULE OF ADMINISTERED EXPENSES AND INCOME
for the year ended 30 June 2011

	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	Total
	2011 \$'000	2011 \$'000	2011 \$'000	2011 \$'000	2011 \$'000	2011 \$'000	2011 \$'000	2011 \$'000	2011 \$'000	2011 \$'000	2011 \$'000
Administered expenses											
Employee benefit expenses	-	7	1	-	-	238	-	-	-	-	246
Supplies and services	1 059	180	27	-	-	-	3	-	-	-	1 269
Depreciation and amortisation expense	-	-	761	-	-	-	-	-	-	-	761
Grants, subsidies and client payments	5 394	3 795	402	-	-	-	128 478	16 500	-	-	154 569
Client Trust Fund payments	-	-	-	-	12 572	-	-	-	-	-	12 572
Total administered expenses	6 453	3 982	1 191	-	12 572	238	128 481	16 500	-	-	169 417
Administered income											
Grants and contributions	5 845	4 000	-	-	-	257	514	-	-	-	10 616
Revenue from rent, fees and charges	74	39	328	-	-	-	-	-	-	-	441
Interest revenues	28	-	380	1	514	-	-	-	3	-	926
Client Trust Fund receipts	-	-	-	-	13 008	-	-	-	-	-	13 008
Other income	110	-	-	2	-	-	-	-	-	-	112
Total administered income	6 057	4 039	708	3	13 522	257	514	-	3	-	25 103
Net cost of providing services	(396)	57	(483)	3	950	19	(127 967)	(16 500)	3	-	(144 314)
Revenues from/(payments to) SA Government											
SA Government appropriation	-	-	-	-	-	-	134 573	16 919	-	-	151 492
Payment to SA Government under Cash Alignment Policy	-	-	-	-	-	-	(7 556)	-	-	-	(7 556)
Total revenues from/(payments to) SA Government	-	-	-	-	-	-	127 017	16 919	-	-	143 936
Net result	(396)	57	(483)	3	950	19	(950)	419	3	-	(378)

DEPARTMENT FOR COMMUNITIES AND SOCIAL INCLUSION
NOTES TO ADMINISTERED ITEMS FINANCIAL STATEMENTS
for the year ended 30 June 2012

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 **

* 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 A14.

** 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.

A4 Client Trust Accounts

The Department for Communities and Social Inclusion acts as trustee of client trust accounts, relating to clients of the former Intellectual Disability Services Council Incorporated (IDSC) and the former Julia Farr Services (JFS). The balance of the client trust accounts at 30 June 2012 was \$11.554m (2011 \$11.284m). These amounts cannot be used by the Department to achieve its own objectives, and accordingly are not included in the controlled financial statements.

	2012	2011
	\$'000	\$'000
Opening Balance 1 July	11 284	10 334
Add Receipts	13 784	13 522
Less Expenses	(13 514)	(12 572)
Closing Balance 30 June	11 554	11 284

A5 Grants, subsidies and client payments

Gamblers Rehabilitation	5 814	5 394
Community Benefit SA Program	775	3 795
Home for Incurables Trust	414	402
Concessions	138 203	128 478
Community Service Obligations	17 308	16 500
Total Grants, Subsidies and Client Payments	162 514	154 569

Concessions

Water & sewerage rates	34 859	28 815
Council rates	32 951	32 834
Energy	30 728	28 817
Transport	31 758	30 729
Emergency services levy	6 909	6 551
Other	998	732
Total Concessions	138 203	128 478

A6 Payments to SA Government

	2012 \$'000	2011 \$'000
Concessions (Cash Alignment Policy transfer)	8 060	7 556
Total Payments to SA Government	8 060	7 556

A7 Consultancies

There were no consultants engaged in the 2010-11 and 2011-12 financial years.

A8 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 2012, the Department had outstanding funding commitments to the following programs:

	2012 \$'000	2011 \$'000
Community Benefits Program	3 396	191
Gambler's Rehabilitation Fund	782	969
Home for Incurables Trust (Fire Upgrade of Highgate Building)	40	-
Total operating funding commitments	4 218	1 160
Total unexpended funding commitments	4 218	1 160

A9 Property, plant and equipment**A9.1 Property, plant and equipment**

	2012 \$'000	2011 \$'000
Land and buildings		
Site land (fair value)	13 510	14 621
Buildings and improvements (fair value)	17 818	22 245
Less accumulated depreciation - buildings and improvements	-	(761)
Total land and buildings	31 328	36 105

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)
Other movements – Revaluation	(1 111)	(2 905)	(4 016)
Carrying amount at 30 June 2012	13 510	17 818	31 328

A9.2 Investment property

	2012 \$'000	2011 \$'000
Investment building	925	925
Revaluation decrement	(139)	-
Fair Value at 30 June	786	925
	2012 \$'000	2011 \$'000
Investment land	1 669	1 669
Revaluation decrement	(1 235)	-
Fair Value at 30 June	434	1 669
Total Investment Property at 30 June	1 220	2 594

A10 Transferred functions

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 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

A11 Cash flow reconciliation

	2012 \$'000	2011 \$'000
Reconciliation of cash and cash equivalents – cash at year end as per:		
Statement of Administered Cash Flows	61 676	53 220
Statement of Administered Financial Position	61 676	53 220
Reconciliation of net cash provided by operating activities to net result:		
Net cash provided by operating activities	8 290	2 045
Add/Less non cash items		
Depreciation and amortisation	(761)	(761)
Revaluation of investment property	(1 374)	-
Changes in assets and liabilities		
(Decrease) in receivables	(306)	(486)
(Increase) in payables	(7 799)	(1 195)
Adjustment for administrative restructures	(10)	-
(Increase) in other liabilities	(2)	2
Net result	(1 962)	(378)

A12 Administered contingent assets and liabilities

The Department has no administered contingent assets and liabilities.

A13 Supported Residential Facilities Indemnity Fund

	2012 \$'000	2011 \$'000
Opening Balance 1 July	34	31
Add Receipts:		
Fees – Councils ¹	2	2
Interest	1	1
Closing Balance 30 June	37	34

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. The 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 percent of fees collected for deposit in the Fund within 28 days after the end of the financial year in which the fees are received.

A14 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 Income and Expenses – Home for Incurables Trust for the year ended 30 June 2012

	2012 \$'000	2011 \$'000
Expenses		
Employee benefit costs	-	1
Supplies and services	315	27
Grants, subsidies and client payments	414	402
Loss on revaluation of investment property	1 374	-
Depreciation and amortisation	761	761
Total Expenses	2 864	1 191
Income		
Rental income	491	328
Interest	369	380
Total Income	860	708
Net result	(2 004)	(483)
Other comprehensive income		
Revaluation surplus	(4 016)	-
Total comprehensive income	(4 016)	-
Total comprehensive result	(6 020)	(483)

**Schedule of Assets and Liabilities – Home for Incurables Trust
as at 30 June 2012**

	2012	2011
	\$'000	\$'000
Current assets		
Cash and cash equivalents		
Deposits with the Treasurer	238	441
Deposits with SAFA	7 515	7 136
Total cash and cash equivalents	7 753	7 577
SAFA Interest Receivable	-	32
Total current assets	7 753	7 609
Non-current assets		
Property, plant and equipment	31 328	36 105
Investment property	1 220	2 594
Total non-current assets	32 548	38 699
Total assets	40 301	46 308
Current Liabilities		
Payables	13	-
Total Current Liabilities	13	-
Total Liabilities	13	-
Net assets	40 288	46 308

**Schedule of Changes in Equity – Home for Incurables Trust
for the year ended 30 June 2012**

	Revaluation Surplus	Retained Earnings	Total
	\$'000	\$'000	\$'000
Balance at 30 June 2010	30 202	16 589	46 791
Net result for 2010-11	-	(483)	(483)
Total comprehensive result for 2010-11	-	(483)	(483)
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

**Schedule of Administered Cash Flows - Home for Incurables Trust
for the year ended 30 June 2012**

	2012 Inflows (Outflows) \$'000	2011 Inflows (Outflows) \$'000
Cash Flows from Operating Activities		
Cash Inflows		
Interest revenue	401	376
Rental revenue	491	328
Total Cash Inflows	892	704
Cash Outflows		
Employee payments	-	(1)
Supplies and services	(302)	(27)
Grants, subsidies and client payments	(414)	(402)
Total Cash Outflows	(716)	(430)
Net Cash Inflows from Operating Activities	176	274
Net Increase in cash	176	274
Cash at the beginning of the reporting period	7 577	7 303
Cash at the end of the reporting period	7 753	7 577

Accounting Policies

The accounting policies pertaining to the administered items for the Department are contained in Note 2 Summary of Significant Accounting Policies for the Department.

Cash and cash equivalents

Cash and cash equivalents as reported in the Schedule of Assets and Liabilities – Home for Incurables Trust includes cash on hand, deposits held at call and other short-term, highly liquid investments with maturities of three months or less that are readily convertible to cash and which are subject to insignificant risk of changes in value. Cash and cash equivalents in the Schedule of Administered Cash Flows – Home for Incurables Trust comprise cash and cash equivalents as defined above. Cash is measured at nominal value.

Reconciliation of Property Plant and Equipment - Home for Incurables Trust

Property, plant and equipment

	2012 \$'000	2011 \$'000
Land and buildings		
Site land (fair value)	13 510	14 621
Buildings and improvements (fair value)	17 818	22 245
Less accumulated depreciation – buildings and improvements	-	(761)
Total land and buildings	31 328	36 105

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 2011-12.

	Buildings and Site land	Improvements	Total Land, Buildings
	\$'000	\$'000	\$'000
Carrying amount at 1 July 2011	14 621	21 484	36 105
Depreciation and amortisation for the year	-	(761)	(761)
Other movements – revaluations	(1 111)	(2 905)	(4 016)
Carrying amount at 30 June 2012	13 510	17 818	31 328

Investment Property – Home for Incurables Trust

	2012 \$'000	2011 \$'000
Investment Building	925	925
Revaluation decrement	(139)	-
Fair Value at 30 June	786	925
	2012 \$'000	2011 \$'000
Investment Land *	1 669	1 669
Revaluation decrement	(1 235)	-
Fair Value at 30 June	434	1 669
Total Investment Property at 30 June 2012	1 220	2 594

* The land valued was based on the foot print of the investment building not the surrounding land.

Our Locations and Contact Details

Housing SA

Metropolitan Offices

Adelaide

120 Flinders Street
Adelaide SA 5000
Telephone: 131 299

Elizabeth

Level 1, Raleigh Chambers
Elizabeth City Centre SA
5112
Telephone: 131 299

Marion

235 Sturt Road
Sturt SA 5047
Telephone: 131 299

Modbury

100 Reservoir Road
Modbury SA 5092
Telephone: 131 299

Noarlunga

1st Floor, Noarlunga House
Ramsay Place
Noarlunga Centre SA 5168
Telephone: 131 299

Port Adelaide

296 St Vincent Street
Port Adelaide SA 5015
Telephone: 131 299

Salisbury

1 Ann Street
Salisbury SA 5108
Telephone: 131 299

The Parks

Building 4, The Parks
Community Centre
2-46 Cowan Street
Angle Park SA 5010
Telephone: 131 299

Country Offices

**Anangu Pitjantjatjara
Yankunytjatjara
Umuwa Office**

PMB 227 Umuwa via
Alice Springs NT 0872
Telephone: 8954 8188

Berri

29 Vaughan Terrace
Berri SA 5343
Telephone: 131 299

Ceduna

22 McKenzie Street
Ceduna SA 5690
Telephone: 131 299

Coober Pedy

Lot 334 Hutchinson Street
Coober Pedy SA 5723
Telephone: 131 299

Gawler

Unit 1, 4 Seventh Street
Gawler South SA 5118
Telephone: 131 299

**Limestone Coast
Connected Service Centre**

9 Elizabeth Street
Mount Gambier SA 5290
Telephone: 131 299

Murray Bridge

Mobilong House
Seventh Street
Murray Bridge SA 5253
Telephone: 131 299

Port Augusta

13 Mackay Street
Port Augusta SA 5700
Telephone: 131 299

Port Lincoln

10 Hallett Place
Port Lincoln SA 5606
Telephone: 131 299

Port Pirie

76 Florence Street
Port Pirie SA 5540
Telephone: 131 299

Whyalla

173 Nicolson Avenue
Whyalla Norrie SA 5608
Telephone: 131 299

Disability Services – Community and Home Support SA

Disability Services Central Office

103 Fisher Street
Fullarton SA 5063
Telephone: 8272 1988

Disability Information Services

For assistance with enquiries and information about disability services in South Australia
Telephone: 1300 786 117

Library and Information Service – Disability Collection

Strathmont Centre
696-710 Grand Junction Road
Oakden SA 5086
Telephone: 8266 8556

Independent Living Centre and Continence Resource 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

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: 8521 4700

Kangaroo Island

20 Dauncey Street
Kingscote
Kangaroo Island SA 5223
Telephone: 8553 2270

Victor Harbor

10 Crozier Road
Victor Harbor SA 5211
Telephone: 8555 8100

Gawler

Shop 32, Gawler Central
Complex
Level 2, Corner Murray and
Cowan Streets
Gawler SA 5118
Telephone: 8521 4700

Mount Barker

23 Mann Street
Mount Barker SA 5251
Telephone: 7424 7888

Country Offices – Country North

Ceduna

c/- Housing SA
22 McKenzie Street
Ceduna SA 5690
Telephone: 8625 2129

Port Augusta

40 Flinders Terrace
Port Augusta SA 5700
Telephone: 8641 1600

Port Pirie

76 Florence Street
Port Pirie SA 5540
Telephone: 8638 4981

Clare

Office 1/17 Lennon Street
Clare SA 5453
Telephone: 8842 3744

Port Lincoln

Second Floor
10 Hallett Place
Port Lincoln SA 5606
Telephone: 8688 3564

Whyalla

c/- Level 5, Whyalla Hospital
20 Wood Terrace
Whyalla SA 5600
Telephone: 8648 8686

Kadina

4a Draper Street
Kadina SA 5554
Telephone: 8821 0200

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

6 Verdun Road
Murray Bridge SA 5253
Telephone: 8532 4503

Domiciliary Care – Community and Home Support SA

Domiciliary Care Enquiries

(8.30am to 5.00pm)
Telephone: 1300 295 673

Domiciliary Care Referrals

(9.00 am to 5.00 pm)
Via Access2HomeCare
Telephone: 1300 130 551

Central Administration

Building 2, 300 Richmond Road
Netley SA 5037
Telephone: 1300 295 673

Domiciliary Equipment Service

(9.00 am to 5.00 pm)
Building 4
300 Richmond Road
Netley SA 5037
Telephone: 1300 295 786

Therapy Solutions

(9.00 am to 5.00 pm)
Telephone: 1300 296 812

Client Service Offices

Hampstead

207 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: 1300 295 673

Mawson Lakes

1 First Avenue
Mawson Lakes SA 5095
Telephone: 8256 8549

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

HP Centre
108 North Terrace
Adelaide SA 5000
Telephone: 8226 6009

Community Youth Justice Program

350 Main North Road
Blair Athol SA 5084
Telephone: 8269 8300

Metropolitan Aboriginal Youth and Families

Parks Community Centre
2-46 Cowan Street
Angle Park SA 5010
Telephone: 8243 5733

Adelaide Youth Training Centre

1 Jonal Drive and
26-56 Goldsborough Road
Cavan SA 5094
Telephone: 8169 1444

Integrated Youth Services

108 Kermode Street
North Adelaide SA 5006
Telephone: 8267 7101

Office for Youth

Telephone: 8413 8178
Email: OfficeforYouth@sa.gov.au
Website: www.officeforyouth.sa.gov.au

Office for Volunteers

Telephone: 1300 014 712
Email: OFV@sa.gov.au
Website: www.ofv.sa.gov.au

Northern Connections

Telephone: 8252 0544
Email: DCSI.NorthernConnections@sa.gov.au

Office for the Southern Suburbs

Telephone: 8207 0602
Website: www.oss.sa.gov.au

Office for Women

Telephone: 8303 0961
Email: officeforwomen@dcsl.sa.gov.au
Website: www.officeforwomen.sa.gov.au

Multicultural SA

Telephone: 8226 1944
Toll Free: 1800 063 535
Email: multiculturalsa@sa.gov.au
Website: www.multicultural.sa.gov.au

Interpreting and Translating Centre (part of Multicultural SA)

Telephone: 8226 1990 (Interpreting)
Telephone: 8226 1980 (Translating)
Email: itc@sa.gov.au
Website: www.translate.sa.gov.au

Acronyms

ABS	Australian Bureau of Statistics
APY	Anangu Pitjantjatjara Yankunytjatjara
ARACY	Australian Research Alliance for Children and Youth
ARC	Australian Research Council
ATHOS	Aboriginal Transitional Housing Outreach Service
BCIS	Boards and Committees Information System
CAARS	Common Approach to Assessment, Referral and Support
CHART	Changing Habits and Reaching Targets
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
DMITRE	Department for Manufacturing, Innovation, Trade, Resources and Energy
DPTI	Department of Planning, Transport and Infrastructure
EAP	Employee Assistance Program
ELT	Executive Leadership Team
FOI	Freedom of Information
FTE	Full-time Equivalent
GJ	Gigajoules
GoGO	Greening of Government Operations
HACC	Home and Community Care
ICAN	Innovative Community Action Network
ICT	Information and Communication Technology
IM	Injury Management
KPIs	Key Performance Indicators
LTI	Lost Time Injury
MDAC	Minister's Disability Advisory Council
MOAA	Memorandum of Administrative Agreement
NAHA	National Affordable Housing Agreement

NAIDOC	National Aborigines and Islanders Day Observance Committee
NBESP	Nation Building – Economic Stimulus Plan
NDA	National Disability Agreement
NDIS	National Disability Insurance Scheme
NDS	National Disability Strategy
NPY	Ngaanyatjarra Pitjantjatjara Yankunytjatjara
NRAS	National Rental Affordability Scheme
OHSW	Occupational Health, Safety and Welfare
OHSW&IM	Occupational Health, Safety and Welfare and Injury Management
OSCAR	Online System for Comprehensive Activity Reporting
SACE	South Australian Certificate of Education
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
SES	State Emergency Services
SISA	Self Insurance of South Australia
SPGC	Strategic Procurement and Grants Committee
TACSI	The Australian Centre for Social Innovation
URA	Urban Renewal Authority
VERIS	Volunteer Emergency Recovery Information System
WACA	Workforce Analysis and Comparison Application
WIC	Workforce Information Collection
WIS	Women's Information Service
YACs	Youth Advisory Committees